



ChaMS [Chalet Management System]



Creation, Innovation, Technology and Research Exposition (CiTREX) | 12th - 13th 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 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

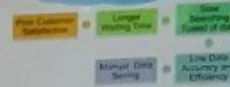
- 01 To investigate the factors that affecting poor customer satisfaction in ABC Chalet.
- 02 To enhance the registration process lead time of ABC Chalet by a prototype of ChaMS.
- 03 To improve customer's data accuracy and efficiency of ABC Chalet by a prototype of ChaMS.

RESEARCH METHODOLOGY

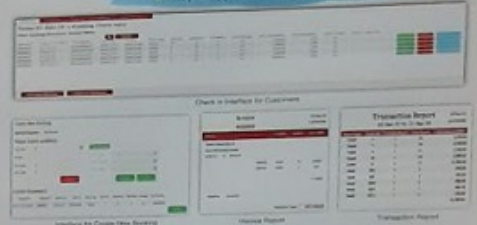


RESULT

1. 5-Whys Analysis



2. Rapid Applications Development



3. Time Study

Time Study (Customer Reserved Earlier)

Customer Check in (Reserved Earlier)	Current Cycle Time (min)	By using ChaMS
Customer Check in (Reserved Earlier)	1	1
Check in Customer	80	80
Present Customer ID card	10	10
Find the Customer Data	20	20
Confirm the details with Customer	30	30
Let the details of Customer	40	40
Calculate the total payment	50	50
Collect the cash from Customer	60	60
Issue the receipt with a manual stamp book	70	70
Close Room Key and Present to Customer	80	80
Total cycle time (min)	270	270
Total cycle time (min)	12	12
Save		

Time Study (Walk in Customer)

Customer Check in (Walk in Customer)	Current Cycle Time (min)	By using ChaMS
Customer Check in (Walk in Customer)	1	1
Check in Customer	80	80
Present Customer ID card	10	10
Find the Customer Data	20	20
Confirm the details with Customer	30	30
Let the details of Customer	40	40
Calculate the total payment	50	50
Collect the cash from Customer	60	60
Issue the receipt with a manual stamp book	70	70
Close Room Key and Present to Customer	80	80
Total cycle time (min)	450	450
Total cycle time (min)	15	15
Save		

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.

237-D





Chalet Management System

ITEX Exhibit Category:
Household & Office Products

INVENTION FEATURES

[Check In](#)
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[Alerting Report](#)

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

Filter Booking (Customer Name/ NRIC)

Booking ID	Customer Full Name	IC ID/ Passport	From Date	To Date	Room Type	Room No	Adult (No)	Child (No)	W/F Package	Total Amount (RM)	Amount Pay (RM)	Check-in Status	Check-in Date Time
90000001	Jee Mee Lim	940000000001	2019-12-07	2019-12-08	Chapel	30	10	0	Yes	1,400.00	0.00	No	
90000002	Jee Mee Lim	940000000002	2019-12-07	2019-12-08	Chapel	8	30	5	Yes	4,700.00	0.00	No	
90000003	Jee Mee Lim	940000000003	2019-12-07	2019-12-08	Chapel	9	10	0	Yes	1,500.00	0.00	No	
90000004	Jee Mee Lim	940000000004	2019-12-07	2019-12-08	Chapel	7	10	0	Yes	1,400.00	0.00	No	
90000005	Jee Mee Lim	940000000005	2019-12-07	2019-12-08	Chapel	6	10	0	Yes	1,400.00	0.00	No	

Figure 1: Check in Interface for Customers

APPROACH

Rapid Applications Development

Create New Booking

Selected Customer: 30044240

Please search availability:

From Date:

To Date:

No of Adult:

No of Child:

Room Type:

Room Available:

With Package:

Current Booking(s):

Booking ID	Description	Date To	Room Type	Room No	MAR(%)	DVA(%)	Package	Total Amount	
2015-04-10-0107	BOOKING	2015-04-10	2015-04-10	Single	7	10	0	Yes	30400.00

Figure 2: Interface for Create New Booking

Invoice		07-Dec-19	
BK000020		1:45:56 PM	
From [4]	Price [RM]	Qty [5]	Amount [RM]
Chalet Room No 10			
Room with breakfast included			
07-Dec-19	To	08-Dec-19	
Adult Pax	140.00	01	1,400.00
Child Pax	200.00	0	0.00
			X1 Day(s)
Booked By: Jerald Sim			
		Payment Total	RM 1400.00

Figure 3: Invoice Report

Transaction Report					07-Dec-19
01-Dec-19 To 31-Dec-19					8:32:46 PM
Room Type	Room No	Total Booking(s)	Total Guests	Total Amount (RM)	
Chalet	6	1	16	4,520.00	
Chalet	7	2	20	4,280.00	
Chalet	8	1	12	3,360.00	
Chalet	10	1	10	2,800.00	
Chalet	11	2	75	23,400.00	
Hotel	002	1	2	240.00	
Hotel	004	1	2	240.00	
Hotel	0100	1	2	400.00	
Hotel	0101	1	2	400.00	
Hotel	0112	1	2	120.00	
				31,480.00	

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.

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