De La Salle University – Dasmariñas

THE MANILA SOUTHWOODS MANOR – MEMBERSHIP BILLING SYSTEM

An Undergraduate Research

Presented to

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ABSTRACT:

The existing Member's Billing System used by the Manila Southwoods Manor in handling their clients' information, bills and transactions is manual. The system produces monthly transaction reports, statement of accounts and official receipts. However, the Company faces several flaws in their current Manual System. These flaws gave Manila Southwoods Manor ideas of changing their system that is more applicable to their status as a five star hotel.

The proponents of the study conducted interviews with the users of the active system. Through these interviews, problems with the Manual system were identified as possible profit loss due to computational errors, risk of losing valuable data, insufficiency of meeting clients' satisfaction and expectation due to slow processing of reports and scanning of files causing delay of payments.

These flaws were identified and solved by the proponents by using prototyping methodology. There were criteria considered in choosing the best methodology, and the first criterion is user requirements. The user's requirements in this study are unclear, the Company had given the proponent initial requirement but added additional requirements in the process. Both prototyping and throwaway appeared excellent in this category. The second criterion was time constraints. Prototyping is better in keeping up with the visible schedule. The development of the System was able to cope with the given schedule.

The proponents acknowledge other researches that would like to integrate the Member's Billing System with the Reservation System. Sending of billing statements via e-mail is also suggested.

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