

237-D



ChaMS
[Chalet Management System]

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

ABSTRACT

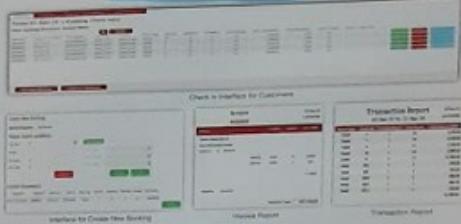
The constant growth of tourism industry in Malaysia has led to the rise of the hospitality industry over recent years. The major tourism SMEs are usually providing the needs or demand of tourists to tourists such as food, accommodation, transportation and other necessities. This paper focuses on the 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

- Poor Customer Satisfaction
- Longer Waiting Time
- Slow Processing Speed of data
- Manual Data Entry
- Low Data Accuracy and Efficiency

2. Rapid Applications Development



RESEARCH PROBLEM



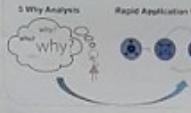
Faced the difficulties of satisfying their customers and ended up with poor customer satisfaction.

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

5 Why Analysis Rapid Application Development



Time Study
(Customer Reserved Earlier)

	Customer	Booking Date	By using RAD	Data
Customer Check-in	1	2	3	4
Booking in Customer	40	40	120	40
Process the booking	20	20	30	20
Find the customer data	30	30	180	30
Process the booking	20	20	30	20
Check the availability of room	10	10	30	10
Process the booking	20	20	30	20
Print the Reservation	10	10	30	10
Print the Receipt	10	10	30	10
Total time (min)	120	120	360	120

Time Study
(With in Customer)

	Customer	Booking Date	By using RAD	Data
Customer Check-in	1	2	3	4
Booking in Customer	40	40	120	40
Process the booking	20	20	30	20
Find the customer data	30	30	180	30
Process the booking	20	20	30	20
Check the availability of room	10	10	30	10
Process the booking	20	20	30	20
Print the Reservation	10	10	30	10
Print the Receipt	10	10	30	10
Total time (min)	120	120	360	120

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.





21ST INTERNATIONAL INVENTION, INNOVATION & TECHNOLOGY EXHIBITION, MALAYSIA

CONCURRENT EXHIBITION



INCORPORATING



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

5-STAR WORLD CLASS TECHNOLOGICAL UNIVERSITY

UMPMalaysia

INVENTION FEATURES

Figure 1: Check in Interface for Customers

Figure 2: Interface for Create New Booking

Figure 3: Invoice Report

Figure 4: Transaction Report

Research

Ts. Dr. Lee Khai Loon creates specially designed chalet management system for hotel industry

11 May 2021

A lecturer from the Faculty of Industrial Management (FPI), Universiti Malaysia PAHANG (UMP), Ts. Dr. Lee Khai Loon, 34, has created a research product called ChaMs.

According to the Penangite, ChaMS is a chalet management system based on a special design for small and medium enterprises (SMEs) in the hotel industry.

“This software is easy to use and involves low cost and affordable for SMEs.

“It is also user friendly and only requires minimal computer skills.

“The ChaMS prototype was produced using rapid application development (RAD) techniques through Microsoft Access,” he said.

He added that ChaMS can improve the accuracy and efficiency of data management and even speed up processing time.

“At the same time, it improves operational performance and overall customer satisfaction compared to conventional methods in processing and managing data.

“This research started in September 2019 and was completed within a year for a trial run.

“The idea to produce this study is based on my experience while staying in several small and medium chalets and hotels,” he said.

His research was conducted with a FIM final year student, Lim Xue Ting.

He added ChaMS automates the customer data management process involving booking management, registration, payment, invoice printing, and transaction reports generation.

“The current ChaMS design focuses on internal management.

“Therefore, the next step is to combine website functionalities to enable direct interaction with customers.

“ChaMS offers a promotional price of RM500 one-off purchase and is made based on the needs of consumers,” he said.

This research won gold medals in CITREx 2020 and ITEX 2020.

By: Hafizatulazlin Abdul Aziz and Nur Hartini Mohd Hatta, UMP Press

Translation by: Dr. Rozaimi Abu Samah, Engineering College/Faculty of Chemical and Process Engineering Technology

- 157 views

[View PDF](#)

