



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

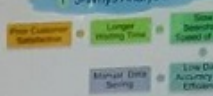
5 Why Analysis

Rapid Application Development

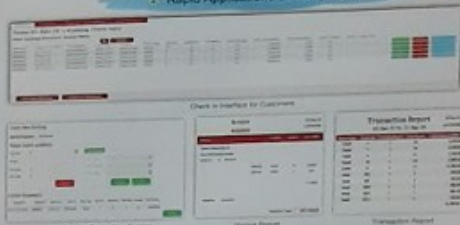


RESULT

1. 5-Whys Analysis



2. Rapid Applications Development



3. Time Study

Time Study (Customer Reservation Earlier)

Customer Check in (Reservation Earlier)	Current Cycle Time (min)	By using ChaMS
1. Customer Check in (Reservation Earlier)	1	1
2. Searching for Customer	80	80
3. Check the availability of room	80	80
4. Find the Customer Data	20	20
5. Confirm the details with customers	20	20
6. Let the details of customers	20	20
7. Calculate the total payment	10	10
8. Collect the cash from customers	10	10
9. Give the receipt with a manual receipt book	10	10
10. Give Room Key and Proceed to Customer	10	10
Total cycle time (min)	270	270
Total cycle time (min)	12	12
Save		36%

Time Study (Walk in Customer)

Customer Check in (Walk in Customer)	Current Cycle Time (min)	By using ChaMS
1. Customer Check in (Walk in Customer)	1	1
2. Searching for Customer	80	80
3. Check the availability of room	80	80
4. Find the Customer Data	20	20
5. Confirm the details with customers	20	20
6. Let the details of customers	20	20
7. Calculate the total payment	10	10
8. Collect the cash from customers	10	10
9. Give the receipt with a manual receipt book	10	10
10. Give Room Key and Proceed to Customer	10	10
Total cycle time (min)	270	270
Total cycle time (min)	12	12
Save		36%

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

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

Filter Booking (Customer Name/ID)

Booking ID	Customer Full Name	IC ID/Passport	From Date	To Date	Room Type	Room No	Adult(s)	Child(s)	WiFi Package	Total Amount (RM)	Amount Paid (RM)	Check in Status	Check in Date Time
BK000001	Joe Mar-Lun	94-08-0889871	2019-12-07	2019-12-08	Chalet	10	10	0	Yes	1,400.00	0.00	No	
BK000002	Joe Mar-Lun	94-08-0889871	2019-12-07	2019-12-08	Chalet	8	10	0	Yes	4,700.00	0.00	No	
BK000003	Joe Mar-Lun	94-08-0889871	2019-12-07	2019-12-08	Chalet	9	10	0	Yes	3,500.00	0.00	No	
BK000004	Joe Mar-Lun	94-08-0889871	2019-12-07	2019-12-08	Chalet	7	10	0	Yes	1,400.00	0.00	No	
BK000005	Joe Mar-Lun	94-08-0889871	2019-12-07	2019-12-08	Chalet	9	10	0	Yes	5,000.00	0.00	No	

Buttons: Add New Booking, Add New Customer

Figure 1: Check in Interface for Customers

APPROACH

Rapid Applications Development

Create New Booking

Mobile Customer: 3094124

Please search availability:

From Date: [] To Date: []

Room Type: [] Room No: []

Adult(s): [] Child(s): []

WiFi Package: []

Buttons: Create, Cancel, Add

Current Booking(s):

Booking ID	Customer	From Date	To Date	Room Type	Room No	Adult(s)	Child(s)	WiFi Package	Total Amount
309-017-1207	BK0001	2019-12-07	2019-12-08	Chalet	7	0	0	Yes	800.00

Buttons: Add, Cancel

Figure 2: Interface for Create New Booking

Invoice

BK0000020

07-Dec-19 3:45:56 PM

Room No	Room Type	Quantity	Amount (RM)
Chalet Room No 10	Chalet	1	1,400.00
Room with Package Included			
07-Dec-19 To 08-Dec-19			
Adult Fee	140.00	10	1,400.00
Child Fee	200.00	0	0.00
K1 Day(s)			
Booked By:	Joe Mar-Lun		
Payment Total			RM 1,400.00

Figure 3: Invoice Report

Transaction Report

01-Dec-19 To 31-Dec-19 07-Dec-19 8:32:46 PM

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

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