

ON-LINE QUERY RESERVATION SYSTEM

FOR

P.T.D.C. MOTELS HEAD OFFICE

BY:

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**A DISSERTATION SUBMITTED TO QUAID-I-AZAM
UNIVERSITY, ISLAMABAD IN PARTIAL FULFILMENT OF THE
REQUIREMENTS OF THE DEGREE OF PGD IN COMPUTER
SCIENCE.**

COMPUTER CENTRE

QUAID-I-AZAM UNIVERSITY

**ISLAMABAD.
DECEMBER 1994**

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

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کے نام سے
شروع کرتا ہوں

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نہایت رحم والا ہے

DEDICATED TO.....

OUR LOVING PARENTS

DATED: / /1994.

FINAL APPROVAL

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PROJECT BRIEF

PROJECT TITLE : On-Line Reservation System

ORGANISATION : P.T.D.C Motels Head Office
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STARTING DATE : August 01, 1994.

COMPLETION DATE : November 30, 1994

PACKAGE USED : Fox-Pro 2.5

OPERATING SYSTEM : PC/MS-DOS 5.0

SYSTEM USED : IBM 486 SX

ACKNOWLEDGEMENT

All praises for Almighty ALLAH, the most merciful and compassionate, the creator of the universe, who enabled us to improve my knowledge in such a stage. We offer our humblest and sincerest words of thanks to His Holly Prophet HAZRAT MUHAMMAD (peace be upon him) who is for ever a torch of guidance and knowledge of Humanity.

We are highly indebted to our supervisor, Mr. Nazim-ud-din, for his guidance and advice during the preparation of this dissertation.

We also wish to record my thanks to Mr. Qadeer Malik, General Manager PTDC Motels and special thanks to Mr. Rehmat-ullah Khan Niazi, Incharge Reservation PTDC Motels Islamabad. Completion of this work would not have been possible without there help.

The effort and time spent by us in competing this project would not have been possible without the most generous help and encouragement of our friends Mr. Syed Usman Andrabi and Mr. Naveed-ul-Haq.

We also owe my thanks to all family members for their invaluable help throughout the project.

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PREFACE

John Von Neumann said that the device should not be called the computer but the "all-purpose machine". This gallery-twice as long as others-offers proof that the computer can be put to any number of applications besides calculations.

Examples show uses in government, education, the military transportation, science and medicine, the automated office, manufacturing, energy and food and agriculture.

This dissertation aims at the computerization of the on-line reservation system for the PTDC Motels Islamabad.

This thesis consists of seven main chapters. A brief introduction on the organization and the objective of the project is given in chapter one. Chapter two explains the management system applying at the reservation of PTDC Motels in detailed and the various procedures followed by them in maintaing differnt types of records. The problem faced by the organization and the need for the computerization are also discussed in this chapter.

The proposed system is the subject of chapter three software selection and hardware required is also discussed in this chapter.

Chapter four gives the complete picture of system design. It describes all the outputs, codes, screens, inputs and files designed for the new system.

Chapter five covers the software developed. It also describes how the system was implemented. For the convenient of the users, a comprehensive user's guide is given in chapter six, whereas in chapter seven the evaluation of the new system is discussed. All output reports, codes designed, input forms, and system flow chart are given in the Appendices.

ABSTRACT

The objective of this project is to design and develop an On-Line reservation system of PTDC Motels Head Office, Islamabad. Prior to the development of the computerized system the ongoing manual system at the PTDC Motels Head Office was studied. The computerized system tries to improve the existing system by providing,transient room status, current room status with their room number and the view and the facts sheet.This will especially enable the management control the overbooking, record keeping and retrieval of records. Thus adding reliability and accuracy to the reservation system. The thesis also points out the possible future improvements in the proposal.

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CHAPTER ONE

CHAPTER ONE

INTRODUCTION

1.1 PTDC MOTELS - AN INTRODUCTION:

The main objective of a good hotel or motel is to provide a home away from home, for a guest who comes to them. The reservation process involves the important first contact between the guest and the motel. A number of elements which may include the motel's sales and marketing effects, the recommendations of the potential guest's friends relatives, travel agents, and business associates, the purpose of the guest's trip and the motel's location, have combined to induce the guest to request a room at a particular motel. Now it's up to the reservation staff to efficiently handle that request.

1.2 BRIEF HISTORY:

PTDC Motels are the subsidiary of Pakistan Tourism Development Corporation, a Public Limited Company was established in 1970 as an Arm of Federal Government to undertake the following major objectives:-

1. The development of Tourism infrastructure on all Pakistan basis.
2. To act as an Agent on behalf of the Federal Government for the production of tourist literature and publicity of tourism at home and abroad.
3. To act as a catalyst in order to encourage the private sector to become more active in tourism.
4. To undertake tourist transportation and provide ground-handling for Group Tours.

1.3 THE MAIN FUNCTION OF PTDC:

1. Development of Tourism infrastructure such as Motels, Resorts, Recreational Areas etc.
2. Management of Motels and Hotels.
3. Production of tourist literature and Publicity/Tourist information centres.
4. Operation of Tourist Transport.
5. Tour operation and Ground handling for Tour Groups.

1.4 MANAGEMENT:

1. PTDC is governed by a Boards of Directors headed by Minister as Chairman.
2. There are 15 Directors (More than half of the Directors including Chairman and Managing Director are nominated by the Government. PTDC is performing Catalyst/Pioneer role in promotion of tourism in the country. PTDC has started its development activities in majority of remote areas where private sector is shy to invest. The experience of the PTDC for the last several years is that the private sector only comes in when PTDC has installed a project by taking initiative in different areas. In certain cases PTDC is trying to have a joint venture with the private sector, which shall lead to the growth sector. These projects in the remote areas have than further advantage of providing job opportunities to the local inhabitants of the areas.

1.5 TOURIST ACTIVITY AT THE PTDC MOTELS:

Every season, domestic as well as foreign tourists through the PTDC Motels Reservation Office (Block 4-B, Markaz F-7, Bhatai Road) at Islamabad to reserve accommodations of their choice in different Motels located all over the Northern Areas. Most of these places, particularly in the Northern Areas where PTDC has its major concentration of Motels, are ideal tourist resorts as they offer a wide spectrum of scenic beauty with orchards, fields, cascading rivulets and majestic snow-bound peaks. It is a great experience living in blissful solitude far from the madding crowd.

The Motels at Miandam and Kalam (Swat), Naran (Kaghan Valley) and Gilgit proved to be major crowd pullers, so much so, that the intending visitors had to book accommodations for weeks in advance.

The Motels Subsidiary of PTDC was incorporated in 1976. The dismal scenario is rapidly changing and what one now feels visiting these places is a far cry from the conditions prevailing in the 60's and before. Presently, a number of two and three star hotels, offering ultra modern comforts, have sprung up over the years. So one can safely believe that one initial step taken by government has encouraged, motivated and paved way for the private capital which contributes a great deal to the economic uplift of Northern Areas.

The Subsidiary started its Motel Operation purely as a promotional venture which later developed into a viable commercial operation. Currently, the Motels are located at prominent resorts, like Ayubia, Besham, Barseen, Balakot, Chitral, Chatterplain, Gilgit, Hunza, Katas, Kalam, Miandam, Khuzdar, Keenjhar Lake, Skardu, Torkham, Taxila, Wagha and Ziarat.

By and large, PTDC Motels are gaining popularity among domestic and foreign tourists just because the Management has been able to set standard and trend to run the facility on sound professional lines. There are also a variety of reasons a visitor prefers this facility over other commercial resorts and hotels; accommodation and food charges are reasonably economical. The tourist feels secure here and being a chain, he knows exactly what to expect at the next destination. Being in competition and fully conscious of modern Motel requirements, the Management is continuously engaged in uplifting and upgrading its facilities and even in the remote locations, facilities like FAX, Dish Antenna, etc. have been provided. There is a well trained staff ready to take care of the clients. Most of the managerial staff has been trained abroad.

Pakistan is a land of culture and many splendored charms. For the nature lover, this is a land of beauty; for the adventure seeker, this offers a whole lot of lofty peaks, rugged terrains and for historian, there are excavations, like Moenjodaro, Harrapa and Taxila, antefacts and museums. Such is the package of attractions that Pakistan offers. It is in this scenario that Pakistan has emerged as a favourable tourist destination.

In line with its mandate, Pakistan Tourism Development Corporation is striving hard to develop tourist facilities all over the country for making it an IDEAL TOURIST RESORT.

1.6 STRUCTURE OF THE ORGANIZATION:

PTDC Motels head office is a centrally reservation point for a chain of 15 Motels. It is headed by a General Manager. There are four main sections of this office, Sales, Accouts, Reservation and Adminstration. All the sections work in harmony and collectively to

achieve the common objective which is to make the guest as comfortable as possible and to provide them with the best residential facilities in their Motels.

There are 250 employees working in this organization and their total sales is over 25 millions per annum. The total number of rooms in all the Motels is 325. Each Motel has different types of rooms and cottages.

Since our topic of discussion is reservation of PTDC motels therefore we discuss the RESERVATION department.

1.6.1 RESERVATION:

There are two persons working at the reservation counter:

1. Reservation Incharge.
2. Reservation Assistant.

1.7 OBJECTIVE OF THE ORGANIZATION:

As the other sections has an overriding goal that focuses and directs its actions, so does the reservations department. The reservations department's objective is to efficiently and profitably control the flow of guests into and out of the Motels, while enabling travellers to make plans in advance and to be assured of a room on their arrival at a particular Motel. When guests take the time and trouble to make reservations at a Motel, they expect to have rooms with all the facilities for them. The Motel, on the other hand, is concerned with selling as many rooms as possible each day in order to maintain its profitability. To achieve

its objective of profitability, efficiency, and guests satisfaction, the PTDC motels head office must have effective procedures and system in place to handle guest reservations.

1.8 STATEMENT OF THE PROBLEM:

PTDC Motels are three stars motels with over 300 rooms. Its room types include single, double, economy, standard and different types of cottages.

As there is only one national Motels chain in Pakistan, therefore, business has increased dramatically in the past few years. The Motels reservation procedures are inefficient, and the present manual system is giving a lot of problems in handling the volume of reservation.

The problems in the manual systems are :

The reservation department often books a room an year in advance. This advance booking record is kept in a check sheet which create problems in updating and cancelling the reservations.

Rates vary according to the categories of the rooms. There are seperate rates for authorized travel agents and standard categories. As there are many travel agents on corporated rates, it takes a lot of time in identifying the rates and keeping track of the guests representing such companies.

Record keeping is a troublesome job and searching for a record from guest's history takes a lot of time.

Along with the wastage of time, wastage of stationary is another short-coming of the manual system.

Reports on the other hand presents another drawback. In addition to the wastage of time and energy. There is always a chance of error due to human intervention. The PTDC Motels head office Islamabad, therefore, needs a system to manage and control its resources.

1.9 OBJECTIVE OF THE PROJECT:

Keeping in view all the problems of manual system, there was a need to develop a software package which can overcome the problems of the present manual system.

This package should be conceived for simple use by the personnel, who's rotation is quite important in Motels business. The objective of this project are :

To perform all the functions of Motels reservation and on line query in connection with reservation.

The system will be more efficient then the existing manual system, involving less time and effort. Probability of duplication of irrelevant data will be avoided. Reports in this system will be accurate and will give more information. Retrieval of any type of relevant record will be quick and efficient.

It will control the room inventory. The management should know about the status of each and every room in the particular Motel. Record keeping problem of guests history will be solved in efficient manner. Accuracy is an important aspect of the new system.

CHAPTER TWO

CHAPTER TWO

THE EXISTING SYSTEM

2.1 INTRODUCTION:

A detailed system study is made at PTDC Motel head office Islamabad to comprehend the functioning of the existing system. The purpose of this study is to outline the operation at the PTDC Motel head office Islamabad. The system study endeavors to identify the working of each segment of the reservation system, to explain about the inputs and outputs to the reservation system and to project light on the procedures which convert the inputs into outputs.

2.2 HOW TO DO A RESERVATION:

The reservation requests are come to this Office through following ways. (*Refer to appendix B*):

- * FAX
- * TELEPHONE
- * TELEGRAM
- * PERSONAL
- * LETTER

It does not matter how the request for a reservation is made, the procedure of processing will remain the same. These reservation requests are generally received and processed at the reservation counter.

At the time of reservation, Reservation Officer first checks the vacant room available for the required period, if a room is available he accepts the reservation request and made the reservation provisionally. Then through a provisional reservation slip he informed the requester about the reservation whether his or her request is accepted or rejected.

If the reservation is provisionally confirmed then requester has to confirmed his or her reservation request within 24 hours and if the requester is a authorized travel agent then he has to confirmed his reservation request before one month of check-in date in that particular motel. The Reservation Officer also told the requester about the total room rent he or she has to sent by bank draft or by pay order in order to confirmed his or her reservation request. For a confirmed reservation a client has to pay full room rent in advance. After making a confirmed reservation, reservation slip is issued alongwith cash receipt.

2.2.1 GROUP OR TOUR RESERVATION:

Tour is the name usually given to a booking made by a travel agent for a number of people at one time, all the payment is on the travel agent's account. In group there are more than 10 guests representing any company and payment is on the company's account.

2.2.2 PROVISIONAL RESERVATION:

If reservation request is come through a FAX, letter, Telephone and Telax then rooms are booked provisionally according to availability of the rooms in that particular Motel and provisional booking report is sent to that tour agent or company. On the other hand tour agent or company has to confirmed their reservation request before

one month of check-in date. When a reservation request come from an individual or a company then that party has to confirmed their reservations before 24 hours.

2.2.3 CONFIRMED RESERVATION:

When required number of rooms are available then confirmed booking reservation permit is filled at the time of reservation that contains the information (*Refer to appendix A*):

- * Name of the party/Group
- * Contract no/Address
- * Date of request
- * Date in
- * Date out
- * No of rooms required
- * Advance rent received at Head Office

Speacial instructions regarding discount in room rent only or treated the party as VIP.

The reservation permit is filled in triplicate, original which is of white colour is given to the customers,one copy is posted to the concerning Motel and the last is kept for record, that can be searched through the unique permit no. written on every permit slip.

A cash receipt is given by the acconts department against the advance payment given by the customer.

This reservation permit slip has to produced by the booking party at the time of check-in in the Motel along with advance cash receipt.

2.2.4 RESERVATION BOOKS:

There are separate reservation books for each Motel that contains the general information regarding the customers which consists of following fields (*Refer to appendix A*)

- * NAME OF THE MOTEL
- * FOR THE MONTH OF
- * SERIAL NO.
- * CONTRACT NO/ADDRESS
- * DATE OF REQUEST
- * MODE OF REQUEST
- * DATE IN
- * DATE OUT
- * NO OF ROOMS REQUIRED
- * STATUS OF THE BOOKING i.e CONFIRMED, PROVISIONAL, CANCELLED, AMENDMENT
- * PERMIT NO

2.2.5 CHECK SHEET:

Check sheet is used to record all the advance bookings. In a check sheet rooms are classified into groups of similar types; allocation of specific room is made at the time of reservation. This chart shows the room status per day and with the help of this chart advance booking is done. (*Refer to appendix A*).

Through the help of this check sheet, Reservation Incharge inform the daily reservation position on telephone to relevant Motels.

2.2.6 AMENDMENT:

There may be a change in the reservation of any guest program. For this, first the reservation of the guest is searched from the reservation book of that particular Motel and changes are made. If the amendment is made in arrival date or in departure date then reservation permit and check sheet of that Motel is also updated.

2.2.7 CANCELLATION:

For cancellation of any reservation, firstly reservation is searched then it is cancelled and removed from the reservation book and record is kept in the cancellation file.

There are different rates of cancellation charges

TIME	DEDUCTIONS
More than 72 hours before check in time.	5%
More than 48 hours but less than 72 hours.	20%
More than 24 hours but less than 48 hours.	50%
Less than 24 hours.	100%

NOTE:

If a guest has reservation for more than one night and he does not reach the Motel on the first day of the reservation, his reservation for subsequent days will be considered subject to availability. All refunds, if any shall be payable only at the Motels Head Office Islamabad. Also if reservation is given for particular type of accommodation and the same is not available at the Motel, alternate accommodation will be made available and rental adjustment made at the spot. This does not apply to Cottages at Naran.

2.2.8 RATES:

There are two types of rates, Rack rates and Discounted rates. Rack rates are the actual rates charged by the Motels.

Discounted rates, vary from travel agent to travel agent depending upon the the business which they provide to the Motels.

There are different types of rates available for different types of rooms at the Motels. These rates are vary according to the type of the room whether it is Standard, Economy or Cottages.

The following types are available at differnet Motels

<u>LOCATION</u>	<u>ROOM/COTTAGE</u>	<u>TYPE</u>	<u>NO OF ROOM/COTTAGE</u>	
Naran	Room	Standard	35	
	Room	Economy	20	
	Cottage	Surti		5
		Hilltop		1
		View		1
		Kunhar		1
Miandam	Room	Standard	21	
Kalam	Room	Standard	28	
	Hut	Standard	10	
Balakot	Room	Standard	5	
Ayubia	Room	Standard	25	
Ziarat	Room	Standard	18	

Gilgit	Room	Standard	44
Chitral	Room	Standard	14
Hunza	Room	Standard	16
Besham	Room	Standard	32
Skardu	New Block	Standard	20
	Old Block	Standard	10
Satpara	Room	Standard	3
Barseen	Room	Standard	4
Taxila	Non-A.C.	Standard	4
	A.C.	Standard	3

On room rents 5% Central Excise duty is charged only on Naran, Balakot, Ayubia, Taxila and Ziarat Motels, the rest of the Motels are exempted from Central Excuse Duty.

A Bed Tax is imposed by N.W.F.P. Government on Naran, Balakot and Ayubia Motels @ Rs.30 per bed.

2.3 REPORTS :

There are different types of reports prepared at the end of each working day.

2.3.1 EXPECTED ARRIVAL REPORT :

This is day to day report. This report list all the guests coming next day to the various Motels. The Reservation Incharge inform the daily reservation position to different Motels by telephone.

2.3.2 ROOM RESERVATION ACTIVITY:

This is a monthly report. This lists out about the room activity throughout the month, on day to day basis.

2.3.3 DISCOUNTED RATES REPORT:

This report is prepared at the end of each year. This contains the list of all the authorized travel agents on discounted rates and the total number of nights reserved by each company.

2.4 PROBLEM FACED BY THE ORGANIZATION:

The management of PTDC Motel Head Office Islamabad is facing the following problems :

Reservation is kept in reservation books maintaining separately for each Motel. For each date there is a separate column, as a Motel often takes a reservation an year advance, so there should be 335 columns of the check sheet. This gives a lot of problems in keeping the records of advance bookings, maintaining and searching them.

At the time of receiving a reservation request, the reservation staff only checks the availability of a room for that date. This does not deal with the room type and sometimes an overbooking for a particular type of room is made.

Room inventory should be controlled. The Motels management must know at all times which rooms are reserved in which Motel and how many rooms are available to be sold. Sometimes because of over booking, some guests with reservation cannot get the rooms.

There are more than twenty travel companies on discounted rates, at the time of reservation, the reservation staff should know about all the discounted rate companies or Travel Agents and their rates. It is not an easy task to identify discounted rate companies or Travel Agents, manually searching will definitely take time and guest have to wait during that time.

For each company on discounted rate, record of each guest represented such companies, has to be kept so at the end of each year it can be analysed that which company has given a good business and it is a difficult job to be done manually.

Some time reservation not cancelled properly, which obviously goes in a loss for Motels business.

For each cancellation, amendments and new reservations check sheets are updated manually.

As all the work is manual, sime times a proper record is not kept in the check sheets. This gives problem in allotting rooms and also if any guest want to change his check in date of that Motel. There is no on-line query system. It's man's nature to think and make decisions when performing each step and if more than one mind are working on the same system,

each will perform the same steps in a different ways, so there is a wide margin for error, also prolonged work on the same application leads to carelessness, boredom and mental fatigue.

2.5 NEED FOR COMPUTERIZATION:

It is a known fact that no man made system in this universe is perfect. As indicated in the previous chapter the problem faced by the organization due to working in a complete manual system there are certain more factors which enhance the need for computerization.

They are

Time factor which plays an important factor, all the efficiency of the system is a time consuming one which gives its working inefficiently.

Storage media is another important factor, all the information is stored on paper files, registers, etc. which are liable to be lost or destroyed with the passage of time. Also access, updation, deletion and insertion of any particular record is time consuming.

There is a high level of redundancy from the storage point of view in the present system. All the information stored on the information stored on the paper causes more space to be occupied in addition to the wastage of time, stationary and manpower. In the present system the duplication of work is also considerable.

It requires more effort to be put by the staff of the reservation department. It is not only cumbersome but also implies more expenses.

There is also a problem with queries, as there is no on-line query system so for any query, files have to be searched.

In all the manual system is slow, cumbersome and laborious.

To make the reservation fast and accurate the new computerized ON-LINE QUERY RESERVATION SYSTEM is designed.

CHAPTER THREE

CHAPTER THREE

PROPOSED SYSTEM

3.1 INTRODUCTION:

Many hotels lose a lot of business because the reservation fails to realise that it is the selling power or the "Selling Force" of the hotel.

The proposed system is designed after making a comprehensive study of the manual reservation system applying at the reservation of PTDC (Motels). This new system is designed keeping in mind the demands and requirements of the organization.

3.2 PROPOSED SYSTEM:

The new system can perform all the present activities and in addition can provide more information with less errors and greater efficiency.

The new system is designed keeping in view the following objectives.

- ◆ To get the information timely. Early or late information is usually of little value.
- ◆ To transport the data rapidly. The need for high speed communication must be weighed against its greater cost.

- ◆ To process the data fully. Data that have been collected can be squeeze dry of value by processing fully.
- ◆ To decide from the data promptly. The basic purpose of data is for decision making. If data is not to be used for that purpose, it is often not worth the cost. Data for making historical record can usually be obtain as a by-product of handling data for decision making.
- ◆ To keep the data only as long as it is useful. Once the need is gone, so is the value. The cost can be saved by discarding the data. An inventory of data is costly just a an inventory of goods. Capacity access speed and cost of storage are three variables of main concern to the management. Computerized system is programmed in the light of the mentioned objective. It is capable of carrying out the following functions.

3.2.1 RESERVATIONS:

- ◆ Reservation of different types of rooms.
- ◆ Reservation of individuals.
- ◆ Groups and conventions reservations.
- ◆ Real time display or printing of different booking (per time period).
- ◆ Room availability lists per category and per period.
- ◆ Over booking status control.
- ◆ Searching of any reservation.
- ◆ Quick amendment and cancellation.

3.2.2 ACCOUNTS:

- ◆ Calculate total room rents for different room types.
- ◆ Provide daily cash transactions for any / all motels.
- ◆ Provide check and balance for credit or debit concerning any motel.
- ◆ Automatic deductions during cancellation process.

3.2.3 EXTENSION FLEXIBILITY:

- ◆ Provide flexibility for any new motel introduced in the organization.
- ◆ Provide flexibility for any deletion of motel from the organization.
- ◆ Provide flexibility of any new room type introduction in any motel.
- ◆ Updating in house guest record.

3.2.4 GUEST HISTORY:

- ◆ Guest history record management.
- ◆ Fast searching of any guest history.

3.2.5 OTHER FACILITIES:

- ◆ On line query handling.
- ◆ Current room status report
- ◆ Facts sheet which includes:
 - ⇒ All information about the rooms
 - ⇒ Location
 - ⇒ Room rate

3.3 SOFTWARE SELECTION:

Selection of a suitable software was the most crucial stage of the proposed system. After a thorough study of different software's, FOXPRO was taken as the most appropriate language for this particular system. The advantages of FOXPRO over other languages are:

- ◆ It is specially designed for commercial packages.
- ◆ It has the ability to handle large amount of input / output data.
- ◆ The compiler of FOXPRO has complete set of diagnostic features which help to locate and identify errors. This makes the programming easier and faster.
- ◆ Fast processing is also made possible in this language.
- ◆ One of the unique feature of this language is the availability of 14 different alternate keys.

3.4 HARDWARE SELECTION:

The following hardware is recommended for the smooth processing of this system:

- ◆ IBM PC or any other IBM compatible computer with a minimum of 256 KB RAM (Primary storage)
- ◆ Hard disk should be given preference over the floppy diskettes for the fast processing and it reduces the chance of damage.
- ◆ A dot matrix printer with 132 column width paper.

CHAPTER FOUR

CHAPTER FOUR

SYSTEM DESIGN

4.1 INTRODUCTION:

The most important phase is the designing of the new system. Designing is done keeping in mind the demands and requirements of the organization, and with the objective of reducing the problem's faced by the present system to the greatest extent. The objective of designing a new system is, that it should be economical, reliable, accurate, and efficient. The auxiliary storage medium, must provide efficient access to the data. The data, in turn, must be in a form that minimizes the need for computer programming instructions to change data formats.

This chapter describes the designing of the on-line query reservation system of Pakistan Tourism Development Corporation (Motels). The designing phase deals with a number of preliminary steps. First to design outputs that are required by the management.

This step includes the designing of reports and queries. Second step is to design inputs to the system and codes to be used. When the output and input specifications has been completed, then to design and structure all files so that they produce the desired output as efficiently and effectively as possible. A brief description of these steps is given below.

4.2 OUTPUT REQUIRED:

This first and foremost step in the designing is in the form of queries and reports. Printed output is generally the most important product of a system. Printed output is generally the most important product of a system. Printed documents are the reports that sum up activities and that provide management with a succinct overview of critical data with in the system. It is these printed reports that will be utilized by management in its decision-making process.

The new system is capable of generating the following reports for different purposes. A sample of each report is attached in Appendix D.

4.2.1 ACCOUNTS REPORT:

This is a comprehensive report, prepared for accounts purposes. This reports is not prepared at present. Input of this report is derived from cust file, account file and code file (discussed later in this chapter). This report goes to the front office where the management makes the policy in the light of this report. This report is composed of two options.

A) WITH RANGE:

This reports comprises the information about accounts for all motels within the specified range of date along with the grand total, grand balance and grand advance. This report display status date by date and display total at the end within that range specified.

B) WITHOUT RANGE:

This report includes information about accounts for all motels within that specified date motel wise. This reports also display the status of all motels in the form of grand total at the end of the report.

4.2.2 BOOKING REPORTS:

This menus consist of two types of reports.

A) FOR CONFIRMED BOOKING:

This reports consists of names, addresses, checkin dates, checkout dates and permit no of those persons whose booking has been confirmed in any specified date.

B) FOR PROVISIONAL BOOKING:

This reports consists of names, addresses, checkin dates, checkout dates and permit no of those persons whose booking has been provisional in any specified date.

4.2.3 OCCUPANCY REPORT:

A) FOR ANY MOTEL:

This reports consists of occupancy chart of any specified motel datewise with total rooms; total booking, confirmed booking, provisional booking and vacant rooms along with the total occupancy in percentage. In the end of the report the grand total of all the rooms along with the total booking and total occupancy.

B) FOR ALL MOTELS:

This report consists of information about all the motels in any date. This consists of total rooms, total booking, confirmed booking, provisional booking and vacant rooms for all motels one by one and also gives the occupancy chart of all the motels along with the total occupancy.

4.3 INPUT FORM DESIGNING:

Outputs have been designed in detail and now there is a requirement to design the input forms. The input forms are extremely important because almost all data entering a system gets there by way of forms. These inputs are the information that will be fed into the system to serve as the basis for desired outputs. The designing of the forms should fulfill the following objectives.

- The form's purpose clearly indicated by its title.
- It should be legible and intelligible.
- Adequate space should be provided for the insertion of data.
- Forms should be easily stored on the file.
- It should be readable.
- Boxes should be used besides the given options, making it easy for the user to indicate the option by just ticking the required box.

The input forms for the proposed system are almost the same as for the existing system, only some changes are made in the codes and few additional fields are introduced. A sample of each form is attached in the appendix C.

4.3.1 RESERVATION FORM:

This form is filled up at the time of reservation, by the reservation staff and it contains all the information about the guest and the person who requests the reservation.

4.3.2 AMENDMENT FORM:

This form is used when a guest wants some change in his reservation. This form is filled up by the reservation staff. Amendments can be done on telephone, telex, letter or by personal visit.

4.3.3 CANCELLATION FORM:

This form is filled by the reservation staff, when the guest cancels his reservation.

4.4 FILE DESIGNING:

File designing results in a decreased processing time and will reduce the need for future revision. In designing files to be used in processing, the file layout is record in each file, the name of each field, its length, and its location with in the record.

The selection of an efficient file organization method is a must. One of the available method is selected i.e sequential, indexed. The major file organization method is sequential

SYSTEMS FILES AND THEIR LAYOUT:

There are 5 different files designed for the proposed system which are:

1. CUST.DBF

FIELD	FIELD NAME	TYPE	WIDTH
1	Name	Character	20
2	Address	Character	30
3	D_O_Req	Date	8
4	M_O_Req	Character	2
5	Mtl_code	Numeric	2
6	Date_in	Date	8
7	Room_Reqd	Numeric	2
8	Bk_stat	Character	1
9	Permit_No	Numeric	10
10	R_type	Character	2
11	R_stat	Character	1
	TOTAL RECORD LENGTH		87

2- ROOM.DBF:

FIELD	FIELD NAME	TYPE	WIDTH
1	T-room	Numeric	3
2	Mtl-code	Numeric	2
3	R_type	Character	10
4	Sing_rent	Numeric	4
5	Doub_rent	Numeric	4
6	Extra_rent	Numeric	3
TOTAL RECORD LENGTH			27

3. CODE.DBF

FIELD	FIELD NAME	TYPE	WIDTH
1	Name	Character	15
2	Code	Numeric	2
TOTAL RECORD LENGTH			18

4. RCODE.DBF:

FIELD	FIELD NAME	TYPE	WIDTH
1	R_name	Character	10
2	R_code	Character	2
TOTAL RECORD LENGTH			13

5. ACCOUNT.DBF

FIELD	FIELD NAME	TYPE	WIDTH
1	Date	Date	8
2	Mtl_code	Numeric	2
3	T_Room	Numeric	2
4	Extra_Bed	Numeric	2
5	T-Rent	Numeric	6
6	Advance	Numeric	6
7	Balance	Numeric	6
8	Permit_No	Numeric	10
TOTAL RECORD LENGTH			43

CHAPTER FIVE

CHAPTER FIVE

SOFTWARE DEVELOPMENT & IMPLEMENTATION

5.1 INTRODUCTION:

The system study, system analysis and design steps are primarily functions of the system analyst. System development (or program development) is basically the responsibility of the programmer. However, in case of this project, we are conducting system analysis and design as well as doing programming. For developing programs a number of steps are required which are explained in the following sections.

5.2 DEFINITION OF THE PROBLEM:

The most useful thing in program development is program specifications which defines the problem and describes the processing to be done by the program. They also give file and record description of all input and output data. The program specifications are generally provided by the system analyst and are used by the programmer. In projects where a single person is performing the jobs of both the system analyst and the programmer, there is no need of defining the program specifications separately. In such case the programmer knows the design of input and output very well and a complete skeleton of the program is always in this mind.

5.3 ORGANIZATION OF FILE:

To access a file, the programmer should know its organization. All files in the proposed system are indexed sequential. Organization of files and their structures are given in Chapter 4.

5.4 ANALYZING THE PROBLEM:

There are two main problems which have to be solved by writing the programs, producing reports. In the system design, the formats of all documents are defined and are given Appendix. Keeping in view these reports and programs can be written to achieve the required goals.

5.5 DESIGNING THE PROGRAM:

A program may be designed using the program flow charts. The program flow charts will show the operations to be performed on data, writing, arithmetic, logic and decision operations.

5.6 LANGUAGE SELECTION:

The choice of a source language is very important and it depends upon the problem under consideration. As the problem under consideration is such that it involves the storage and

processing of large amount of data, so **FOXPRO** is the most appropriate language for this purpose. It fulfills these requirements quite effectively because of its following features:

- ◆ It has the ability to handle large amount of data.
- ◆ A program developed for one computer can be executed on another computer with a slight modification. This feature is called portability.
- ◆ Its processing speed is fast and its compiler has a complete set of diagnostic features that help to locate and identify errors, making programming process more efficient.
- ◆ It is easy to modify, as its English-like syntax enables even non-technical users to understand and modify the program.
- ◆ It provides a powerful file handling features as compared to other languages.

5.7 SOFTWARE DEVELOPMENT:

The developed system named **RESERVATION SYSTEM FOR PTDC** is a package of many programs written in **FOXPRO VERSION 2.5**. Each program fulfills different needs of the system. Basically the system consist of four major modules which are given as:

- ◆ Insertion module
- ◆ Retrieval module
- ◆ Modification module
- ◆ Deletion module
- ◆ Query module

5.8 SYSTEM TESTING:

Even if the system is developed using correct algorithms, its reliability remains doubtful. The validation of results is very important to make the system acceptable. The system cannot be handed over to the user until its accuracy is proved before hand.

System testing means that all the parameters which are passed between different modules were checked for any inconsistency. It was made sure that the system is very easy to understand and individual parts synchronize with the flow of the system. Testing of the developed system was carried out in the following ways:

- ◆ Each process along with its associated modules was first interpreted in terms of its functions and expectations.
- ◆ Each module was tested with test data and results obtained from these tests were than compared with the expected results.

- ◆ Errors were detected and removed with the help of debugging the programs.
- ◆ By testing it was possible to evaluate the characteristics and quality of both the software developed and the design of the system.

5.9 IMPLEMENTATION METHOD:

Implementation means the process of transforming present manual system into a new computerized one. There are several options available for conversion which are listed below:

- ◆ Direct conversion
- ◆ Gradual conversion
- ◆ Pilot conversion
- ◆ Parallel conversion

5.9.1 DIRECT CONVERSION:

Direct conversion method stresses upon the introduction of a completely new system without any reference to the existing system. The old system is abandoned and the new system becomes completely operational. This method is suitable when the new system is entirely different from the existing one. Since our new system is

based on the existing one so this method is not suitable for conversion.

5.9.2 GRADUAL CONVERSION:

This technique allows one program at a time to replace an activity of the existing system. Gradually, the present system is over thrown by the newly designed system. Small scale operations are conducted first to confirm that this change over will be successful. When the new system is completely tested, the old system is not used any more and the new system is completely taken over. The process continues until the new system is fully implemented.

5.9.3 PILOT CONVERSION:

In this conversion method, new system is implemented in a part of the organization. As it is proved that the system is giving the required results, the system is implemented in the whole organization. As the new developed system works as one unit so the pilot conversion is also not suitable.

5.9.4 PARALLEL CONVERSION:

This is a technique in which the old or the manual system and the new system are run simultaneously. Data is processed or moved through systems concurrently and only when the new system is checked out, the operation of an old system is abandoned. It is believed that the safest approach to conversion is to run both new and the old systems at the same time, until it is satisfactorily established that the new system is producing reliable results.

5.10 PROPOSED CONVERSION PLAN:

Since, the main objectives of the proposed system were to increase efficiency and to simplify the procedures and no new steps and functions were added to the existing system, the cost for running the system was also low, so the most feasible conversion plan which suits best to **PTDC** is the parallel conversion.

It is selected because it provides an opportunity to compare the results of the existing system with those of the developed system. Another advantage of this technique is that the risk of failure is covered. Although this implementation will be more expensive, however the system will be safe and the procedure should be followed for some time until it is confirmed that the newly designed system is working perfectly. Further, the organization has enough time to familiarize the personnel with the new system.

5.11 DEVELOPMENT OF PROGRAM MODULES:

The proposed system was developed in Foxpro, a widely used computer package for commercial application. The software consists of thirty five modules which are capable of running the computer system developed for the Reservation of Pakistan Tourism Development Corporation (Motels). The purpose of these programs along with the input-output devices and files used by them, is given as follows:

TEST.PRG

Purpose : To input data for booking
Input Media : Keyboard
Input : Choice
File Used : Rent,Rentry
Output Media : Files

SEARCH.PRG

Purpose : To search the availability of the rooms with or without
arrange and check the next possible availability for booking.
Input Media : Keyboard
Input : Choice
File Used : Test
Output Media : Screen

RENT.PRG

Purpose : To calculate the rent according to room occupied and to
calculate balance and advance
Input Media : Keyboard
Input : Choice and program
File Used : Rentry
Output Media : Screen, File

REENTRY.PRG

Purpose : To place the records of rent advance and balance in the
accout file

Input Media : Keyboard

Input : Choice

Output Media : File

QUERY1.PRG

Purpose : To enquire about a person of any motel by various fields
and to select field by which enquiry is made

Input Media : Keyboard

Input : Choice

File Used : cch1, cch2, cch3, cch4

Output Media : Screen

CCH1.PRG

Purpose : To enquire about a person of any motel by the help of name

Input Media : Keyboard

Output Media : Screen, Printer

CCH2.PRG

Purpose : To enquire about a person of any motel by the help of address
Input Media : Keyboard
Output Media : Screen, Printer

CCH3.PRG

Purpose : To enquire about a person of any motel by the help of permit no.
Input Media : Keyboard
Output Media : Screen, Printer

CCH4.PRG

Purpose : To enquire about a person of any motel by the help of dates
Input Media : Keyboard
Output Media : Screen, Printer

QUERY.PRG

Purpose : To enquire about a person of some specified motel by various fields
and to select field by which enquiry is made
Input Media : Keyboard
Input : Choice
File Used : ch1, ch2, ch3, ch4
Output Media : Screen

CH1.PRG

Purpose : To enquire about a person of some specified motel by the help of name

Input Media : Keyboard

Output Media : Screen, Printer

CH2.PRG

Purpose : To enquire about a person of some specified motel by the help of address

Input Media : Keyboard

Output Media : Screen, Printer

CH3.PRG

Purpose : To enquire about a person of some specified motel by the help of permit no.

Input Media : Keyboard

Output Media : Screen, Printer

CH4.PRG

Purpose : To enquire about a person of some specified motel by the help of dates

Input Media : Keyboard

Output Media : Screen, Printer

EDIT.PRG

Purpose : To cancel a booking of a person or to remove a record from a file
Input Media : Keyboard
Input : Choice
Output Media : Screen, Printer

EDIT1.PRG

Purpose : To correct a booking of a person of any motel and to correct the data
from the file
Input Media : Keyboard
Input : Choice
Output Media : Screen, Printer, File

TOUR1.PRG

Purpose : To provide a password to enter in the record deletion process from
the files within two specified dates
Input Media : Keyboard
File Used : Cancell
Output Media : Screen

TOUR2.PRG

Purpose : To provide a password to enter in initialization process of the files
Input Media : Keyboard
File Used : Cancel2
Output Media : Screen

CANCEL1.PRG

Purpose : To delete records from any file within two specified dates
Input Media : Keyboard
Output Media : Screen

CANCEL2.PRG

Purpose : To initialize any file
Input Media : Keyboard
Output Media : Screen

STAT.PRG

Purpose : To change the value of a variable
Input Media : Program
Output Media : Program

STAT1.PRG

Purpose : To change the value of a variable
Input Media : Program
Output Media : Program

PASS1.PRG

Purpose : To exit the software from main menu to fox command
Input Media : Program
Output Media : Screen

REPORTA.PRG

Purpose : To prepare a report about accounts on the screen with or without a range of dates for all motels
Input Media : Keyboard
Input : Choice
Output Media : Screen

REPORTB.PRG

Purpose : To prepare a report about accounts on the screen with or without a range of dates for any specified motel
Input Media : Keyboard
Input : Choice
Output Media : Screen

REPORTBK.PRG

Purpose : To prepare a report for provisional booking on the screen for any specified motel

Input Media : Keyboard

Input : Choice

Output Media : Screen

REPOTBK1.PRG

Purpose : To prepare a report for confirmed booking on the screen for any specified motel

Input Media : Keyboard

Input : Choice

Output Media : Screen

REPORT2.PRG

Purpose : To prepare an occupancy chart and booking report on the screen for all motels

Input Media : Keyboard

Input : Choice

Output Media : Screen

REPORT3.PRG

Purpose : To prepare an occupancy chart and booking report on the screen for any specified motels with a range of dates.

Input Media : Keyboard

Input : Choice

Output Media : Screen

ACCENQ.PRG

Purpose : To display a record of a specified person along with his total account expenditure on the screen

Input Media : Keyboard

Input : Choice

Output Media : Screen

CHAPTER SIX

CHAPTER SIX

USER'S REFERENCE GUIDE

6.1 INTRODUCTION:

Any system no matter how much effort has been devoted in designing and developing it, cannot perform efficiently unless the user knows about its operations. Thus the user should be briefed about the various functions of the system so that one can operate it correctly and obtain the desired results.

6.2 HOW TO START

The system start functioning by entering the word "PTDC". This will follow a title of the Project on the screen with the message **ENTER PASSWORD**. If wrong password is entered then the system will display a message **YOU HAVE ENTERED WRONG PASSWORD TRY AGAIN**. This message is displayed three times and then the system will quit to DOS prompt by displaying a message **YOU ARE NOT AUTHORIZED SORRY**. When a correct password is entered then the system will enter in main menu screen.

RESERVATION AND ACCOUNTS SYSTEM
PAKISTAN TOURISM DEVELOPMENT CORPORATION (MOTELS)

MADE BY
AQEEL ASHRAF AND NADEEM MEHMOOD SHEIKH

COPY RIGHT TO AQEEL ASHRAF

ENTER PASSWORD

6.3 HOW TO CHOSE OPTIONS:

Any option can be selected by adjusting the position of the light bar. The position of the bar can be adjusted by using the up-arrow keys. <enter> key is used to select an option.

6.4 MAIN MENU:

The main-menu provides with Six options. By selecting any of these options sub-menus will be displayed on the screen. The last option "EXIT TO DOS" will abandon the package and return to the operating system.

6.5 RETURN TO MAIN MENU:

From all Sub-Menu system provides the facility of returning to the Main Menu by selecting the last option.

6.6 BOOKING MENU:

This menu provides with 13 bars. Each bar represents specific motel. Whenever a highlighted bar is selected, in response that motel is selected and a window appears containing the name of that motel followed by another window which contain the option of Booking and Inquiry along with the option of returning to the main menu.

WELCOME TO

NARAN MOTEL

WELCOME TO BOOKING MENU

-----> BOOKING

-----> ENQUIRY

----->EXIT TO MAIN MENU

SELECT ANY CHOICE

WELCOME TO

NARAN MOTEL

DATE IN / /

DATE OUT

NAME OF THE PARTY

DATE OF REQUEST 24/11/94

ADDRESS /CONTRACT NO

MODE OF REQUEST

MOTEL CODE 1

NO OF ROOMS REQUIRED

TYPE OF THE ROOM

PERMIT NO

BOOKING STATUS

WELCOME TO

NARAN MOTEL

IN / /

DATE OUT

OF THE PARTY

DATE OF REQUEST 10/01/95

SS /CONTRACT NO

OF REQUEST

MOTEL CODE 1

ROOMS REQUIRED

TYPE OF THE ROOM

PERMIT NO

BOOKING STATUS

i. BOOKING:

Whenever Booking option is selected by Highlighting that bar, that option will take directly into booking procedure without checking the availability of the room. Confirmatory checks are available at every step that will not allow the user to enter any wrong data After the booking has been done then the system will again ask for the approval that do you want to save data. Affirmative reply will take the data in the file and negative reply will take you back with the option of either to go back to main menu or to reenter the data.

ii. INQUIRY:

When Inquiry option is selected by highlighting the inquiry bar, that option will commence on the inquiry about the availability of the room . Inquiry can be made either with a range or without a range of dates by selecting an option. Enquiry without range displays a complete status of that motel i.e Rooms Occupied, Rooms Vacant, Total Rooms. After displaying the complete status the system will ask you to enter the data or not. An Affirmative reply will take the system to the booking procedure and a negative reply will take you back to the main menu. Inquiry with range displays the status of the required rooms in that motel within that range of date and displays date wise either the rooms are available or not and if the rooms are not available ,the system will display an option either do you want to see next possible availability or not. A positive reply will display the next possible availability and ask for booking or return to main menu, and if the option of next possible availability is not selected then the system will again return to main menu.

WELCOME TO

NARAN MOTEL

DO YOU WANT TO SEARCH

- > BY NAME
- > BY ADDRESS
- > BY PERMIT NO.
- > BY DATE
- > EXIT TO MAIN MENU

SELECT ANY CHOICE

WELCOME TO

NARAN MOTEL

DATE IN 24/12/94 DATE OUT 25/12/94
NAME OF THE PARTY RAZA DATE OF REQUEST 23/11/94
ADDRESS /CONTRACT NO DAR
MODE OF REQUEST PERSONAL MOTEL NAME NARAN MOTEL
TYPE OF THE ROOM STANDARD
NO OF ROOMS REQUIRED SINGLE 2
DOUBLE 1
NO OF EXTRA BEDS 2
PERMIT NO 71 BOOKING STATUS C
SEARCH COMPLETED

6.7 QUERY MENU:

This option is used for making a query about a person for informational purposes with or without the knowledge of motel. The menu consists of two bars, one bar is for all motel and the other one is for any specified motel. Each option displays a window which asks the user to enter the choice by which the inquiry is to be made.

There are four choices available for inquiry

- 1) Permit no
- 2) Name
- 3) Address
- 4) Dates

Enter any one of the four choices either having the knowledge of any motel or not, the system will display complete records of that person. If a duplicate name of the party exists the system will display the message **DO YOU WANT TO SEE MORE RECORDS**. An affirmative statement will display another records and a negative statement will return you back to main menu.

6.8 REPORT MENU:

This menu consists of three main option and each option is again sub-divided into other options. These options are detailed as under

i. ACCOUNTS:

This option is again sub-divided into three options and first option is of accounts record for all motels and system will ask for setting a range or without a range of date. The range option will display all records date wise and the grand total for all that motel within that dates. Without date option will display the account record of all the motels within that date.

ii. BOOKING:

This option display all the records about the confirmed or provisional booking along with the name, address, permit no and dates. The system will ask for the report of confirmed or provisional booking and display the record of the required date on the screen.

iii. OCCUPANCY:

This option is used to prepare an occupancy chart report for all motels or for any one motel within a range of date . The display consists of all the records along with room booked and room occupied, with a range of date or without a range of date. The third option consists of an account query. That display all the records of a person along with the total rent , amount paid and balance The system will ask for the permit no and when the permit no is entered , all the record along with the accounts details is displayed.

NARAN MOTEL

NAME
ADDRESS
DATES
ROOM TYPES
PERMIT NO
BOOKING STATUS
MOD OF REQUEST
NO OF ROOMS
MAIN MENU

DATE OUT 14/12/94

SELECT

NDMENT

94

RETURN TO

NARAN HOTEL

BOOKING IS CANCELLED UNDER PERMIT NO. 19

TOTAL RENT 1000

TOTAL ADVANCE 900

TOTAL BALANCE 100

YOU HAVE CANCELLED YOUR BOOKING IN MORE THAN 72 HOURS

BEFORE CHECKIN TIME SO DEDUCTION WILL BE 5%

AMMOUNT PAYABLE 855.00

DO YOU WANT TO CANCEL MORE RECORDS (Y/N)?

6.9 EDIT MENU:

This menu consists of three bars

AMENDMENTS:

This option is for make changes in reservation. First it will ask the permit no, then it will display the record in which amendment can be made.

CANCELLATION:

This option is used for cancellation of a reservation .First it will ask the permit no, then after confirmation the record is deleted from the file and the system will again display the message of confirmation

6.10 UTILITIES:

This option is again sub divided into three bars

i. DELETION:

This option is used for deletion of records from the file and is again sub divided into two parts.

a. BETWEEN DATES:

This option is used for the deletion of the records from any file between the two specified dates. The system will ask for password, after confirmation and after affirmative reply the system will display the confirmation message.

b. ALL RECORDS:

This option also asks for password and after entering correct password the system asks for the file to be selected . The correct selection the file will ask for conformation and then delete all the records in the files.

ii. BACKUP:

The Utilities option also provides a sub-option of backup which will copy all the records of the files in any of the specified drive.

iii. SYSTEM MANAGEMENT :

This option is the most important option in the utilities option. Whenever a new motel is established or a new type of room is introduced, the system manager will feed the record of the newly build motel or a newly introduced type of the room and the system will automatically take that option as the part of the system. The operation will start automatically within the system environment. Only system manager will be responsible for that change so for that purpose a password is introduced and only the system manager has an access to that password.

CHAPTER SEVEN

CHAPTER SEVEN

SYSTEM EVALUATION

7. SYSTEM EVALUATION:

A system description is reviewed and evaluated with respect to its completion, consistency, reliability, correctness and efficiency etc. For the new system developed care has been taken to make the system work under all condition prevailing in the reservation of Pakistan Tourism Development Corporation finding a solution to their various problems. The proposed computerized system has a number of advantages over the existing system in context to the following aspects:

EFFICIENCY:

The new system has been designed in such a manner that the user feels no difficulty in entering data and generating the desired results.

CONSISTENCY:

Consistency with in a system measures compatibility of its components. In the proposed system, consistency is achieved through a uniform notation for describing data structure. The system has been developed to make all necessary changes related to any specified alteration.

CORRECTNESS:

The outputs generated by the new system are accurate and are validated by applying checks at all data entry fields.

DEPENDABILITY:

The result generated by the new system are totally dependable since checks are provided to ensure that no incorrect information enters the system thus management can completely depends on these results for the purpose of future planning.

PORTABILITY:

Portability means that system designed can be operated on a number of computers of different makes. Since this system was designed to run on the IBM PC going to be install in Pakistan Tourism Development Corporation, Islamabad, therefore it can be executed on all the IBM compatibles with the minimum memory requirement of 256 Kilo Bytes.

RELIABILITY:

The new system is more reliable than the existing one. As the existing system is manual, so there is a chance of loss of data.

DATA SECURITY:

Security refers to protection from deliberate or accidental loss or destruction of data. The data required for decision making are very important and valuable.

TIME FACTOR:

Time is an important factor in the working of an organization. The higher authorities require quick response so that decision are based on up-to-data information. The new system is designed to cater for this requirement.

EASY TO USE:

The end user need not to know about the technicalities of the software tools to be used in this system. No specialized computer staff is required. It is menu-driven and user-friendly system.

FUTURE EXTENSION:

Reservation comes under the front office. Since the future planning of taking reservation are planned by the front office management. Therefore reservation can not be dealt as a separate department.

The present project was assigned to computerized the reservation only, which means taking advance booking and supplying the information to the receptionist as guest arrives. As the reservation in the hotel is not a separate department the new system covers the reservation as well as the procedures of front office.

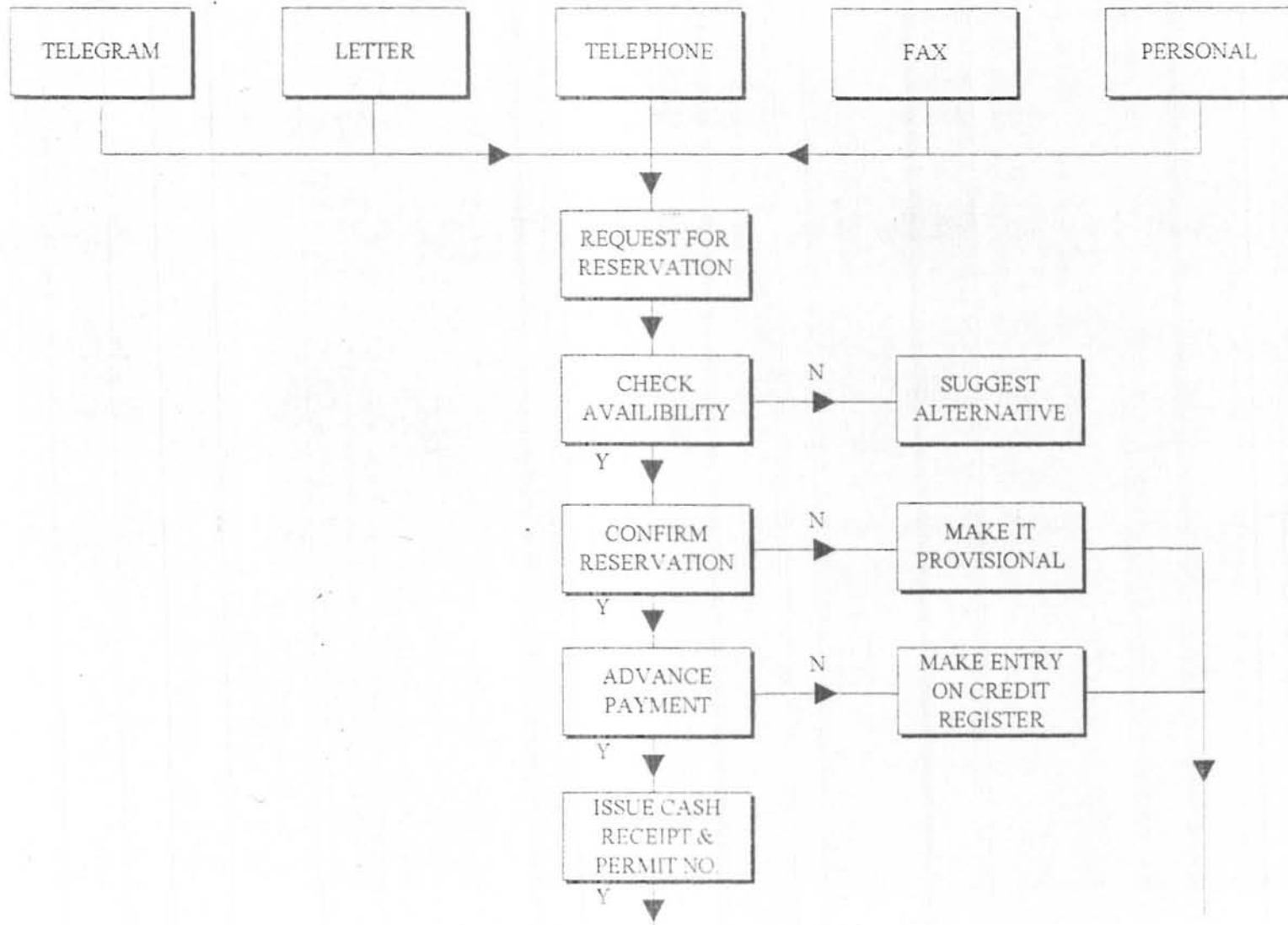
Further improvement can be made in the proposed system by allowing automatic management of old stays to each guest along with the updating of the guest record for the receptionist. Moreover if the billing procedures is also included, then with slight modification the proposed system can covers the whole front office.

CONCLUSIONS:

A real problem faced by a functioning reservation was undertaken as project. An easy approach could have been to attempt the theoretical exercise devoid of any realities. Instead of any assumptions or hypothesis, day to day problems confronted by the organization are identified analyzed and solutions formed. Although at times this has been exasperating and time consuming job but to see the problem grow and the difficulties surmounted in front of your own eyes was a great satisfaction, both for the guest and for the management. As a result of this effort, a modern organization has been put on sound management principles to the satisfaction of all.

APPENDICES

APPENDIX A



MOTEL CODES

AN MOTEL	01
NDAM MOTEL	02
AM MOTEL	03
AKOT MOTEL	04
BIA MOTEL	05
AT MOTEL	06
HIT MOTEL	07
TRAL MOTEL	08
ZA MOTEL	09
IAM MOTEL	10
RDU MOTEL	11
PARA MOTEL	12
SEEN MOTEL	13

E:

If any other Motel Code is introduced, its code will generated by the System automatically

ROOM TYPE

STANDARD	ST
ECONOMY	EC
SUITE	SR
TOP	HT
V	VW
HAR	KH
BLOCK	NB
BLOCK	OB

MODE OF REQUEST

PERSONAL	PR
TELEPHONE	TL
TELEGRAPH	TG
	FAX
TELETYPE	LT

RATES

NARAN MOTEL

ROOM TYPE	SINGLE-RENT	DOUBLE-RENT	EXTRA-RENT
STANDARD	Rs. 650	Rs. 750	Rs.100
ECONOMY	Rs. 250		
SUITE	Rs. 900		
SUITE TOP	Rs. 1,300		
SUITE W	Rs. 1,300		
SUITE HAR	Rs. 2,700		

MIANDAM MOTEL

ROOM TYPE	SINGLE-RENT	DOUBLE-RENT	EXTRA-RENT
STANDARD	Rs. 575	Rs. 675	Rs. 100

KALAM MOTEL

ROOM TYPE	SINGLE-RENT	DOUBLE-RENT	EXTRA-RENT
STANDARD	Rs. 575	Rs. 675	Rs. 100

BALAKOT MOTEL

ROOM TYPE	SINGLE-RENT	DOUBLE-RENT	EXTRA-RENT
STANDARD	Rs. 450	Rs. 550	Rs. 100

AYUBIA MOTEL

ROOM TYPE	SINGLE-RENT	DOUBLE-RENT	EXTRA-RENT
STANDARD	Rs. 750	Rs. 850	Rs. 100
ECONOMY	Rs. 550	Rs. 650	

ZIARAT MOTEL

ROOM TYPE	SINGLE-RENT	DOUBLE-RENT	EXTRA-RENT
STANDARD	Rs. 575	Rs. 675	Rs. 100

GILGIT MOTEL

ROOM TYPE	SINGLE-RENT	DOUBLE-RENT	EXTRA-RENT
STANDARD	Rs. 500	Rs. 600	Rs. 100

CHITRAL MOTEL

ROOM TYPE	SINGLE-RENT	DOUBLE-RENT	EXTRA-RENT
STANDARD	Rs. 650	Rs. 750	Rs. 100

HUNZA MOTEL

ROOM TYPE	SINGLE-RENT	DOUBLE-RENT	EXTRA-RENT
STANDARD	Rs. 525	Rs. 625	Rs. 100

BESHAM MOTEL

ROOM TYPE	SINGLE-RENT	DOUBLE-RENT	EXTRA-RENT
STANDARD	Rs. 650	Rs. 750	Rs. 100

SKARDU MOTEL

ROOM TYPE	SINGLE-RENT	DOUBLE-RENT	EXTRA-RENT
BLOCK	Rs. 550	Rs. 650	Rs. 100
BLOCK	Rs. 425	Rs. 525	Rs. 100

SATPARA MOTEL

ROOM TYPE	SINGLE-RENT	DOUBLE-RENT	EXTRA-RENT
STANDARD	Rs. 300		

BARSEEN MOTEL

ROOM TYPE	SINGLE-RENT	DOUBLE-RENT	EXTRA-RENT
STANDARD	400	500	100

NOTICE:

This rent will not include Central Excise Duty (CED) and Sales Tax.

Bed Tax = Rs 30 per bed
Central Excise duty = 5%

PTDC MOTELS NORTH (PVT) LTD.

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(RESERVATION PERMIT)
 PRIVATE COOKING NOT ALLOWED
 Check-in-time Upto 1800 hours
 Check-out-time Upto 1200 hours
 Cancellations are accepted at Reservation
 point only subject to cancellation charges as
 specified on back side of this Permit.

BLOCK NO. 4-B (GROUND FLOOR),
 MARKAZ F-7, BHITAI ROAD,
 NEAR JINNAH SUPER MARKET,
 ISLAMABAD.
 TELE: 819384, 815653, 812957

8501

To _____ Date _____

Tele No. _____

Name of Group _____

This has reference to your request dated _____ for accommodation at _____

pleased to inform you that accommodation has been reserved as follows:-

1. Double Room (2 persons) _____ 2. Single Room (1 person) _____

_____ out _____

_____ by Air/Road _____

Yours faithfully
 for PTDC Motels North (Private) Ltd.

Received at Head Office Rs. _____

Instructions: _____

Reservation Incharge

LAHORE	GILGIT	HUNZA	KALAM	MIANDAM	NARAN	SKARDU	BESHAM	CHITRAL
8	2562	69	14	10A	2	946	98	683
KEENJHAR LAKE	ZIARAT	AYUBIA	WAGHA	TAXILA	KATAS	BARSEEN		
510	356			2344				

APPENDIX B

RESERVATION FORM

Name of the Party _____

Address/Contact No. _____

Full Name _____

Room of Request _____

Mode of Request _____

Checkin Date _____

Checkout Date _____

Product No. (If any) _____

No. of Rooms _____

CHOICES OF THE ROOM:

Please cross the appropriate box.

- 1. Standard
- 2. Economy
- 3. Surti
- 4. View
- 5. Hilltop
- 6. Kunhar
- 7. Old Block
- 8. New Block

REMARKS:

ROOM AMENDMENT FORM

Guest Name _____

Room No. _____ Motel Name _____

CORRECTION:

(Please fill the appropriate column)

RESERVATION

ROOM TYPES

WAS

NOW

Check-in date ___/___/___

___/___/___

Old Room Type _____

Check-out date ___/___/___

___/___/___

New Room Type _____

Number of Nights _____

NUMBER OF ROOMS:

No. of Rooms (Booked) _____

No. of Rooms (Required) _____

CORRECTION POSSIBLE?

Yes

No

REMARKS:

ROOM CANCELLATION FORM

Guest Name : _____

Room No. : _____

Guest Name : _____

Checkin Date : _____

Checkout Date : _____

Cancelled By: : _____

REMARKS:

Date / /

APPENDIX C