

ABSTRACT

The constant growth of tourism industry in Malaysia has led to the rise of the hospitality industry over recent years. The major tourism SMEs are usually providing the needs or demand of tourists such as food, accommodation, transportation and other necessities. This paper focuses on the issues of poor customer satisfaction and operation performance that occur in a small and medium scale hospitality company and the ways to solve the problem by developing a prototype of ChaMS. The five whys analysis was used to identify the problems that occur in the hospitality company. The prototype of ChaMS is developed by using Rapid Application Development (RAD) technique with Microsoft Access. This study showed that the ChaMS had improved their customer satisfaction and operation performance by decreasing the registration process lead time and improving the data accuracy and efficiency. The proposed system also received positive feedbacks with its functionalities from the company.

RESEARCH PROBLEM


 Faced the difficulties of satisfying their customers and ended up with poor customer satisfactions.

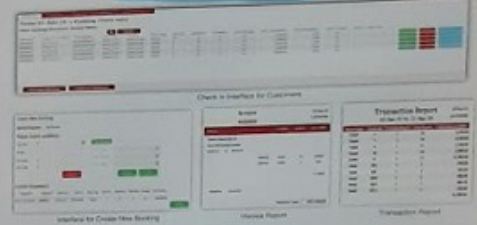
- RESEARCH OBJECTIVES**
- 01 To investigate the factors that affecting poor customer satisfaction in ABC Chalet.
 - 02 To enhance the registration process lead time of ABC Chalet by a prototype of ChaMS.
 - 03 To improve customer's data accuracy and efficiency of ABC Chalet by a prototype of ChaMS.



FACULTY OF INDUSTRIAL MANAGEMENT




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3. Time Study

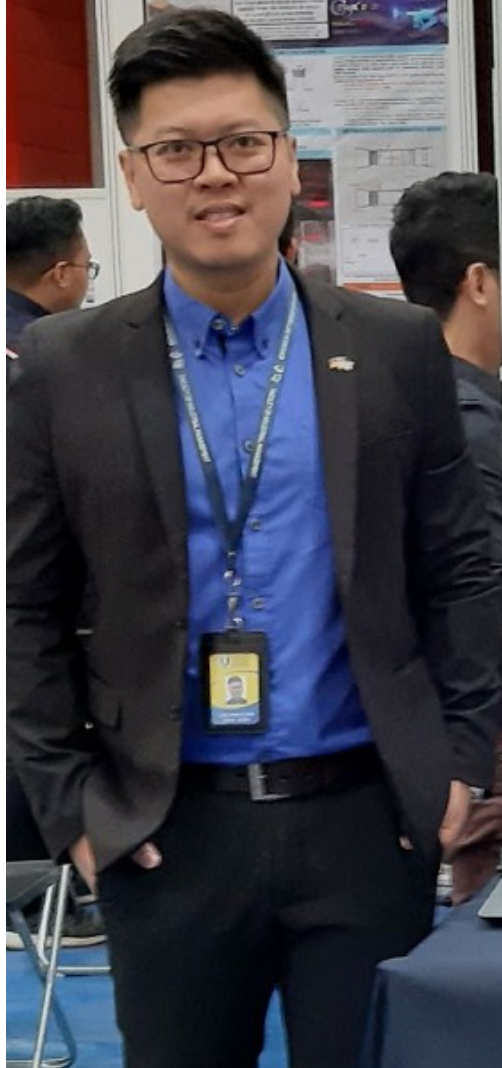
Time Study (Customer Reserve Earlier)					Time Study (Walk in Customer)												
Customer Check in (Reserve in Office)	Current Cycle Time (min)				By using ChaMS				Customer Check in (Walk in Customer)	Current Cycle Time (min)				By using ChaMS			
	1	2	3	Avg	1	2	3	Avg		1	2	3	Avg	1	2	3	Avg
Check in Customer	85	90	120	95	80	85	100	90	Check in Customer	85	90	120	95	80	85	100	90
Present Customer IC card, Book No. (IC No.)	25	30	35	30	25	30	35	30	Check the availability of room	170	180	190	180	170	180	190	180
Find the Customer Data	200	210	220	210	200	210	220	210	Reserved Customer IC card from Mobile No.	25	30	35	30	25	30	35	30
Confirm the details with customer	30	35	40	35	30	35	40	35	Present the Customer Data	130	140	150	140	130	140	150	140
List the details of customer	65	70	75	70	65	70	75	70	Calculate the total payment	10	15	20	15	10	15	20	15
Calculate the total payment	10	15	20	15	10	15	20	15	Collect the cash from customer	110	120	130	120	110	120	130	120
Collect the cash from customer	110	120	130	120	110	120	130	120	While the receipt with a manual receipt book	30	35	40	35	30	35	40	35
While the receipt with a manual receipt book	30	35	40	35	30	35	40	35	Close System File and Present to Customer	95	100	110	100	95	100	110	100
Close System File and Present to Customer	95	100	110	100	95	100	110	100	Total cycle time (min)	650	700	750	700	650	700	750	700
Total cycle time (min)	650	700	750	700	650	700	750	700	Total cycle time (min)	8	9	10	9	8	9	10	9
Total cycle time (min)	8	9	10	9	8	9	10	9	Save	30%			30%	30%			30%

CONCLUSION

- ✓ A prototype of ChaMS was successfully developed to automate the process of bookings and customer registrations.
- ✓ Provide better quality of registration service.
- ✓ Tracking of records can be done easily.

MARKETABILITY / COMMERCIALIZATION

- ChaMS is a simple system that able to customized based on the needs of small and medium enterprise.



ITEX'20
31ST INTERNATIONAL INVENTION, INNOVATION & TECHNOLOGY EXHIBITION, MALAYSIA

CONCURRENT EXHIBITION
WYIE MALAYSIA INVENTION EXHIBITION

INCORPORATING
AYIE MALAYSIA INVENTION EXHIBITION

NEW UPDATE!

20 • 21
NOVEMBER 2020

KUALA LUMPUR
CONVENTION CENTRE,
MALAYSIA

**ASIA'S LEADING
INVENTION, INNOVATION &
TECHNOLOGY EXHIBITION**



Chalet Management System

ITEX Exhibit Category:
Household & Office Products

INVENTION FEATURES

Booking ID	Customer Full Name	IC ID / Passport	From Date	To Date	Room Type	Room No.	Multi/Bed	Chk/Bed	WiFi Package	Total Amount (RM)	Amount Paid (RM)	Check in Status	Check in Date Time
BOOK001	Jee Hui Lun	94 000089611	2019-12-07	2019-12-08	Chalet	10	10	0	Yes	4,400.00	0.00	No	
BOOK002	Jee Hui Lun	94000089611	2019-12-07	2019-12-08	Chalet	8	10	0	Yes	4,700.00	0.00	No	
BOOK003	Jee Hui Lun	94 000089611	2019-12-07	2019-12-08	Chalet	9	10	0	Yes	5,000.00	0.00	No	
BOOK004	Jee Hui Lun	94 000089611	2019-12-07	2019-12-08	Chalet	7	10	0	Yes	4,400.00	0.00	No	
BOOK005	See Hong Yu	94 000089611	2019-12-07	2019-12-08	Chalet	9	10	0	Yes	5,000.00	0.00	No	

Figure 1: Check in Interface for Customers

APPROACH

Rapid Applications Development

Figure 2: Interface for Create New Booking

Room No.	Room Type	Quantity	Amount (RM)
Chalet Rooms No 10	Room with Package Included	07-Dec-19 To 08-Dec-19	
	Admin Fee	140.00	0%
	Chk/Bed Fee	200.00	0
			x1 Day(s)
Payment Total			RM 1,400.00

Figure 3: Invoice Report

Room Type	Room No.	Total Booking(s)	Total Guests	Total Amount (RM)
Chalet	6	1	16	4,500.00
Chalet	7	2	20	4,200.00
Chalet	8	1	12	3,360.00
Chalet	10	1	10	2,800.00
Chalet	11	2	75	15,400.00
Hotel	002	1	2	240.00
Hotel	004	1	2	240.00
Hotel	0250	1	2	400.00
Hotel	0251	1	2	400.00
Hotel	0252	1	2	120.00
				31,480.00

Figure 4: Transaction Report

General

Ts. Dr. Lee Khai Loon cipta sistem pengurusan chalet berasaskan reka bentuk khas untuk industri perhotelan

10 May 2021

GAMBANG, 10 Mei 2021 - Penyelidik dan pensyarah Fakulti Pengurusan Industri (FPI), Universiti Malaysia Pahang (UMP), Ts. Dr. Lee Khai Loon, 34, telah mencipta produk penyelidikan iaitu

ChaMs.

Menurut anak kelahiran Pulau Pinang ini, ChaMS adalah sistem pengurusan chalet berasaskan reka bentuk khas untuk perusahaan kecil dan sederhana (PKS) dalam industri perhotelan.

“Ia adalah perisian yang mudah digunakan dan melibatkan kos yang rendah serta berpatutan untuk PKS.

“Selain itu, ia juga mesra pengguna dan hanya memerlukan kemahiran komputer yang minimum daripada pengguna.

“Prototaip ChaMS dihasilkan dengan menggunakan teknik *Rapid Application Development (RAD)* melalui Microsoft Access,” katanya.

Tambah beliau lagi, ChaMS dapat meningkatkan ketepatan dan kecekapan data malahan mampu mempercepatkan masa pemprosesan.

“Dalam masa yang sama ia turut meningkatkan prestasi operasi dan kepuasan pelanggan secara keseluruhan berbanding dengan kaedah konvensional dalam memproses dan mengurus data.

“Penyelidikan ini dimulakan pada September 2019 dan disiapkan dalam masa setahun untuk trial run.

“Idea untuk menghasilkan kajian ini adalah berdasarkan pengalaman saya ketika menginap di beberapa chalet dan hotel yang kecil serta sederhana,” katanya.

Kajian beliau itu dijalankan bersama pelajar tahun akhir FPI, Lim Xue Ting.

Jelasnya lagi, ChaMS mengautomasikan proses pengurusan data pelanggan iaitu termasuklah pengurusan tempahan, pendaftaran, pembayaran, mencetak invois, dan menghasilkan laporan transaksi.

“Reka bentuk ChaMS semasa memberi tumpuan kepada pengurusan dalaman.

“Oleh itu, langkah seterusnya adalah menggabungkan fungsi laman sesawang untuk membolehkan interaksi langsung dengan pelanggan.

“ChaMS menawarkan harga tawaran RM500 sekali beli dan dibuat berdasarkan keperluan pengguna,” katanya.

Penyelidikan ini pernah mendapat pingat emas dalam pameran Citrex 2020 dan ITEX 2020.

Disediakan Oleh: Hafizatulazlin Abdul Aziz dan Nur Hartini Mohd Hatta, Penerbit UMP

