

**Universiti Teknologi MARA**

**Pet's Care Hotel Centre System  
(PeCHoCs)**

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## **STUDENT DECLARATION**

I certify that this thesis and the project to which it refers is the product of my own work and that any idea or quotation from the work of other people, published or otherwise are fully acknowledge in accordance with the standard referring practices of the discipline.

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## ABSTRACT

Nowadays, Customer Relationship Management (CRM) is one of the important elements that must be applied in reservation system; interaction between customer and management. Usually, MBK Pet and Grooming use the manual method to handle and manage the reservation record and report. The current process leads to many problems which are; time consuming, using overload paper based and most of all there are barriers and limitation in communication between customer and the business. Pet's Care Hotel Centre System (PeCHoCs) is a project that is developed for MBK Pet and Grooming company to ease and improve the old method which is manual system to manage and handle all related to customers, reservations, and others. The methodology that used to develop the system is Adapted Waterfall Model. The evaluation has been conducted based on the 30 questionnaires. An additional, the respondents satisfied the system and said the system can improved the old method. After make the respondent analysis, the highest mean is based on user feedback which is focus on user satisfaction (Mean=4.39, SD=0.61). The future enhancement for this project is users not wasting their time, not using papers, and many mores. .In conclusion, the PeCHoCs system can give more advantages to users and can contribute more in this evolving for better pet hotel reservation system.

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