

UNIVERSITI TEKNOLOGI MARA

Concierge Hotel Mobile Application

Nur Adlina Huda Binti Badrul Hisham

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ABSTRACT

With the advancement of mobile technology, more daily activities have involved with the engagement of the mobile phone. The mobile phone is no longer as a communication device but also serve as something that people nowadays can use the mobile phone to fully. Every day we will be heard about the news of technology develop into something more advance than we thought of. Even nowadays, it becomes more convenient for people just to bring their mobile phone for them to get any information through their device. Mobile phone serves as the devices that have multiple functions that we can carry everywhere we go and we can use it whenever we want to. Hotel is slowly developing features that can help the user or even can make it easier for the employees and even some of the hotels are having their mobile application, so that the customers can contact the hotel itself directly through the hotel application. The proposed application will be able to address when some of the customer having difficulty after left their hotel access card or key in the room after they close the door. QR code technology will be used in this hotel mobile application and it will store the data into the QR code that act as the access card for the hotel room. Waterfall model is used in this project, which consists of Planning, Analysis, Development, Testing and Documentation.

TABLE OF CONTENT

CONTENT	PAGE
SUPERVISOR APPROVAL	ii
STUDENT DECLARATION	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF FIGURES	ix
LIST OF TABLES	xi

CHAPTER ONE: INTRODUCTION

1.1 Background of Study	1
1.2 Problem Statement	3
1.3 Research Question	4
1.4 Aim of Study and Objective	4
1.4.1 Aim of Study	4
1.4.2 Objective	4
1.5 Limitation of Study	4
1.6 Research Significance	5
1.7 Research Scope	5
1.8 Research Contribution	6
1.8.1 Advantage for hotel guest	6
1.8.2 Advantage for hotel employee	6

CHAPTER 1

INTRODUCTION

This chapter provides the background of the study to this research. It is also explained details of this project proposal.

1.1 Background of Study

When you want to have a holiday with your family or even your friends, and you want to spend your holiday even just for one night, you need to book a hotel. Hotel is for you to take rest, eat, shower, sleep and even for you take a nap. You can do everything in the hotel room. What exactly means by the hotel? Hotel defines as a commercial establishment providing lodging, meals and other guests services [businessdictionary.com]. So, if you want to go for holiday, even just for sleep, you can book a hotel room.

In a hotel, they must have a hotel employee that will help the hotel guests to guide them in the hotel. If the guest hotel needs help, the hotel employee will be helping them. Hotel employee also known as a concierge. Concierge meaning a resident caretaker of a block of flats or a small hotel especially in France [lexico.com]. Also, a hotel employee whose job to assist guest by booking and reservation. The concept has been applied to some of the hospitality services and to personal, who manage errand of clients.

Nowadays, hotels adopting digital technology, which means mobile application into their business. Hotel now rely on mobile application is running or even offering their service provided in their hotel, such as a hotel reservation. Instead, most of the hotel application are now just focusing and limited on hotel reservation only and not offering any other service such as front end service.

Based on two years of data from eight countries, a study found that the guest's tolerance of delay because of waiting during check-in hotel [Cornell's Center for Hospitality Research]. Guest from USA takes up to 5 minutes tolerance, guest from France, Germany, Italy and Spain takes to 15-minute tolerance while guest from