


Improving Customer Service Through Front Office Information Systems

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Article Info	ABSTRACT
<p>Keywords: Information System, Visual Basic, MySQL, Reservation, Hotel.</p>	<p>The research aims to overcome the problem of managing customer data, room data, and transaction data manually at Hotel Fergael. The management of customer data, room data and transaction data that are processed manually, is overcome by building a Front Office Information System for hotel room reservations at Hotel Fergael. The results of the Front Office Information System research for hotel room reservations at the Fergael Hotel can be done quickly, effectively and efficiently at the receptionist's work time, making reports can also assist managers in seeing reservations that have or have occurred at the Fergael Hotel. The system is designed in the form of Visual Basic and uses a MySQL database. With this research, the receptionist can expedite the activities that run at the Fergael Hotel, especially room input, customer input, and room reservations that occur at the Fergael Hotel Pematangsiantar.</p>
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INTRODUCTION

The rapid development of technology and science has had a major impact, particularly in the field of information technology, namely easy and widespread access to data and information in every agency [1]–[8]. In almost every agency company, organization, offices, hotels, institutions and government agencies need processing fast, precise, and accurate administration, data and information are efforts to improve the performance of the agency [9]–[16], [17]–[21]. The tourism industry is a mainstay sector and is a good choice for economic development in developing countries today. The many facilities provided to support the running of the tourism sector in Indonesia can also be a great opportunity for buildings used as places to stay for travelers or tourists, if they can be managed well and seriously, such as hotels.

The service at the front office of the Fergael Hotel currently still uses a manual system in serving room reservations. To improve customer service, a computer-based system was designed so that the front office can easily record room reservation transaction data and also easily create reports. The use of Information Systems has now been widely implemented to simplify work in various fields including the hospitality sector, thus providing advantages and benefits to hotels and maximizing guest service [22], [23]. Therefore, an information system was designed that functions to simplify the work of the Fergael Hotel Front Office in managing hotel room reservations and making receipts and other reports. With the Front Office

Information System for hotel room reservations at the Fergael Hotel Pematangsiantar, it will have an impact on increasing the performance and quality of the hotel.

METHODS

The stages carried out in the application system design process use tools consisting of:

Context Diagram

This context diagram shows all external entities that receive information from or provide information to the system. Figure 1 shows the context diagram of the proposed system.



Figure 1. Proposed Context Diagram Figure 1 explains that:

1. Customers provide their data so that it can be input into the system by the receptionist into customer data, then customers can make room reservations.
2. Customer data and room data are needed by the receptionist to find out which room option the customer will choose.
3. The receptionist inputs customer data and room data into transaction data which is useful for printing (output) receipts for customers.
4. This information will be given to customers to find out which room the customer has booked.
5. The receptionist provides (output) reports for the manager so that the manager knows what transactions have occurred.

ERD diagram

An ERD diagram is a diagram depicting the relationships between entities. An ERD diagram allows the logical structure of a database to be clearly and simply depicted. For more clarity, see the ERD design shown in Figure 2.

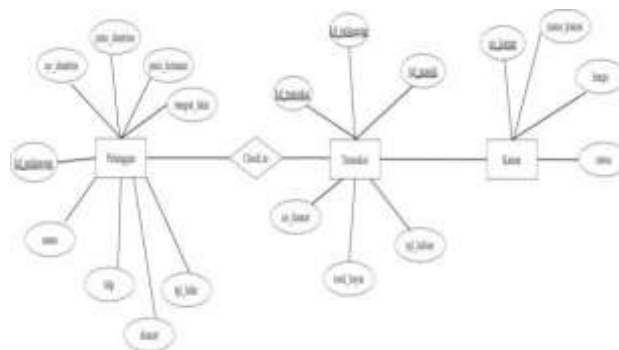


Figure 2. Entity relationship diagram (ERD)

User Interface Design

At this stage, the interface is designed, which is a temporary display design for the front office system to be built. This design explains how the display will appear, ensuring a well-designed Front Office Information System for hotel room reservations. This is done to facilitate the development of a system that meets the principles of good interface design. The design of the front office information system for room reservations and payments to be built is as follows:

a. Main Menu Design (Receptionist)

The Main Menu Design is used so that the Receptionist can access the Transaction menu and Customer. The main menu design can be seen in figure 3.



Figure 3. Main Menu Form Design (Receptionist)

b. Customer Menu Design (Receptionist)

Customer Menu is the menu used by the Receptionist For add data selfnew customers, editing and deleting. The Customer Menu design for the Receptionist can be seen in Figure 4.

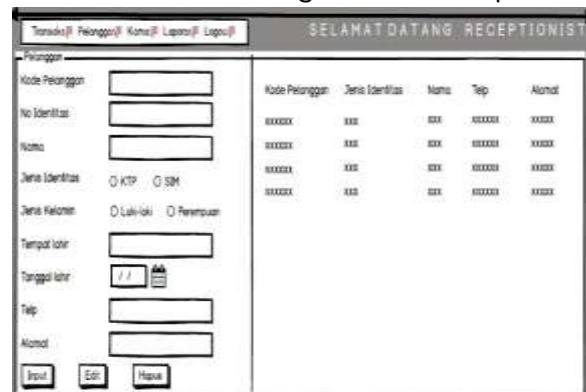
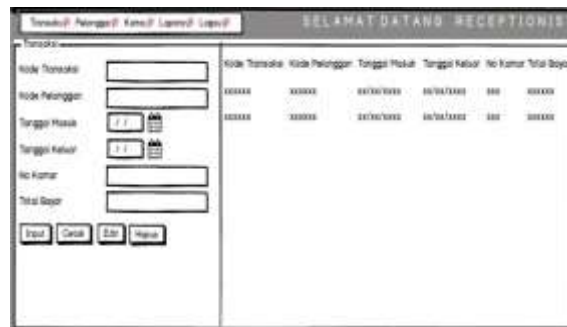


Figure 4. Customer Menu Form Design (Receptionist)

c. Transaction Menu Design (Receptionist)

The Transactions menu is used by the receptionist to record customer transaction data and print it as a receipt. This transaction menu is also designed to allow the front office to input, print, and edit customer data. The Transactions menu design can be seen in Figure 5.

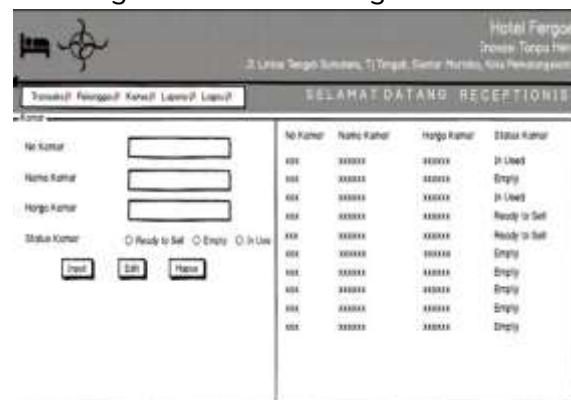


The form is titled "SELAMAT DATANG RECEPTIONIST" and includes a navigation menu with "Transaksi", "Pelanggan", "Kamar", "Laporan", and "Lainnya". On the left, there are input fields for "No. Transaksi", "No. Pelanggan", "Tanggal Masuk", "Tanggal Keluar", "No. Kamar", and "Total Bayar", along with "Input", "Cari", "Edit", and "Hapus" buttons. On the right, a table displays transaction data with columns: "No. Transaksi", "No. Pelanggan", "Tanggal Masuk", "Tanggal Keluar", "No. Kamar", and "Total Bayar".

Figure 5. Transaction Menu Form Design (Receptionist)

d. Room Menu Design (Reception)

The Room Menu is a menu used by the receptionist to provide information on the room number, name, price, and status so that the receptionist can more thoroughly explain the room to guests. The Room Menu design can be seen in Figure 6.



The form is titled "SELAMAT DATANG RECEPTIONIST" and includes a navigation menu with "Transaksi", "Pelanggan", "Kamar", "Laporan", and "Lainnya". On the left, there are input fields for "No. Kamar", "Nama Kamar", "Harga Kamar", and "Status Kamar" (with radio buttons for "Ready to Sell", "Empty", and "In Use"), along with "Input", "Edit", and "Hapus" buttons. On the right, a table displays room information with columns: "No. Kamar", "Nama Kamar", "Harga Kamar", and "Status Kamar".

Figure 6. Room Menu Form Design (Reception)

RESULTS AND DISCUSSION

The results of the information system built include program execution displays, including logins, forms (input system), and reports (output system) that already contain data. Some of these displays include:

Customer Menu Page

This page contains customer data where users can add new customer data, edit it, and delete it by clicking the buttons provided, as shown in Figure 7.

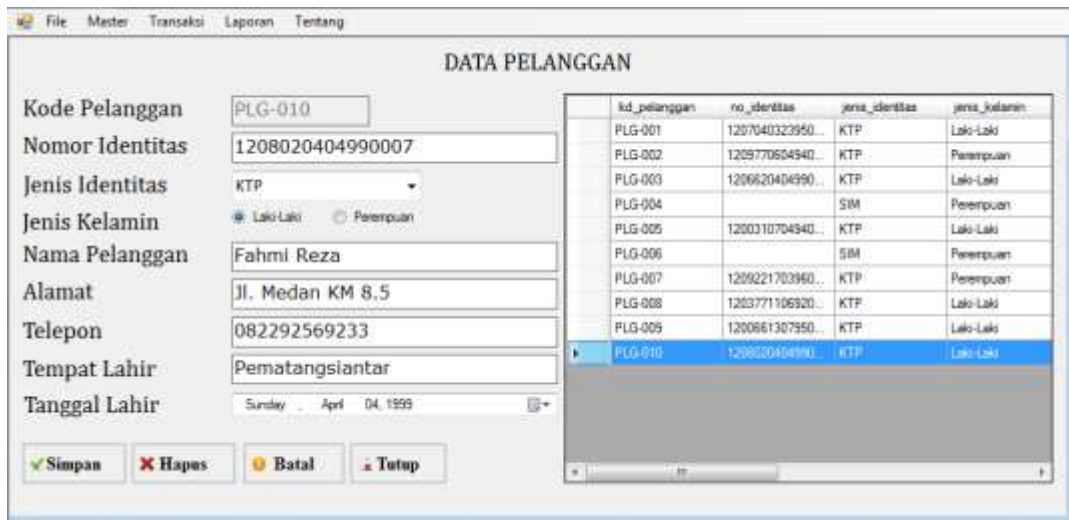


Figure 7. Customer Menu Page

Room Menu Page

This room menu page is used to input, edit, change, and delete desired room data. The room menu page display can be seen in Figure 8.

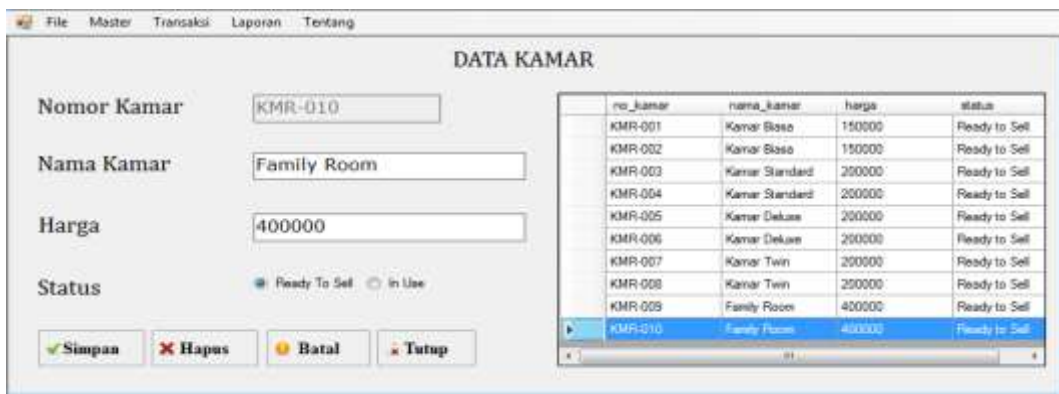


Figure 8. Room Data Page



Figure 9. Transaction Data Page

CONCLUSION

After designing the Front Office Information System for hotel room reservations at the Fergael Hotel Pematangsiantar, the following conclusions can be drawn: The system being designed is a Front Office Information System for hotel room reservations specifically for the receptionist. This system offers several advantages, including efficient and effective management of customer information, room information, and transaction data. With the Front Office Information System for hotel room reservations based on Vb.Net, it can facilitate the work of receptionists in inputting room reservations every day to maximize performance in the reception section of Hotel Fergael and also save time in searching, recording and entering customer, room, and transaction data.

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