

Abstract

Phil Oasis Hotel and Resort has been using manual system in handling their Billing and Reservation. As a result, they encountered problems in most transactions and operations. They found it hard to track availability and produced inconveniences in making reservations. Thus, they had insufficient data storage such as databases that would serve as a repository for the hotel and resorts data, and the information is not secured that eventually led to data tampering. Developing Companies such as Phil Oasis need to have an efficient system that will store, manage, and make billing and reservation convenient without sacrificing high quality service for their valuable customers.

The proponents developed an efficient Online Billing and Reservation System for Phil Oasis Hotel and Resort. Through the hotel's website, customers could make reservations in the comfort of their homes. They could choose the date and time with the given amenities to be availed. The availability of rooms would be easily verified since all of the information on rooms and amenities are stored in the database. The reservation information is linked to the customer who availed a particular amenity or service and the tracking of damages done by the customer to the room and amenities would be monitored by the system. The customer's bill would be shown in the website. Customers could pay 50% of the reservation fee online by giving their credit card information, through bank transfer or paying directly in the hotel in cash, check or credit cards.

Through the development of the system, inconsistencies and redundancies were eliminated. Additional availed services upon their stay in the hotel would be easily updated in the hotel's database preventing miscalculation of bills. Accessing, updating, and manipulating of files are fast and easily done by the personnel. As a result, there was a fast generation of reports that aided in decision-making of the managers.

