

Universiti Teknologi MARA

Event Reservation System (EVERS)

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ABSTRACT

Usually customers make reservation through direct hotline to have a quick deal with the owner of the place they want to reserve. Hotel UiTM Dungun Terengganu current process is using direct hotline to entertain their customers quickly but do not have a proper way in keeping the reservation data. Computerized reservation system is the online reservation system that will be implementing in the Hotel UiTM Dungun based on the case study with the sales and marketing staff to collect some information have been done. Event Reservation System (EveRS) is the online reservation system that has been developed to improve the sales and marketing department current business process. In developing EveRS, System Development Life Cycle (SDLC) was being used as a method to guide the whole process of the EveRS development. The model used for EveRS is Prototype Model which has two version of improvement when having consultation with the sales and marketing staff. This is to make sure the development of EveRS develop continuously according to the plan and the users will get better understanding. Besides that, system testing plan and evaluation from user and experts also was prepared as a method to improve the functionality, usability and design interface of the system. The respondents experienced that EveRS is useful to the users by received mean for perceived usefulness is 4.23. One of the recommendations for future enhancement is developed computerized system can be used in smartphone.

TABLE OF CONTENT

CONTENT	PAGE
SUPERVISOR'S APPROVAL	ii
STUDENT'S DECLARATION	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
TABLE OF CONTENT	vi
LIST OF FIGURES	x
LIST OF TABLES	xii
LIST OF ABBREVIATIONS	xiv
CHAPTER ONE INTRODUCTION	
1.1 Background of Study	1
1.2 Problem Statement	2
1.3 Objectives	6
1.4. Scope	6
1.5 Significance of Research	7
1.6 Project Framework	9
1.7 Gantt Chart	10
1.8 Conclusion	12
CHAPTER TWO LITERATURE REVIEW	
2.1 Introduction	14
2.2 Customer Relationship Management	15
2.3 Computer Reservation System	16

2.3.1.	Manual process VS Computerized System	18
2.4	Related System	19
2.4.1	Online Hotel Booking System in Romania	20
2.4.2	Hilton Hotels and Resort (Reservation System)	21
2.4.3	Kimpton Hotels and Restaurant (Reservation System)	23
2.4.4	Hilton Hotels and Resorts (Sales Record)	25
2.4.5	Hansonic Hotel	25
2.5	System Development Model	27
2.5.1	Rapid Application Development	28
2.5.2	Spiral model	30
2.5.3	Joint Application Development (JAD)	32
2.5.4	Waterfall	34
2.5.5	Prototyping	36
2.6	Implication of Literature Review To The Project EveRS	38
2.7	Conclusion	40

CHAPTER THREE METHODOLOGY

3.1	Introduction	42
3.2	Project Development Methodology	42
3.2.1	Requirement Gathering	44
3.2.2	Quick Design	45
3.2.2.1	Process Flow Diagram of EveRS user	46
3.2.2.2	Site Map	47
3.2.2.3	Context Diagram	48
3.2.2.4	Data flow diagram	49
3.2.2.5	Entity relationship diagram	50
3.2.2.6	Table Of Information	51
3.2.2.7	User Requirement	53
3.2.2.8	System Requirement	54
3.2.3	Building prototype	56
3.2.3.1	Prototype Design	56
3.2.4.	Testing and Evaluation	57
3.2.4.1	Expert Testing	57
3.2.4.2	User Evaluation	58