

MARZON HOTEL GUEST MANAGEMENT SYSTEM

A Capstone Project
Presented to
College of Computer Studies
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In Partial Fulfilment
of the Requirements for the Degree in
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CHAPTER I

INTRODUCTION

Overview of the Current State of Technology

Management Information System (MIS) is an organized approach to the study of the information needs of an organization's management at every level in making operational, tactical, and strategic decisions. Its objective is to design and implement procedures, processes, and routines that provide suitably detailed reports in an accurate, consistent, and timely manner.

(<http://www.businessdictionary.com/definition/management-information-system-MIS.html#ixzz3K6v8b2m>)

It is a broadly used and applied term for a three-resource system required for effective organization management. The resources are people, information and technology, from inside and outside an organization, with top priority given to people. The system is a collection of information management methods involving computer automation or otherwise supporting and improving the quality and efficiency of business operations and human decision making.

(<http://www.techopedia.com/definition/8240/management-information-system-mis>)

Hospitality Information Systems gives hospitality managers the tools they need to effectively use technology to benefit their business. It gives hospitality managers an edge in conversing with technology professionals, and empowers readers with

management awareness and terminology comprehension as it relates to the hospitality industry. (<http://as.wiley.com/WileyCDA/WileyTitle/productCd-EHEP000491.html>)

Marzon Hotel Kalibo was established in 2009. It started its operations since the Kalibo Domestic Airport became Kalibo International Airport. The airline industry needed an accessible accommodation near the airport and other famous landmarks in Kalibo. For the last three years, Marzon Hotel had been the base for overnight stay of airline personnel of Zest Air, PAL Express and Cebu Pacific Air in Kalibo. The hotel is currently using an in-house Reservation system customized and built for Marzon Hotel. It includes check in, check out, billing and generation of reservation and inventory of amenities report.

Marzon Hotel also has a website where guest can download a form for reservation. The filled-up form is then sent through email to the manager of the hotel. The reservation detail is then forwarded to the front desk and then recorded using the offline reservation system. It is only during this time that conflicts will be determined. The current website was designed to be static.

Marzon Hotel is also connected to Latte Restaurant but is under a different management. As part of their room service, food can be ordered from the restaurant and charged to the room.

Once a guest arrives, the reservation data is then retrieved and verified then the guest will be checked-in. When a guest is about to check-out, charge slips of different services availed by the guest including the food charge from Latte Restaurant is summed up and presented to the guest. After checking the amenities availed and paying the total charges, the guest can already check out.