CHAPTER - 3

ABOUT
3.1 MANUAL WORKING PROCEDURE

I carried out a small discussion with Guest house department. I understand that the following is the working procedure whenever guest arrives and departs.

1. First of all, recommendation is issued for advance booking in writing by the concern Department of the Co.
   -> Intimation is given to guest house with the information whether Company's guest or Government guest.
   -> Also it is described whether Chargeble or not.
   -> Bio-data for guest like, Name of the guest, Occupation of the guest, Expected arrival Date/Time, Expected departure Date/Time, etc...
   -> Intimation Slip is made for above.

2. After getting intimation slip from concern dept., the reservation procedure is carried out of room of that type is available. If not a single room is available then it is checked whether it is available in other guest house of Co.
   -> Room Type (Suite, A/C Single, A/C Double, Non A/C, etc.)
   -> Expected arrival Date/Time
   -> Expected departure Date/Time
   -> Reservation Register is made for above said matter.

3. There is an integration among all guest houses of Co. to facilitate available rooms and other facilities in another guest houses.

4. If Booking is Canceled, then it is (room) available for next booking. (Reservation Regi. is updated.)

5. Occupancy of rooms are of two types:
   -> From advance booking
   -> Spot booking
Occupancy Register is made for this procedure. If occupancy is made from advance booking, all details (Bio-data) is replaced in occupancy register. Otherwise Bio-data of the guest is written.

6. Lodging facility is given to the guests, irrelevant to occupancy of rooms. Following is main menu for lodging:

- Meal
- Beverage
- Snacks
- Drinks (Hot / Cold drinks)

Food Register, Kot book, Kot Register are kept for lodging facilities.

7. Whenever guests depart from guest house, following entries are recorded in occupancy register.

- Departure Date/Time
- Paid Upto (Date, until bill is paid up)

8. Store Section:

Following procedure are followed in store dept. of guest house:

- Requisition of items to particular place (Requisition Slip is made)
- Receipt according to the requisition.
- Receipt Register is kept for following information:
  (a) Receipt date
  (b) Item code
  (c) Item rate
  (d) Quantity of items
- Store section issues the items as per requirement.
- Issue Register, Consumption Sheet are kept.
  (a) Issue date
(b) Rate of item
(c) Quantity issued
(d) Item code

9. Billing :-

Two types of bill are made:

-> In between
-> At the time of departure

Various types of bills are prepared according to charges of rooms, food items, etc.

-> Food bill
-> Room bill
-> Laundry bill
-> Telephone bill

Bills are received by two ways:

(i) Cash bill :-

For Co. guest (chargeble), cash is received for room bill & food bill. For Co. guest (non-chargeble) and Govt. guest, no bill for room. For Govt. guest food bill is received in cash.

(ii) Credit bill :-

For Co. guest (non-chargeble) food bill is sent to Co. (i.e. concern dept.). Monthly Bill Summary for room bill are sent to concern department.

10. Accounting :-

Accounting entries are passed on Monthly/Yearly according to income and expense register of guest house. And also net income is calculated on Monthly/Yearly.
3.2 THE HOTMANS

TYPES OF SYSTEM :-

Generally there are two types of systems:

1). New System.

2). Replacement System.

The HOTMANS is a new system, but it is partially same from the existing manual system. It is totally computerized.

WHY IT IS HOTMANS :-

The HOTMANS has been developed for providing better management to the small guest house as well as big hotel. "HOT" for HOTEL, "MAN" for MANAGEMENT and "S" for SYSTEM. It can give guest house status at any time speedy and accurate. From the system I get all guest house reports to take decision.

WHAT IS NEED OF NEW SYSTEM :-

Company's Guest houses want to replace existing manual system with the new computerized system because of following drawbacks:

1). Manual system is much time consuming.

2). Various Registers (files) have to be kept (written) and so many bills, reports have to be made, so much burden to write.

3). No integration (link) among all guest houses.

4). No on-line help facility, as well as powerful query facility.

5). This system are based on file concepts so data sharing are not possible at all, and no Normalization concept so there is a lots of data duplication.

6). Less accuracy.

7). Less efficiency.

8). More Tedious process (job).

9). No more storage capacity like computers.
3.3 FLOW OF THE SYSTEM

All transaction posting will be done ON LINE. At any given time the system will be in a position to give the correct status of the guest house.

01. Intimation by Dept. :-

Intimation is given by concern dept. of Co. with information like, address of guest, name of the guest, dept. reference, special instruction (if any), etc.. In case of Co's guest, intimation to be sent in duplicate.

02. Advance Booking :-

If recommended room is available in particular guest house, new booking is made with Bio-data of the guest house. If booking is canceled, Reservation Register is updated according to previous entry. And if booking date will come, occupancy of room is made.

03. Occupancy of the Room :-

Two types of occupancy registers are made, one for Co. guest and other for Govt. guest. Occupancy of the room is made from either Advance booking or Spot booking.

04. Lodging Facility :-

- Lodging to guests, who occupy room
- Lodging to guests, who don't occupy room

K.O.T. book is made for daily transaction of food/drinks and from those K.O.T slips, final food bill is made. All K.O.T. slips are given with the bill to the guest.

05. Departure of the Guest :-

Whenever guest departs from guest house, departure date/time are note down in the occupancy regi. All bills are received from the guest or credit bills are sent to the concern dept. If guest wants to stay for few days more, reallocation of room is made according to availability of rooms or category of the guest.

06. Store Section :-
Requisitions are put to the particular place (shop) according to the requirement of the items in the store of the guest house. Whenever items are received, either bill is paid in cash or it is put in credit. In guest houses of GACL, items are received from the "G.A.C.L. EMPLOYEES CREDIT & CONSUMERS CO-OPERATIVE SOCIETY LTD., AMBUJANAGAR ". Items are issued acc. to the requirement in the kitchen, room, bathroom, etc. and Consumption Sheet is kept for daily consumption of the items. Stock Register is also made to maintain stock in the store dept.

07. Billing :-

There are two types of bills mainly:

(i) Cash bill

(ii) Credit bill

According to the guest's bio-data, bills are received either from the guest (i.e. cash) or Dept. of the Co. (i.e. credit).

08. Room Bill :-

Room bill is made according to the period, how many days who stays. Either bill is made "In between" or "At the time of departure". Bill Summary for month is sent to the Co. (Concern Dept.).

09. Food Bill :-

KOT book is kept for daily transactions of the food/drinks. Whenever guest departs from the guest house, all kot slips are given with the final bill. KOT register is made from this kot book.

10. Other Bills :-

Laundry bill is paid up by guest, directly to the washing man. Telephone bill is given to the guest, if chargeble guest. If non-chargeble guest, telephone bill is sent to the dept. of the Co.

11. Accounting :-
At the end of the month, net profit (income) of the guest house is calculated from the Day Book (daily) and ledger. At the end of the year, there is trial balance and from that balance sheet is made. So all incomes and expenses are calculated periodically and sent to the Co.
3.4 THE FEATURES OF HOTMANS

It is envisaged to develop the system as basically menu driven, screen based, interactive on-line system for the purpose of data entry, validation and query. This will mean that screen will be designed for each input form and data entry will be through terminals. The data will be entered through terminal and validation of the items on the forms will take place during entry. This will ensure that the various items in the document are checked for their validity and correctness to the extent possible at the time of data entry itself.

SPECIAL FEATURES :-

** Able to cope with another Guest houses.
** On-line transaction processing.
** On-line help facility.
** Fully menu driven.
** Efficiency in storage & less access time.
** User friendly.
** Effective screen management with scrolling and calling popup screen.
** Prevents lots of password screens by validating username as a password.
** Two level of security.
** Attractive reports.
** Well documented.

HOTMANS is an On-line system. All the effects of every transaction are posted immediately as soon as the transaction is entered. There is nothing to be kept for batch processing in the system. The user of this system can see uptodate data at any time he/she wishes. The corresponding effects are also posted immediately to be modified, the all posting effects are nullified and new posting is done after the completion of modification of that particular transaction. An On-line status of room, items in store, etc. are available for user. Reports like, dining menu, room availability on particular day, bill of guest can be taken at any time from this system. There is a facility of On-line
booking cancel, reallocation of room. And also user can see balance of income/expenses in guest house at any time.

**On-line Updation :-**

The various data once entered through the data entry program, would be the relevant data items in the system at the end of the day. As system would be integrated with accent on minimal entry of repetitive information, the computer will be used to access and display the relevant data that already reside in it. The master files and the various other files of the system will be used for storing the updated data and transactions which cause this change in data, and finally for producing the output reports and answering to ad hoc query on the system.

**On-line Query :-**

On-line query will be available for the systems through terminals. This implies that important information required such as weekly room status, room availability at any time, advance booking of today, person serial no. in register, etc. can be accessed from the terminals and displayed on the screen. The information displayed would be as current as the last update.

**Data Security :-**

The proposed system would also have built-in security features to safeguard against unauthorized access. First and foremost will be the system of user identification numbers and passwords which will be allotted to genuine terminal users. Then there would be features to restrict access to certain files to certain users only. Thirdly, some users will be restricted to only query use and no data entry or update will be allowed. "Menus" will be designed so that only those activities listed on the menus can be performed.

**Controls :-**

In addition to the above, several control features will be built into the system. The most basic of these will be the control totals being accumulated by the computer for each stage of processing and matching these controls maintained by the users.
Bill No. Initialization:

In all registers a provision to update bill no. after 99999 or on the date 1st April of the year. And it is initialized by 01 (One).