



# De La Salle University-Dasmariñas

**De La Salle University-Dasmariñas**  
College of Science  
**COMPUTER STUDIES DEPARTMENT**  
Dasmariñas, Cavite

**ONLINE RESERVATION SYSTEM FOR  
RETREAT AND CONFERENCE CENTER**

**An Information Technology Capstone Project**

presented to  
The Faculty of the Computer Studies Department  
College of Science  
De La Salle University-Dasmariñas

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**BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY**

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**Appendix A – DFD [Existing System]**

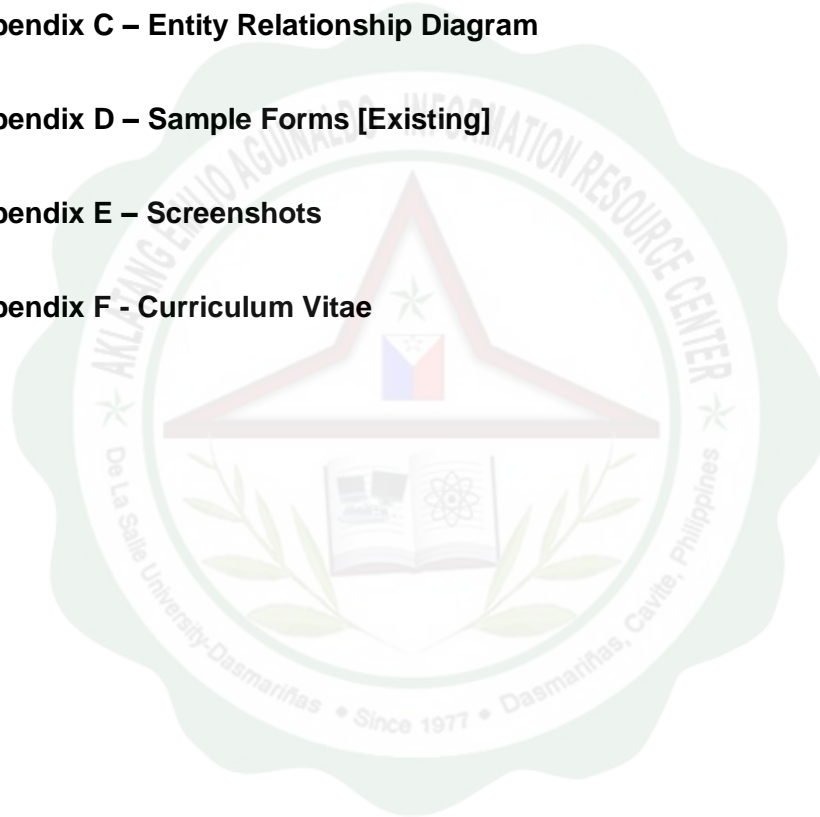
**Appendix B – DFD [Proposed System]**

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## **Abstract**

This research paper introduces the creation of an online reservation system that is developed to facilitate a more reliable, accurate and accessible means of accepting reservations of Retreat and Conference Center. One of the major questions raise is how fast is the delivery of services provided for customer satisfaction and how accurate is the system of recording the transactions form its operational business processes or sales up to collections of income. This major question is of highly importance ensuring the success and the return of investment of the organization (RCC).

An interview with the key personnels' of RCC was conducted to determine the department's goal of providing excellence in all services, a review of the existing policies and procedures, best practices, and secure a copy of official documents currently used. The results shows weaknesses on the business processes in providing a faster way of delivery of services, a real time information for more selections of rooms/facilities and a precise rooms schedules.



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As the proponents concluded, by integrating the online technology of Online Reservation to the DLSU-D portal, it will benefited the RCC management for it will make them sure that there would be a higher chance to be fully booked and for the clients they are properly informed and make the best booking decisions respectively. The RCC Online Reservation is a simple and easy to use featuring all the functionality needed for online booking and management: guest inquiry, online reservation/booking, navigate around the facility through pictures gallery and more information that are vital needs of the clients. For this, to be able to be competitive in the market, the use of new technologies and a system program for “Online Reservation of RCC” is a major advantage over other competitors and will place the business on top of its success.