

237-D



ChaMS

[Chalet Management System]

Creation, Innovation, Technology and Research Exposition (CITREX) | 12th-15th February 2020

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 to 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.

RESULT

- 1 5-Whys Analysis
- 2 Longer waiting time
- 3 Slow processing speed of data
- 4 Manual Data Entry
- 5 Low Data Accuracy and Efficiency

FACULTY OF INDUSTRIAL MANAGEMENT



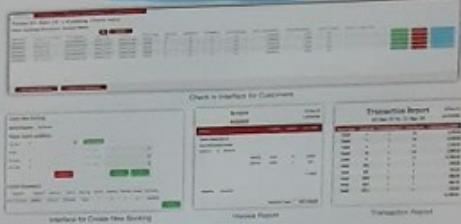

JIM XUE TING DR. LEE KHAI LOON

RESEARCH PROBLEM



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

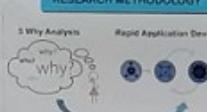
2. Rapid Applications Development



RESEARCH OBJECTIVES

- O1 To investigate the factors that affecting poor customer satisfaction in ABC Chalet.
- O2 To enhance the registration process lead time of ABC Chalet by a prototype of ChaMS.
- O3 To improve customer's data accuracy and efficiency of ABC Chalet by a prototype of ChaMS.

RESEARCH METHODOLOGY



Time Study (Customer Reserved Earlier)

	Customer	Booking Date	By using RAD	Data
Customer Check-in	1	2	3	Aug
Booking in Customer	4	5	6	Aug
Check the availability of room	28	29	30	31
Find the customer data	30	31	30	31
Check the details with customer	20	21	20	21
Get the details of	32	33	32	33
Optimize the total payment	12	13	12	13
Check the room from customer	11	10	12	13
Enter the room details in system	16	15	16	17
Check Room they want	10	11	10	11
Process to payment	15	14	15	16
Total time (min)	276	276	276	276
Total time (hours)	12	12	12	12
Summary	12	12	12	12

Time Study (Walk In Customer)

	Customer	Booking Date	By using RAD	Data
Customer Check-in	1	2	3	Aug
Booking in Customer	4	5	6	Aug
Check the availability of room	178	179	180	181
Find the customer data	178	179	180	181
Check the details with customer	20	21	20	21
Get the details of	128	129	128	129
Optimize the total payment	10	20	19	19
Check the room from customer	102	99	100	101
Enter the room details in system	10	10	10	10
Check Room they want	10	10	10	10
Process to payment	10	10	10	10
Total time (min)	11	11	11	11
Summary	11	11	11	11

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.





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Chams
Chalet Management System

ITEX Exhibit Category:
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INVENTION FEATURES

Check In | Check Out | Booking | Customer | Monthly Report

Today 07-Dec-19's Booking Check In(s)

Filter booking (Customer Name/HRSSC)

Booking ID	Customer Full Name	ID Or Passport	From Date	To Date	Room Type	Room No.	Adult(Fee)	Child(Fee)	With Package	Total Amount(RM)	AmountPaid(RM)	Check-in Status	Check-in Date Time
BK000001	Lee Khai Loon	34-0000000001	2019-12-07	2019-12-08	Chalet	6	10	0	No	1,400.00	0.00	No	
BK000002	Sweeney Lee	3400000002	2019-12-07	2019-12-08	Chalet	8	10	0	No	1,700.00	0.00	No	
BK000003	Young Ling	34-00000003	2019-12-07	2019-12-08	Chalet	9	10	0	No	1,600.00	0.00	No	
BK000004	Lee Khai Loon	34-00000004	2019-12-07	2019-12-08	Chalet	7	10	0	No	1,600.00	0.00	No	
BK000005	Sue Hong Yu	34-00000005	2019-12-07	2019-12-08	Chalet	9	10	0	No	1,600.00	0.00	No	

Add New Booking | Add New Customer

Figure 1: Check in Interface for Customers

APPROACH

Rapid Applications Development

Create New Booking

Selected Customer:

Please search availability:

From Date:	<input type="text"/>	Check-In Date:	<input type="text"/>
To Date:	<input type="text"/>	From Date:	<input type="text"/>
No of Adult:	<input type="text"/>	Room Available:	<input type="text"/>
No of Child:	<input type="text"/>	With Package:	<input type="text"/>
<input type="button" value="Next"/>		<input type="button" value="Cancel"/>	<input type="button" value="Find"/>

Current Booking(s):

Booking ID	Booking Date	Check-In Date	Check-Out Date	Room Type	Room No.	Adult(Fee)	Child(Fee)	With Package	Total Amount
BK000001	2019-12-07	2019-12-07	2019-12-08	Chalet	6	10	0	No	RM 1,400.00

Figure 2: Interface for Create New Booking

Invoice

BK0000020

Item ID	Description	Quantity	Amount(RM)
Chalet Room No 10			
Room With Package Included			
07-Dec-19	To	08-Dec-19	
Adult Fee	RM 40.00	10	RM 400.00
Child Fee	RM 20.00	0	RM 0.00
x1 Day(s)			
Booked By:		Jenelyn Lim	
Payment Total:		RM 1400.00	

Figure 3: Invoice Report

Transaction Report

01-Dec-19 To 31-Dec-19

Room Type	Rooms No.	Total Booking(s)	Total Counts	Total Amount (RM)
Chalet	6	1	16	RM 1,400.00
Chalet	7	2	20	RM 2,800.00
Chalet	8	1	12	RM 1,600.00
Chalet	9	1	10	RM 1,600.00
Chalet	10	2	25	RM 2,000.00
Hotel	022	1	2	RM 200.00
Hotel	024	1	2	RM 200.00
Hotel	0250	1	2	RM 400.00
Hotel	0251	1	2	RM 400.00
Hotel	0252	1	2	RM 120.00

07-Dec-19
8:32:46 PM

Figure 4: Transaction Report

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General

Ts. Dr. Lee Khai Loon cipta sistem pengurusan chalet berdasarkan 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

Menurut anak kelahiran Pulau Pinang ini, ChaMS adalah sistem pengurusan chalet berdasarkan 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

