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Front Desk Information System for Saint Felicity College

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***Abstract*:**

The researchers will make a front office/reception system as a hands-on part of Front Office Services NC II for the students of the Saint Felicity College. Front Office is the first place where guests or customers arrive and come in touch with the staff. Front office is the mirror of a hotel. The function of the front office is to directly get in touch with customer. Such room can discover more information about the customer and provide information for the customers. After all, Front office includes roles that affect the right side (revenues) of trading statement of the business.

The function of the system is about making reservation. This may also serve as an exam for the students of Saint Felicity College(SFC)**.** Knowledge of students of HRM can be tested in this system.

Our objective to this system is to develop Front Office System that will schedule all the reservations of the students in an easy way.

Front Office System that will allow the students to know rooms available and types and costs room that the customer's wanted at a certain time. Front Office System that provides receipt and proof of billing statement for the customer.

The methodology we use in this is system in prognostic type of research and creative type of research. Then the different Data Gathering instrument which consist of observation, research survey and interview, in addition, the different analysis, system design, and System implementation.

Keywords:-Front Desk Information System, TESDA, Front Office Services NC II, ISO 9126

1 INTRODUCTION

The front office receives information about the customers then will pass onto the other department of the company. The front office can also contact with marketing and sales department when the customers have questions on it. The company needs to give training to the front office manager because this position will contact with customers the most.

Staff working in the front office can also deal with simple tasks, such as sorting emails and helping on printing and typing tasks. Front office staffs need to use different skills on technologies too, such as using the printers, fax machines and phones.

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This is the reason why training is needed before the staffs start to work, although some might only be simple tasks. The most common work for the front office worker will be a mix of getting in touch with customers and helping out internally in the office.

2 METHOD

The design of the proposed system Faculty verification/query system are

Context flow diagram to show the interactions between a system and other actors with which the system is designed to face. Data flow diagram to shows what kind of information will be input to end output from the system, where the data will come from and go to, and where the data will be stored. System flowchart to show the flow of data in the system, and represents the work process of the system. Visual table of content (VTOC) to demonstrate the hierarchy of the command found in the menus of the program in which the level of detail increase from the top of the chart to the bottom, moving from general to the specific. Hierarchy input process (HIPO) for planning and/or documenting a computer program.

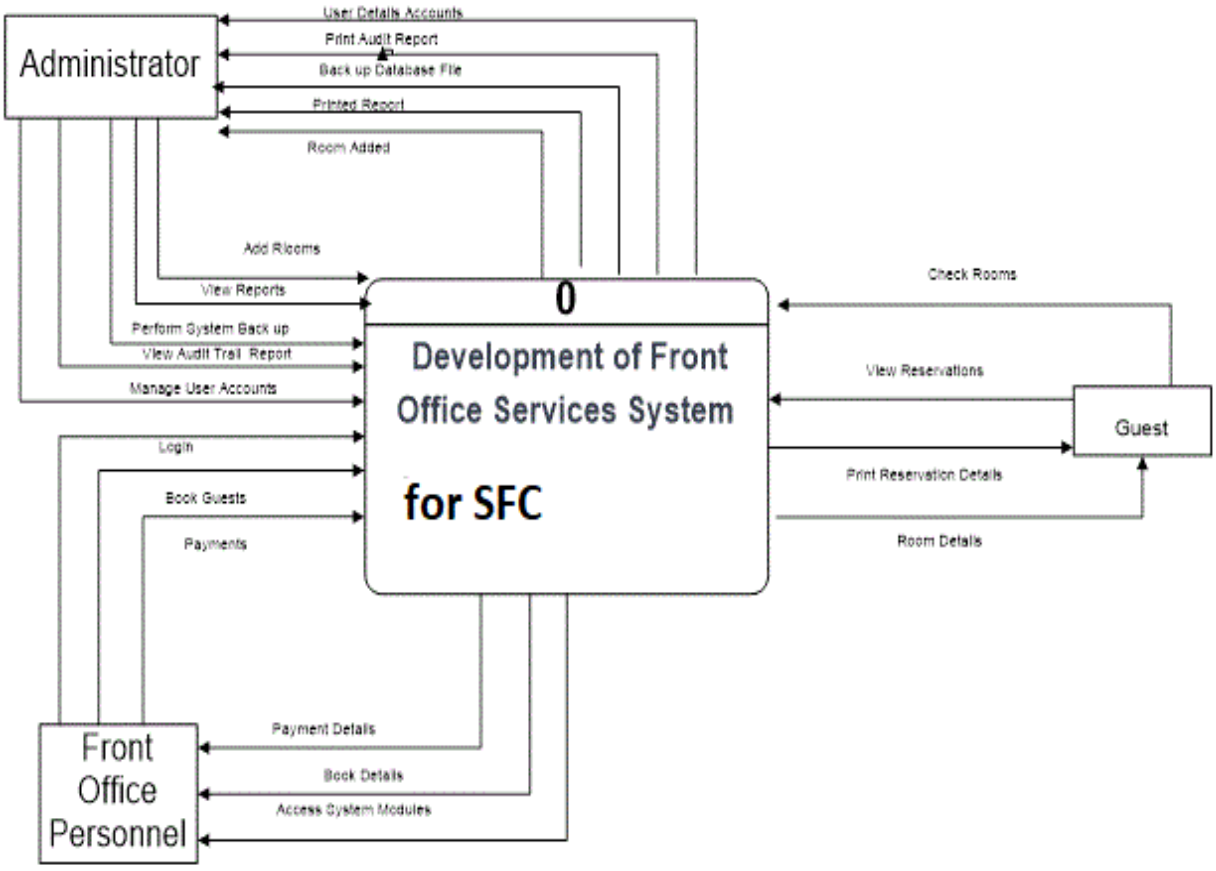

Figure 1. Context Diagram

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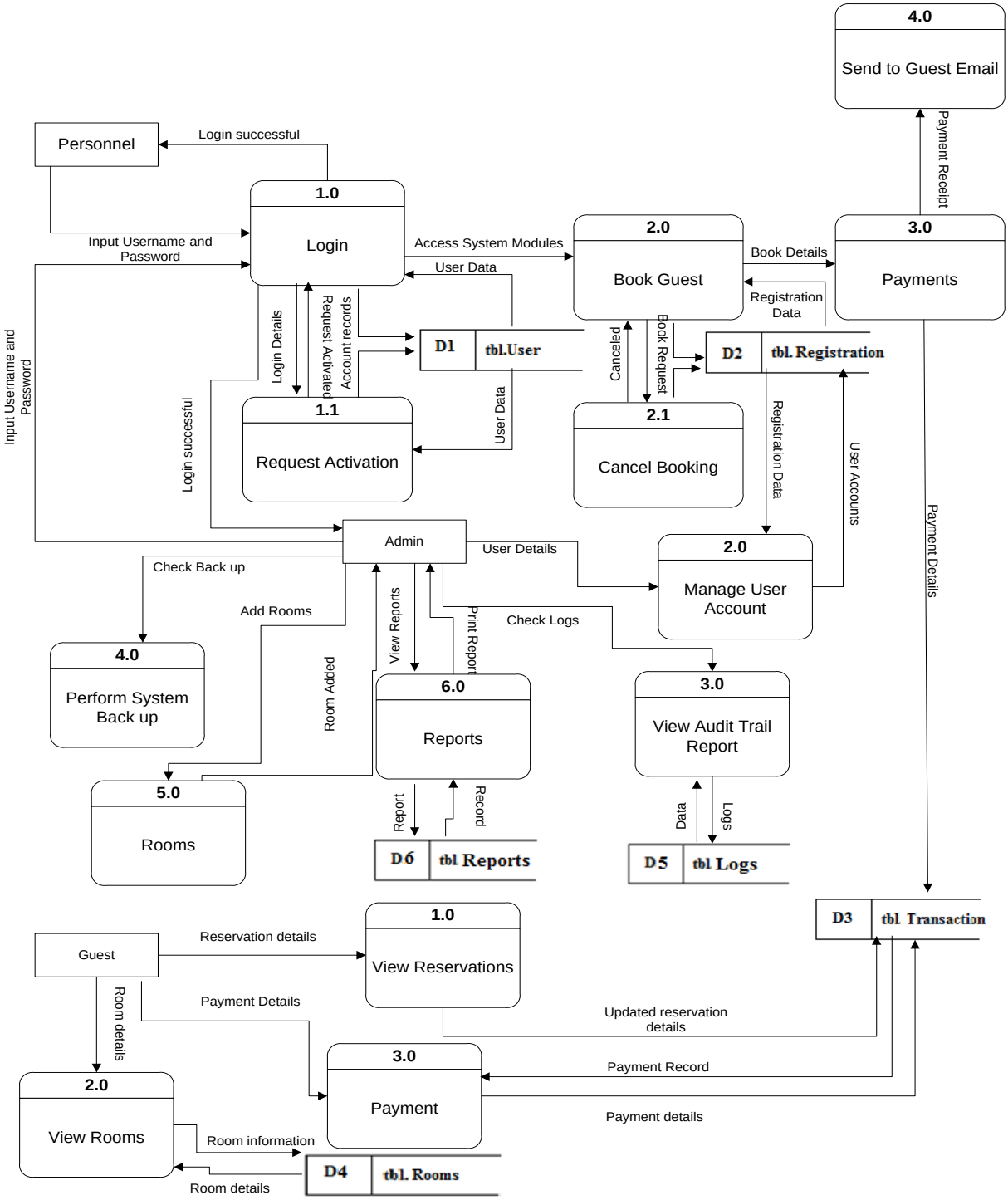

Figure 2. Data Flow Diagram

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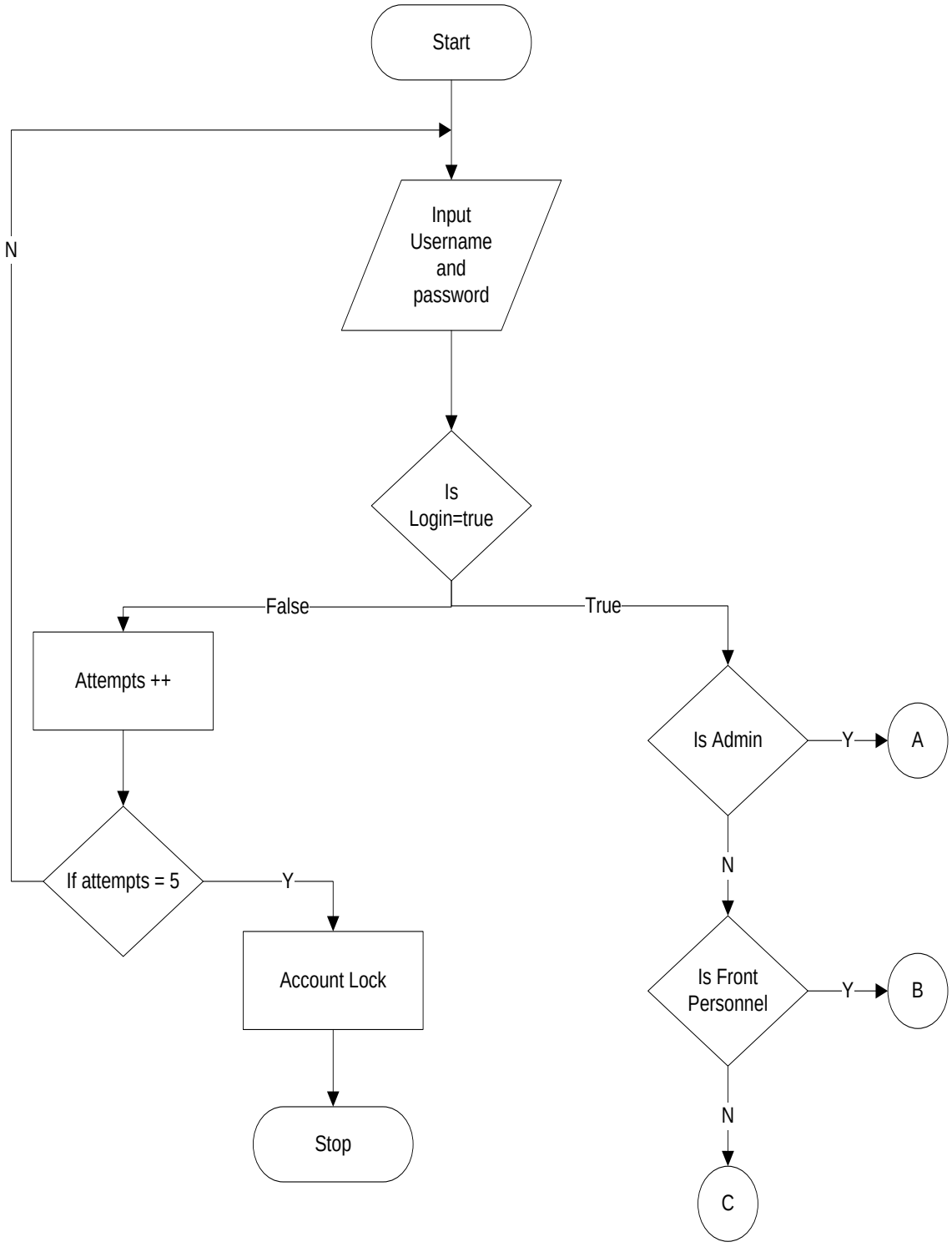

Figure 3.0System Flow Chart

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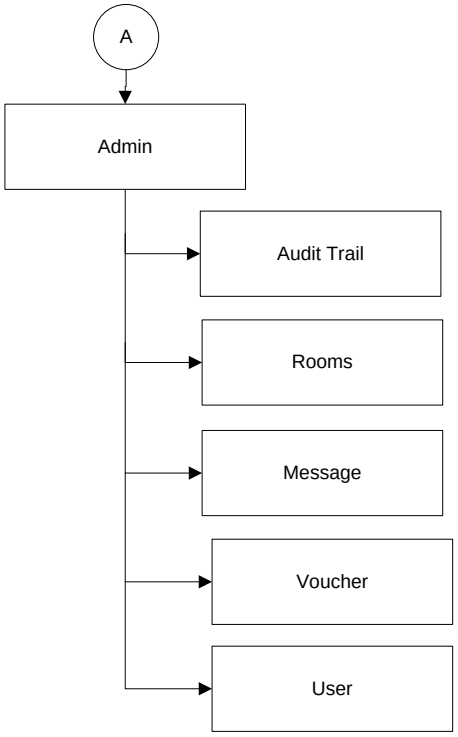

Figure 3.1Admin flow chart

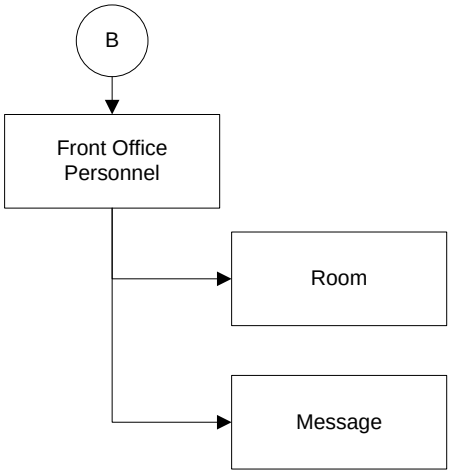

Figure 3.2Personel Flow Chart

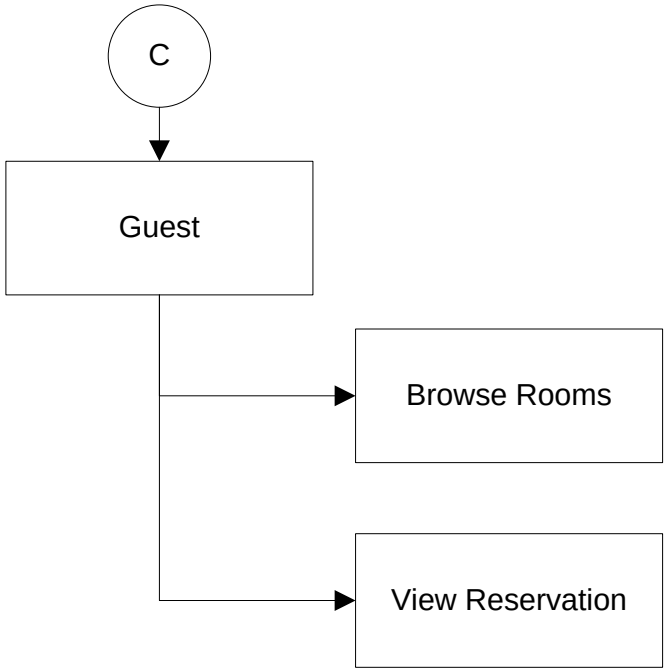

Figure 3.3Guest Flow Chart

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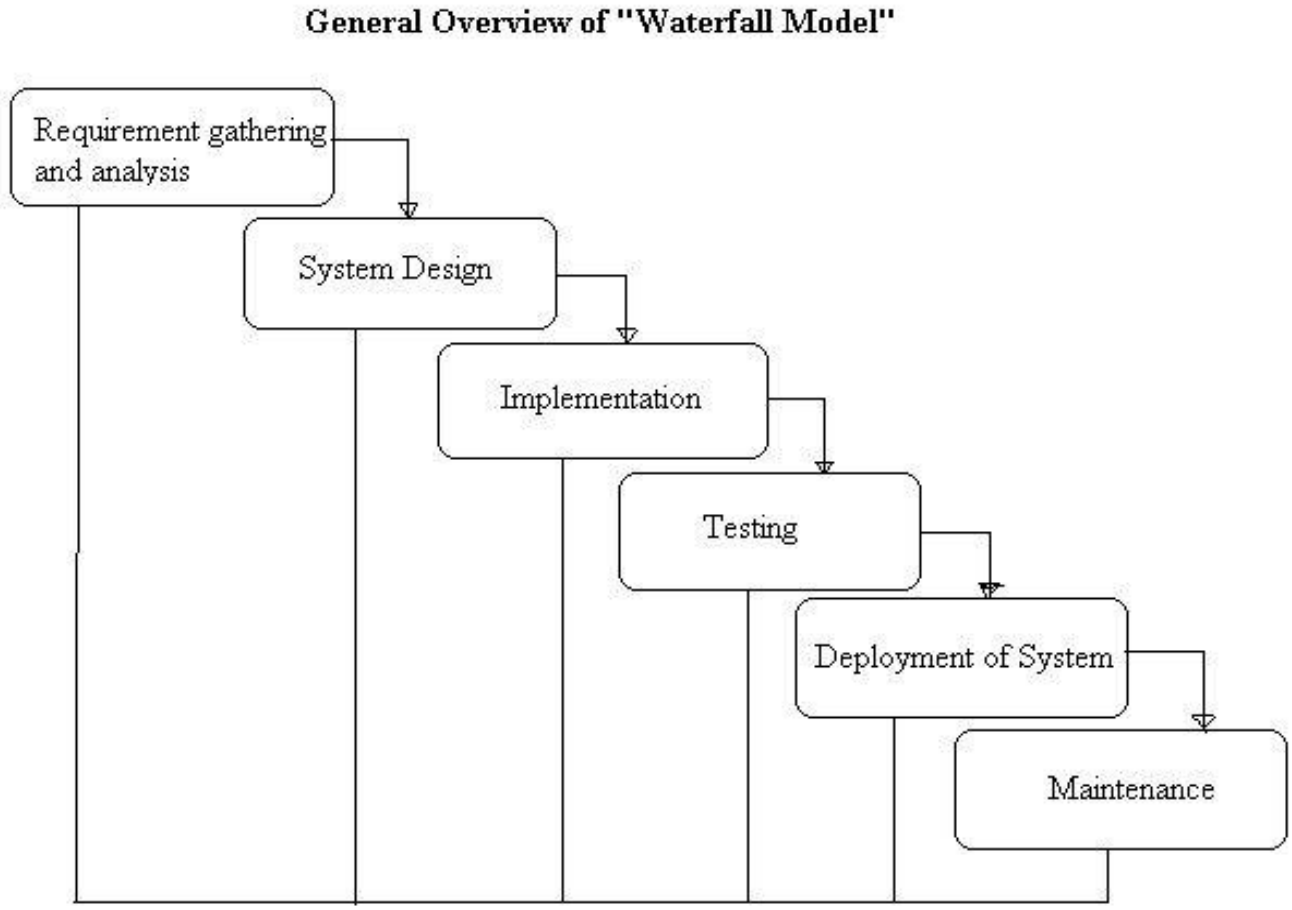

Figure 4.0Water fall model

The researcher intends to use the waterfall model as an instrument method to be used in developing the software. By using water model it gives the researcher an accurate plan that can give an accurate representation to the developing system.

Before starting the actual coding phase, it was highly important to understand the requirements of the end user and also have an idea of how should the end product lookslike. The requirement specifications from the first phase are studied in this phase and a system design is prepared. System design helps in specifying hardware and system requirements and also helps in defining the overall system architecture. The system design specifications serve as an input for the next phase of the model. As the study started on planning the required specification for future implementation of the system the proponents gathered different designs from other existing systems that were related to the study.

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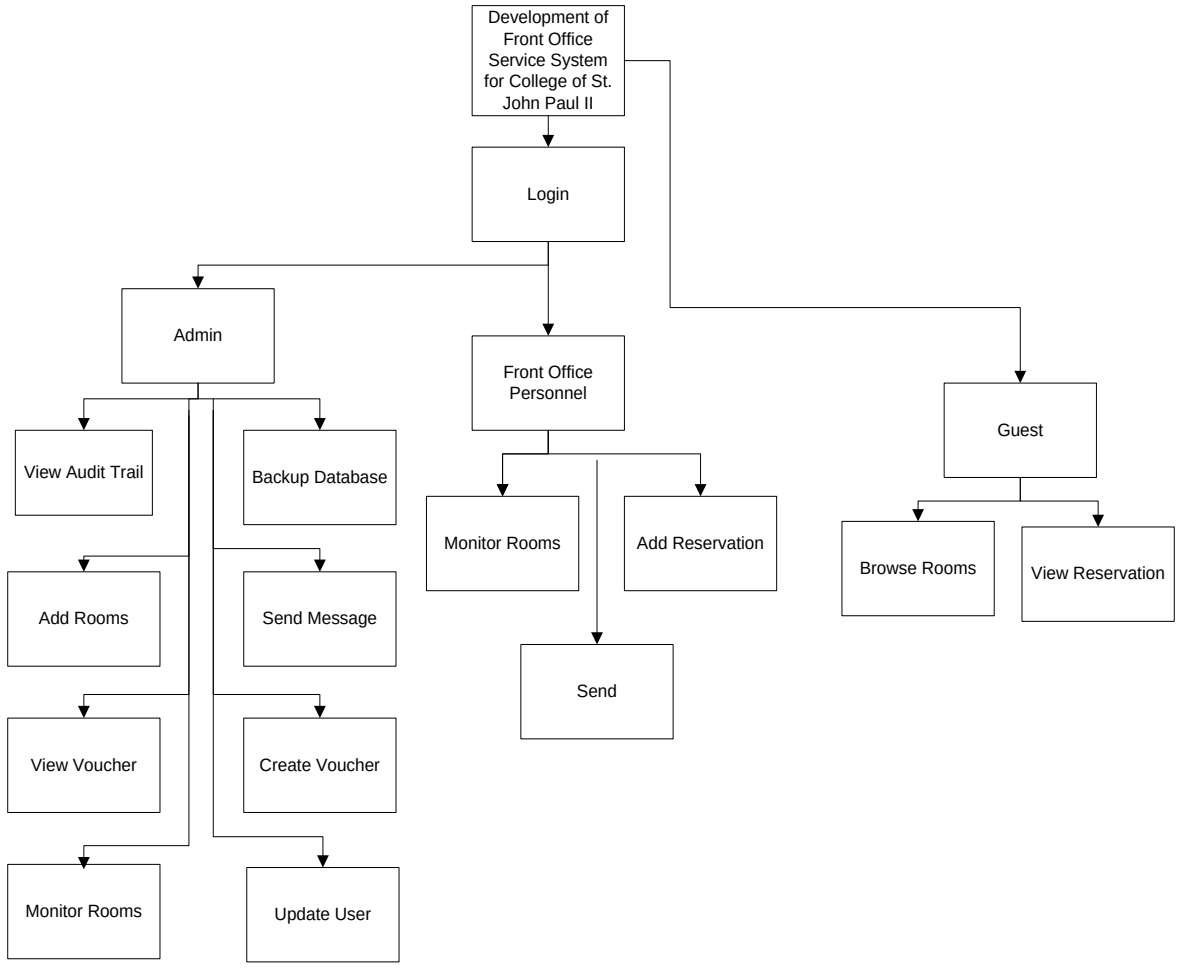

Figure 5. Hierarchy Input Process Output (HIPO)

The figure 1 shows a context Data Flow Diagram that is drawn for front office system. It contains a process (shape) that represents the system to model, in this case, the front office system". It also shows the participants who will interact with the system, called the external entities. The figure 2 shows what kind of information will be input to and output from the system, where the data will come from and go to, and where the data will be stored. It does not show information about the timing of process or information about whether processes will operate in sequence or in parallel. The three (3) figures above (Figure 3.0) (Figure 3.1) (Figure 3.2)(Figure 3.3)shows a System flowchart step by step progression through a procedure of the front office system.The three (3) figures above (Figure 4.0) shows a waterfall chart to demonstrate the hierarchy of the command found in the menus of the program Front office system in which the level of detail increase from the top of the chart to the bottom, moving from general to the specific. The figure 5 shows a (HIPO) chart to represents the front office system control structure and a set of IPO (Input-Process-Output) charts that describe the inputs to, the outputs from, and the functions (or

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processes) performed by each module on the hierarchy chart.

We did a survey questioner about our propose system faculty verification/query System to know the luck of our system to fix it and develop our system well. To get feedback to others and maybe we add their suggestions.

3 RESULTS

The function of the system is about making reservation. This may also serve as an exam for the students of College of St. John Paul II (CSJPII)**.** Knowledge of students of HRM can be tested in this system.

2.1.1 Updating reservation on time

- Out of 30 respondents, 6 people strongly agreed that updating a reservation on time is favorable, 15 people moderately agreed, 9 agreed and no one answered slightly agreed and disagreed.

STATUS OF PROPOSED SYSTEM IN TERMS OF:	SA 5	MA 4	A 3	SLA 2	D 1	X	Interpretation
A.MANAGEMENT OF RESERVATION							
a. Updating reservation on time	6	15	9	0	0	3.9	MA
b. Storing and manage the important reservation	4	18	8	0	0	3.86	MA
c. Accurate distribution of reservations	3	14	13	0	0	3.67	MA
B. PERFORMANCE OF EVALUATION							
a. Standard criteria for reservation process	6	15	9	0	0	3.9	MA
b. Accurate distribution of reservation form	5	12	13	0	0	3.73	MA
c. Processing of reservation tools	2	15	13	0	0	3.63	MA

2.1.2. Storing and manage the important reservation

- Out of 30 respondents 4 people strongly agreed why storing informations is important, 18 moderately agreed, 8 agreed, 0 answered slightly agreed and 0 for disagreed.

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C. TRACKING OF RECORDS							
a. Accurate tracking of records	7	12	11	0	0	3.87	MA
b. Storage of data	8	10	12	0	0	3.87	MA
c. Security for the records	6	13	11	0	0	3.83	MA

2.1.3. Accurate distribution of reservations

- Out of 30 respondents 3 people strongly agreed on giving reservation number as an accurate distribution of reservations, 14 moderately agreed, 13 for agreed and no one answered slightly agreed and disagreed.

D. GENERATION OF REPORTS							
a. Efficiency of generate results	3	12	15	0	0	3.6	MA
b. Accurate to restore all the reports	3	16	11	0	0	3.73	MA
c. Maintaining the statistical of reports	2	15	13	0	0	3.63	MA

Table 3

HOW EFFECTIVE THE PROPOSED SYSTEM IN TERMS OF:	VE 5	ME 4	E 3	SE 2	NE 1	X	Interpretation
A. MANAGEMENT OF RESERVATIONS							
a. Managing of user information	3	18	9	0	0	3.8	ME
b. Creating reservations	2	21	7	0	0	3.83	ME
c. Easy to operate	2	16	12	0	0	3.67	ME
d. Easy to organize all the data	4	17	9	0	0	3.83	ME
e. Support in creating data within the system	6	15	9	0	0	3.9	ME

Legend: VE (Very Effective), ME (Moderately Effective), E (Effective), SE (Slightly Effective), NE (Not Effective at all)

B. PERFORMANCE OF ONLINE RESERVATION							
a. Managing of	4	13	13	0	0	3.7	ME

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reservation form							
b. Ease to creating reservation form	5	11	14	0	0	3.2	E
c. Easy to operate	4	16	10	0	0	3.8	ME
d. Easy to collect all the reservation form	1	12	17	0	0	3.46	E

Legend: VE (Very Effective), ME (Moderately Effective), E (Effective), SE (Slightly Effective), NE (Not Effective at all)

C. **TRACKING OF RECORDS**							
a. Managing of records tracking	4	18	8	0	0	3.87	ME
b. Easy to operate	8	15	7	0	0	4.03	ME
c. Accessing of records	6	15	9	0	0	3.9	ME
d. Organizing of records	3	15	12	0	0	3.7	ME
e. Easy to collect all the records	3	15	12	0	0	3.7	ME

D. GENERATION OF REPORTS							
a. Managing the record reports	2	20	8	0	0	3.8	ME
b. Accuracy of the reports	5	11	14	0	0	3.7	ME
c. Easy to generate the reports	5	18	7	0	0	3.93	ME
d. Organizing of data	3	6	21	0	0	3.4	E

Legend: VE (Very Effective), ME (Moderately Effective), E (Effective), SE (Slightly Effective), NE (Not Effective at all)

This table refers to the responses of the respondents on Effectiveness Evaluation. The researchers evaluated the existing system by distributing 30 page survey questionnaire and the tallied answers are below:

3.1 MANAGEMENT OF RESERVATIONS

3.1.1 Managing of user information

- Out of 30 respondents 3 answered "very effective" in using/gathering accurate informations of the user, 18 "moderately effective", 9 for "effective" and no one answered "slightly effective" and "not effective at all".

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3.1.2 Creating reservations

- Out of 30 respondents 2 answered "very effective" in creating exact informations in reserving, 21 "moderately effective", 7 for "effective" and no one answered "slightly effective" and "not effective at all".

3.1.3 Easy to operate

- Out of 30 respondents 2 answered "very effective" in operating the system well and with ease, 16 "moderately effective", 12 for "effective" and no one answered "slightly effective" and "not effective at all".

3.1.4 Easy to organize all the data

- Out of 30 respondents 4 answered "very effective" in gathering and organizing all the required data, 17 "moderately effective", 9 for "effective" and no one answered "slightly effective" and "not effective at all".

3.1.5 Support in creating data within the system

- Out of 30 respondents 6 answered "very effective" in supporting data within the system , 15 "moderately effective", 9 for "effective" and no one answered "slightly effective" and "not effective at all".

3.2PERFORMANCE OF ONLINE RESERVATION

3.2.1 Managing of reservation form

- Out of 30 respondents 4 answered "very effective" in filling out accurate forms in reservation, 13 "moderately effective", 13 for "effective" and no one answered "slightly effective" and "not effective at all".

3.2.2 Ease to creating reservation form

- Out of 30 respondents 5 answered "very effective" since it is online, it reservation forms are ease to create, 11 "moderately effective", 14 for "effective" and no one answered "slightly effective" and "not effective at all".

3.2.3 Easy to operate

- Out of 30 respondents 4 answered "very effective" because it is online this is easier to operate, 16 "moderately effective", 10 for "effective" and no one answered "slightly effective" and "not effective at all".

3.2.4 Easy to collect all the reservation form

- Out of 30 respondents 1 answered "very effective" because personnel can see all collected reservation forms through online in one section only, 12 "moderately effective", 17 for "effective" and no one answered "slightly effective" and "not effective at all".

3.3 TRACKING OF RECORDS

3.3.1 Managing of records tracking

- Out of 30 respondents 4 answered "very effective" managing to track the records of the customer, 18 "moderately effective", 8 for "effective" and no one answered "slightly effective" and "not effective at all".

3.3.2 Easy to operate

- Out of 30 respondents 8 answered "very effective" in operation of tracking of records, 15 "moderately effective", 7 for "effective" and no one answered "slightly effective" and "not effective at all".

3.3.3 Accessing of records

- Out of 30 respondents 6 answered "very effective" that accessing records is

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favorable, 15 "moderately effective", 9 for "effective" and no one answered "slightly effective" and "not effective at all".

3.3.4 Organizing of Records

- Out of 30 respondents 3 answered "very effective" in organizing records well, 15 "moderately effective", 12 for "effective" and no one answered "slightly effective" and "not effective at all".

3.3.5 Easy to collect all the records

- Out of 30 respondents 3 answered "very effective", 15 "moderately effective", 12 for "effective" and no one answered "slightly effective" and "not effective at all".

3.4 GENERATION OF REPORTS

3.4.1 Managing the record reports

- Out of 30 respondents 2 answered "very effective", 20 "moderately effective", 8 for "effective" and no one answered "slightly effective" and "not effective at all".

3.4.2 Accuracy of the reports

- Out of 30 respondents 5 answered "very effective", 11 "moderately effective", 14 for "effective" and no one answered "slightly effective" and "not effective at all".

3.4.3 Easy to generate the reports

- Out of 30 respondents 5 answered "very effective", 18 "moderately effective", 7 for "effective" and no one answered "slightly effective" and "not effective at all".

3.4.4 Organizing of data

- Out of 30 respondents 3 answered "very effective", 6 "moderately effective", 21 for "effective" and no one answered "slightly effective" and "not effective at all".

Table 4
Effective), VSP (Not Effective at all)

THE PROBLEM ENCOUNTERED IN TERMS OF:	NP 5	SLP 4	MP 3	SP 2	VSP 1	X	Interpretation
A. MANAGEMENT OF RESERVATIONS							
a. Updating the website monthly	2	17	10	1	0	3.67	SLP
b. To create reservations accurately	11	14	4	1	0	4.17	SLP
c. Managing the reservations efficiency	4	17	9	0	0	3.83	SLP
B. PERFORMANCE OF ONLINE RESERVATION							
a. Standard criteria for reservation online	4	18	8	0	0	3.87	SLP
b. Ease to create reservation form/tools	5	16	8	1	0	3.83	SLP
c. Organizing of all reservation form	7	16	6	1	0	3.97	SLP

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C. TRACKING OF RECORDS							
a. Accuracy of recording data	4	18	8	0	0	3.87	SLP
b. Immediately updating new data	3	18	9	0	0	3.8	SLP
c. Ease to create records and manage in structured database system	3	15	12	0	0	3.7	SLP

Legend: NP (Very Effective), SLP (Moderately Effective), MP (Effective), SP(Slightly Effective), VSP (Not Effective at all)

This table refers to the responses of the respondents on Problem Encountered Evaluation. The researchers evaluated the existing system by distributing 30 page survey questionnaire and the tallied answers are below:

4.1 MANAGEMENT OF RESERVATIONS

4.1.1 Updating the website monthly

- Out of 30 respondents 2 answered "NP", 17 "SLP", 10 for "MP", 1 answered "SP" and 0 for "VSP".

4.1.2 To create reservations accurately

- Out of 30 respondents 11 answered "NP", 14 "SLP", 4 for "MP", 1 answered "SP" and 0 for "VSP".

4.1.3 Managing the reservations efficiency

- Out of 30 respondents 4 answered "NP", 17 "SLP", 9 for "MP", 0 answered "SP" and 0 for "VSP".

4.2 PERFORMANCE OF ONLINE RESERVATION

4.2.1 Standard criteria for reservation online

- Out of 30 respondents 4 answered "NP", 18 "SLP", 8 for "MP", 0 answered "SP" and 0 for "VSP".

4.2.2 Ease to create reservation form/tools

- Out of 30 respondents 5 answered "NP", 16 "SLP", 18 for "MP", 1 answered "SP" and 0 for "VSP".

4.2.3 Organizing of all reservation form

- Out of 30 respondents 7 answered "NP", 16 "SLP", 6 for "MP", 1 answered "SP" and 0 for "VSP".

4.3 TRACKING OF RECORDS

4.3.1 Accuracy of recording data

- Out of 30 respondents 4 answered "NP", 18 "SLP", 8 for "MP", 0 answered "SP" and 0 for "VSP".

4.3.2 Immediately updating new data

- Out of 30 respondents 3 answered "NP", 18 "SLP", 9 for "MP", 0 answered "SP" and 0 for "VSP".

4.3.3 Ease to create records and manage in structured database system

- Out of 30 respondents 3 answered "NP", 15 "SLP", 12 for "MP", 1 answered "SP" and 0 for "VSP".

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4.4 GENERATION OF REPORTS

4.4.1 Accurate to generate the results

- Out of 30 respondents 3 answered "NP", 20 "SLP", 7 for "MP", 0 answered "SP" and 0 for "VSP".

4.4.2Immediately updating new report

- Out of 30 respondents 2 answered "NP", 20 "SLP", 8 for "MP", 0 answered "SP" and 0 for "VSP".

4.4.3 Maintaining the results

- Out of 30 respondents 5 answered "NP", 12 "SLP", 13 for "MP", 0 answered "SP" and 0 for "VSP".

Table 5

FURPS OF THE POST-TEST – ISO 9126	SA	MA	A	SLA	D	X	Interpretation
1. Functionality							
a. Security of data and information	7	13	8	2	0	3.83	MA
b. Creating reservations on time	2	16	6	6	0	3.46	A
c. Creating online reservation form	9	11	9	1	0	3.93	MA
2. Usability							
a. User Friendly environment	10	14	6	0	0	4.13	MA
b. Ease of operation	8	18	4	0	0	4.13	MA
c. Easy to tracking of records	12	9	9	0	0	4.1	MA
3. Reliability							
a. Accessing of data	6	15	9	0	0	3.9	MA
b. Organizing of data	3	18	9	0	0	3.8	MA
c. Easy to reserve through online form	5	15	10	0	0	3.83	MA
4. Performance							
a. Creating reservations	5	17	8	0	0	3.9	MA
b. Dissemination of information	7	11	12	0	0	3.83	MA
c. Manage the reservation promptly	5	13	12	0	0	3.77	MA
5. Supportability							
a. Support in creating data within the system	6	14	10	0	0	3.87	MA
b. Supports for any Operating Systems	8	11	11	0	0	3.9	MA
c. Running on any web browsers	5	13	12	0	0	3.77	MA
Total							

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Legend: SA (Very Effective), MA (Moderately Effective), MA (Effective), SLA(Slightly Effective), D (Not Effective at all)

This table refers to the responses of the respondents on Status on proposed system evaluation. The researchers evaluated the existing system by distributing 30 page survey questionnaire and the tallied answers are below:

5.1 FUNCTIONALITY

5.1.1 Security of data and information

- Out of 30 respondents 7 answered "strongly agree", 13 "moderately agree", 8 for "agree", 2 answered "slightly agree" and 0 for "disagree".

5.1.2 Creating reservations on time

- Out of 30 respondents 2 answered "strongly agree", 16 "moderately agree", 6 for "agree", 6 answered "slightly agree" and 0 for "disagree".

5.1.3 Creating online reservation form

- Out of 30 respondents 9 answered "strongly agree", 11 "moderately agree", 9 for "agree", 1 answered "slightly agree" and 0 for "disagree".

5.2 Usability

5.2.1 User Friendly environment

- Out of 30 respondents 10 answered "strongly agree", 14 "moderately agree", 6 for "agree", 0 answered "slightly agree" and 0 for "disagree".

5.2.2 Ease of operation

- Out of 30 respondents 8 answered "strongly agree", 18 "moderately agree", 4 for "agree", 0 answered "slightly agree" and 0 for "disagree".

5.2.3 Easy to tracking of records

- Out of 30 respondents 12 answered "strongly agree", 9 "moderately agree", 9 for "agree", 0 answered "slightly agree" and 0 for "disagree".

5.3 Reliability

5.3.1 Accessing of data

- Out of 30 respondents 6 answered "strongly agree", 15 "moderately agree", 9 for "agree", 0 answered "slightly agree" and 0 for "disagree".

5.3.2 Organizing of data

- Out of 30 respondents 3 answered "strongly agree", 18 "moderately agree", 9 for "agree", 0 answered "slightly agree" and 0 for "disagree".

5.3.3 Easy to reserve through online form

- Out of 30 respondents 5 answered "strongly agree", 15 "moderately agree", 10 for "agree", 0 answered "slightly agree" and 0 for "disagree".

5.4 Performance

5.4.1 Creating reservations

- Out of 30 respondents 5 answered "strongly agree", 17 "moderately agree", 18 for "agree", 0 answered "slightly agree" and 0 for "disagree".

5.4.2 Dissemination of information

- Out of 30 respondents 7 answered "strongly agree", 11 "moderately agree", 12 for "agree", 0 answered "slightly agree" and 0 for "disagree".

5.4.3 Manage the reservation promptly

- Out of 30 respondents 5 answered "strongly agree", 13 "moderately agree", 12 for "agree", 0 answered "slightly agree" and 0 for "disagree".

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5.5 Supportability

5.5.1 Support in creating data within the system

- Out of 30 respondents 6 answered “strongly agree”, 14 “moderately agree”, 10 for “agree”, 0 answered “slightly agree” and 0 for “disagree”.

5.5.2 Supports for any Operating Systems

- Out of 30 respondents 8 answered “strongly agree”, 11 “moderately agree”, 11 for “agree”, 0 answered “slightly agree” and 0 for “disagree”.

5.5.3 Running on any web browsers

- Out of 30 respondents 5 answered “strongly agree”, 13 “moderately agree”, 12 for “agree”, 0 answered “slightly agree” and 0 for “disagree”.

4 DISCUSSION

This document completely describes the system using surveys and serves as a contractual basis between the customer and the developer. Surveys give the developers ideas to improve their proposed system. As the surveys get done, all gathered data are computed. The result will show what is the system needs and what should the developers do to improve it.

On receiving system design documents, the work was divided into modules/units. The actual coding was started, as well. The system was first developed in small programs called units, which were integrated in the next phase. Each unit was developed and tested for its functionality; this was referred to as the unit testing. Unit testing mainly verifies if the modules/units meet specifications. The researchers were not able meet yet this phase as the system has underwgone in constructing the different functionalities for the client.

5 CONCLUSION

This type of research employs basically implicit and stylistic approach in an analysis based on the programming abilities and a reflective thinking to a situation of aesthetic values. The proponents uses this type of research to improve programming abilities and designing. It would help a lot to the development of the proposed system by designing an interface that would visualize the proposed system.

6 FUTURE WORK

The developers did not include the online payment in the system. Future researchers, should add this type of payment to make the system more useful and convenient.

The researchers did not include the extend of time section in check-in. Some customers want to extend time of stay in the hotel. Future researchers, should add this section to the system to give another useful tab in the system.

7 POGRAM CODE

```
<?php
include('includes/database.php');
$result = mysql_query("SELECT * FROM rooms");
while($row = mysql_fetch_array($result))
 {
 $a=$row['room_id'];
 $_SESSION['axdes'] =$row['room_id'];
 $query = mysql_query("SELECT sum(qty_reserve) FROM roominventory WHERE '$arival' <= departure and '$departure' >= arrival and room_id='$a'");
while($rows = mysql_fetch_array($query))
 {
 $inogbuwin=$rows['sum(qty_reserve)'];
 }
 $angavil = $row['qty'] - $inogbuwin;
  $maadult = $row['maxadult'];
 $machild = $row['maxchild'];
```

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```
$wb = $_SESSION['wb'];
$rate = $row['rate'];
if ($angavil>0){
if ($adults <= $maadult){
if ($child <= $machild){
          echo"<div class='row'>";
 echo"<div class='col-md-7'>";
echo "<img width=650 height=200 alt='Unable to View' src='../admin/pages/". $row["filepath"] . "'>";
          echo"</div>";
          echo"<div class='col-md-5'>";
            echo'<h4>ROOM NUMBER: '.$row['rmnumber'].'</h4>';
             echo'<h4>ROOM TYPE: '.$row['type'].'</h4>';

echo'<h4>MAX NUMBER OF ADULT: '.$row['maxadult'].'</h4>';
                          echo'<h4>MAX NUMBER OF CHILDREN: '.$row['maxchild'].'</h4>';

echo'<h4>ROOM RATE: '.$row['rate'].'</h4>';

          if(empty($_SESSION['name'])){

                    echo"login is required";

          }

 else if ($wb<= $rate){
 echo "balance is not enough";

          }

          else{
                              echo '<input type="image" src="RESERVE-NOW-BUTTON.gif" alt="Submit" name="room_id" value="' .$row["room_id"]. '" onclick="setDifference(this.form);"/>';

          }
                                        echo '<br>';
                                        echo '<br>';
                                        echo '<br>';

          echo"</div>";

          echo"</div>";

          }

          }
  }

  }

                    ?>
```

8 REFERENCES

1. Carneige Mellon University Global Communication Center, IMRAD Cheat Sheethttps://www.cmu.edu/gcc/handouts/IMRD.pdf
2. *Shangri-La's Mactan Resort & Spa (20l3)*