**Chapter 2**

**Review of Related Literature and Studies**

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A review of related literature and studies is the theories which the researchers use to explain the existence of a research problem and use as a bases in analyzing relationship between variables can be generated from reference books and of collecting, selecting and reading books, journals, reports, abstract, and other reference materials. The Chapter begins with the Introduction, Related Literature, Foreign Literature, Local Literature, Related Studies, Foreign Studies, Local Studies and the Synthesis and Significance of the Study.

**Introduction**

In this chapter the following proposed system aims to developed web application for facilitating reservation process at hotel. The system provide the reception an easy way for searching on rooms, listing off rooms, inserting the client information, getting details about specific client, making a reservation for rooms and doing payment process.

**2.1 Related literature**

**2.1.1 Foreign Literature**

***Louw, Door Janne, (2006, May 10,2006).*** *Description with UML Hotel Reservation System*. Developed a hotel management system that can be used online. This system allows the guests to do their booking online by them self. Some of task that the system can do are providing a query for arriving date and the length of staying, providing the number of On rooms, view all available rooms and provides user the ability to choose one or more of them, recording the number of on rooms, view all available rooms and provides the user the ability to choose one or more of them, recording kind of guests and how many going to be in the single room, providing the cost of booking, asking the users if they want additional service; such as, dinner or breakfast, storing the guests detail; like, name, address and telephone, asking the user for confirmation, final confirmation views with the detail of booking and the guests can review or cancel the booking.

For more understanding to the system the author provided some figures with expiation. The first figure shows the relationship between the end user and the web server and how the users interface stats and the application is done step by step. The second figure shows the relationship between the user and the screen. The screen transfer HTML codes to interface and when the user interact with it some process are done then the screen shows another pages. While the third figure shows how each page is related to each other.

The user can go to the next page by three ways. The first one is the user after inserting his/her information goes through pages in sequence way. The second way by navigation and this way provide the user the ability to go the the pervious pages or to login page. The final one is one user insert unaccepted the page will keep the recent page.

This article is almost a UML designing. JAVA is one of the suggested tools for building this system. This system common with our system in with some of reservation process; such as storing the customer information and choosing the payment method. Also, this system used JAVA as our system but it differs in the kind of user, this system is used online by the guest while our system is used locally by the employee of the hotel.

This system is retrieved from <http://www.liacs.nl/assets/Bachelorscripties/2006-08JanneLouw.pdf>

***Fernandez, E, & Yuan, X, (1999*).** An analysis Pattern for Reservation and Use of Reusable Entities. An analysis pattern for reservation and used of reusable Entities is an article that focuses on the pattern for making a reservation for hotel. This article is written by Fernandez and Yuan. First it goes through the problem then solution, requirements and consequences. The article is supported with some diagrams that make the understanding more clear.

The problem occurs when the user’s needs to reserve a hotel room or vehicle for that the system needs a table for hotel rooms and vehicle. In order to avoid duplicated reservation for same room or vehicle the system needs a table for available rooms and vehicle. Also, the user may needs to review the reservation so the system has a table for reservation.

In the solution part the article first discussed the used case for requirements. The first use case is making reservation, in this case the user make research for available demand by using date. When the demand which is room or vehicle is available the user can do reservation. The second use case is use a reserved entity. In this case when the usage of reservation is done, the room or vehicle is recorded as available again. The third use case is modifying the reservation. The fourth use case is cancelling the reservation.

This system can be used for other reservation like seats for flight. Also, this system can record the history of reservation. This system is similar to our system in making reservation and history but differs in environment. This system is an online system and the guests is the one who is responsible reservation while our system local system and the reception is one who is responsible of reservation.

This system is retrieved from <http://hillside.net/plop/plop99/proceedings/Fernandez2/reservAnalysisPattern3.PDF>

***Lauesen, S, (2003*),** *Task Description as Functional Requirements*, I E E EC o m p u t e r S o c i e t y. The author wrote a paper to describe the functional requirement for hotels and the hospitals, theses functional requirements indicate what the system shall do, data requirements indicate what it shall store and quality requirements indicate what it shall store, and quality requirements how quickly or how easily it shall perform this article focuses on functional requirements, which usually described a system’s input, output, and the relationship between the two.

The article has three unified Modeling Language use case diagram between the receptionist and the hotel system. The first UML diagram helps us to understand the functional requirements a hotel management system.

Also the article include figures, each figure describe subtasks. The first figure is a task description for a hotel’s reception work area. The second figure is a tasks and support description of hotel check – in. the last figure describe high-level tasks for innovation and business process redesign.

This system is similar to our system in the solution\on that going to provide to the user. Such as finding a room for a guest, and receive service.

This system is retrieved from <http://www.itu.dk/~slauesen/Papers/IEEEtasks.pdf>

**2.1.2 Local Literature**

[**bituin**](http://www.studymode.com/profile/abibituin/) **Abi,** (**August 2010),** 658 Apartelle Online Reservation System. Short term base lodging is the main reason that a hotel has been established. In the Philippines, wherein many foreign people go and have a vacation, hotel is always their first destination to have relaxation after long hours of travel in an airplane. Because of the rapid increase of foreigners visiting the Philippines for a vacation, a common sight is the establishments ad sophisticated hotels for competitive advantage.

As the result of the competition between different hotels, various business strategies had been made to attract customers, such as putting discounts, having beautiful and relaxing environment and above all having a state of the art computer system and facilities.   
 The current problem observed is the manual guest list records, the manual reservation of guests, the manual booking of rooms for the guests which takes a long time to accomplish.  
According to the manager in the establishment, because they keep on doing their job manually, it resulted to a very messy office, lots of papers around the desks and sometimes important documents disappear. From the information gathered, the proponents came up with an idea of proposing a system that is relevant to the needs of the establishment, highly efficient to meet their needs and most of all simple, easy to use system.

The 658 Apartelle Online Reservation Management System is not only a database for guest list but also an online reservation system, where potential guest can have online reservation which will automatically be sent to the database of the 658 Apartelle. Based on the proponent’s observation and interview, they have found many problems such as time consuming logging of the guest list names to the log book, difficulties in making reservations and difficulties in retrieving information on their previous guests because of the papers that are scattered everywhere and misplacing of the guestless records.

As a conclusion, this system is similar to our system in the solution\on that going to provide to the user. Such as finding a room for a guest, and receive service.

<http://www.studymode.com/essays/658-Apartelle-Online-Reservation-System-375787.html>

# [*Lagman*](http://www.studymode.com/profile/danrienlagman/) *D, (September 2012),* Lan-Based Reservation System for Hacienda Gracia Resort and Hotel. A resort is a place used for relaxation or recreation, where visitors are being attracted to take their holiday or vacation. It refers to places, towns or sometimes commercial establishments operated by a single company. On the other hand, a hotel is differentiated as an establishment that provides paid lodging on a short-term basis. Computer programmers are continuously developing a system application to better serve resort or hotel guests because some hotels and resorts are becoming fully automated while others are still striving for the similar setting.  The researchers introduce a “LAN-Based Reservation with Billing System for Hacienda Gracia Resort and Hotel” to improve its reservation and billing system. The advent of new technology gave rise to easy and hassle-free interaction between and among humans. This is why most hotel and resorts prefer to employ computerization in their business.

# As a conclusion, their system is a lan-based system so we generate their system a online system for some to organize and developed system is appeared to be more attractive, efficient and dynamic ,

# <http://www.studymode.com/essays/Lan-Based-Reservation-System-For-Hacienda-Gracia-1093465.html>

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**2.2 Related Studies**

**2.2.1 Foreign Studies**

***Hotel Swiss-Garden Kuala Lumpur(2008)*** The official website for Hotel Swiss-Garden is <http://www.swissgarden.net/>. The main functions of Hotel Swiss-Garden online reservation system are to provide hotel information and online room reservation. Visitors can get hotel information such as location of hotel, room rates, room description and hotel facilities. The reservation process required quest to fill their detail in reservation form. Reservation is guarantee by giving the credit card details or by cash deposit. The layout of this online system is clear and user-friendly. Guest can browse through the website to get the information easily. The content of the website is up-to-date, with no grammatical or spelling mistakes.

The user-friendly layout of system is a good example for the developed portal to follow. This is to make sure that the visitors will feel comfortable or easy to browse through the portal. The up-to-date contents, without grammatical or spelling mistakes and broken links are to guarantee visitors can get the right idea. This is a very important theory to apply in the developed system, as information is crucial for potential quests. The portal must make sure that potential quests get the correct information, such as room rates and hotel location. This online system only shows the static picture of the hotel room. Guests are not able to view the whole picture of the room they are going to reserved and stay. A picture worth a thousand words. Instead of giving plenty words to explain the room condition, it is more suitable for quest to have a virtual tour on the room they are going to stay. This can increase their satisfaction towards the room condition.

The online system of Swiss-Garden is fully organized by its developer. The content of this system will need the website designer to update. As online reservation system is part of the hotel’s property, hotel staff should have the authority to handle the online system. There should be a way for them to update the information themselves, without refer to the website designer. The online system should provide contact information to allow quest to contact if they have any questions or comments. It is important to listen to the feedback from them, in order to enhance the quality of hotel’s services.

As conclusion, good characteristic of this online system is applied in the developed to enables staff to organize their online reservation system. The developed system is appeared to be more attractive, efficient and dynamic.

***Hotel Shangri-La, Singapore.*** The official website is <http://www.shangri-la.com/>. Shangri-La Rasa Sentosa Resort, Singapore is one of the hotel chains for Shangri-La Corporation. The official website for Shangri-La Sentosa Singapore is very powerful website, which consist for many useful functions. The purposes of the website for Shangri-La Sentosa are to provide hotel’s information and online room reservation. Visitors can get the hotel information such as hotel location, room rates, hotel promotions, room description, photo gallery, and hotel services and facilities from this website. Besides, the website also includes a fantastic function, which is virtual tour for hotel. The places available in virtual tour are lobby, rooms, function rooms, recreation, restaurant and bars. Visitors can use their computer mouse to navigate around the hotel.

For business person usage, the website provides a form for quest to fill in their reservation details. In addition to room reservation, guests may fill in another form to make special request for their reservation. The structure of this website is well organized and easy to navigate through. Visitors may get a lot of information from this website. The content of the website is up-to-date, with no grammatical or spelling mistakes and broken links. The up-to-date contents, without grammatical or spelling mistakes and broken links are to guarantee visitors to get the right data. This is a very important theory to apply in the developed system, as information is crucial for potential quests. The portal must make sure that potential quests get the correct information, such as room rates and hotel location. The virtual tour on hotel has added interactive effect and therefore can attract more visitors to visit the website. By clearly Shown hotel condition, this may help guest to better understand the place they are going to stay. They can easily choose any room they wish after the virtual tour. Anyway, each visitor will have to install Java application before they can view the virtual tour application.

As conclusion, Shangri-La Sentosa online reservation system is an efficient, powerful and robust online system. The good characteristics of this online system should be learn and apply in the developed system. In order to enhance the current system, the system is developed to enables every visitors having their virtual tour on hotel. The developed system is appeared to be more attractive, efficient and dynamic to attract more customers.

***Marco Polo Guesthouse.*** The official website is <http://www.penangguesthouse.com>.***.*** The core functions of Marco Polo Guesthouse online reservation system are to provide online room reservation, hotel information and tourist information. Visitors can get the guesthouse information such as location, room rates, room description and other facilities. In addition, guest can get the tourist information of the place where Marco Polo Guesthouse is located. Marco Polo Guesthouse is located at Batu Ferringhi, Penang. The online system had includes the traveling information of Batu Ferringhi, and Pulau Pinang as well. This online system appears to have multi-functions, in addition to online reservation system. Visitors may get know more about the place they are going to stay, and have make sure they had a select a right place to stay. The online system had stated out the contact person’s number and email clearly. In case visitors have any questioners, they can call or write to the contact person. Suggestions from guest are good to help the hotel business growing.

Anyway, the online system did not provide an instant booking system. Guests will have to wait for confirmation within 24 hours after their booking. To enhance the current system, system is developed to enables guest have availability checks and instant confirmation of the booking. The purpose of this feature is to save valuable time and to cut cost, as it will eliminate email exchanges between guests and reservation department. Valuable reservations staff time is saved because reservation requests will no longer have to be processed. Although the online system had included the picture for the bedroom, kitchen and dining room, visitors only can view of it. With a more advance feature provide in developed system, visitors will be able to view the whole room, for every angle of the room. The current online system for Marco Polo Guesthouse did not include the management for housekeeping. In addition to enhance the functionality of developed system, a ‘Housekeeping’ features added for housekeeper to perform their daily work.

As conclusion of this case study, system will be developed to have an instant booking for the room and meals. There is a ‘back office’ for them to control the content of the portal. This is to help hotel in better management of their reservation and content of portal. The ‘Housekeeping’ features also hope to provide staff have better management of daily work and be able to work on schedule.

**2.2.2 Local Studies**

[***Catalogue* Horse21**](http://catalogue.horse21.net/)**. (20l3),** an online hotel Catalogue in Philippine. The Microtel Inn & Suites by Wyndham Manila/At Mall of Asia is strategically situated near SMX Convention Center, SM Mall of Asia and Ninoy Aquino International Airport. It is near major business districts and tourist destinations. It is easily accessible by private and public transport. The hotel has a restaurant serving international cuisine and function room for 200 persons. The swimming pool located at the roof deck will be operational soon. Free WIFI in Lobby, Restaurant Only. Php 100/hour for in-room internet use. Free buffet breakfast in all rooms. Hotel does not offer room only rate.

Microtel by Wyndham® stands out from other properties because of the system-wide design of its buildings and furnishings that stress function, comfort, and convenience, while at the same time meeting international quality standards.

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*www.*[*catalogue*.horse21](http://catalogue.horse21.net/).com

***Shangri-La's Mactan Resort & Spa (20l3),*** a resort hotel owned by Shangri-La Hotels and Resorts located at the island of [Mactan](http://en.wikipedia.org/wiki/Mactan), [Cebu](http://en.wikipedia.org/wiki/Cebu). It was once the [Philippines](http://en.wikipedia.org/wiki/Philippines)' largest resorts, equipped with 547 guest rooms and suites.Shangri-La's Mactan Resort and Spa, Cebu received the “ASEAN Green Hotel Standard” at the ASEAN Tourism Forum 2008 held recently in Bangkok, Thailand.Since it opened in October 1993, Shangri-La’s Mactan Resort and Spa, Cebu has won various awards from international institutions such as Asia Money, Business Traveller, Conde Nast, HotelClub.com, Smart Travel Asia, Time Magazine, Travel Weekly (for “Best Spa”) and Zagat World’s Top Hotels, Resorts and Spas.

Besides, the website also includes a fantastic function, which is virtual tour for hotel. The places available in virtual tour are lobby, rooms, function rooms, recreation, restaurant and bars. Visitors can use their computer mouse to navigate around the hotel. For business person usage, the website provides a form for quest to fill in their reservation details. In addition to room reservation, guests may fill in another form to make special request for their reservation. The structure of this website is well organized and easy to navigate through. Visitors may get a lot of information from this website

As conclusion, Shangri-La’s Mactan Resort &SPA online reservation system is an efficient, powerful and robust online system. The good characteristics of this online system should be learn and apply in the developed system. In order to enhance the current system, the system is developed to enables every visitors having their virtual tour on hotel. The developed system is appeared to be more attractive, efficient and dynamic to attract more customers.

<http://en.wikipedia.org/wiki/Shangri-La_Mactan_Island_Resort_%26_Spa,_Cebu>

***Marco Polo Hotel (2013),*** Every hotel of the Marco Polo group is an embodiment of Asian warmth and Western comfort, a blend which conjures an unforgettable experience for every guest staying with us.Marco Polo hotels provide their guests with a unique travel experience which embraces the local charm and the adventure of travel with the deeply instilled elegance and warmth of the in-house culture of Marco Polo hotels.Every Marco Polo hotel befits the new-age traveller, whether on business or leisure, with its elegant design, impeccable service and modern comforts.Just like the continent we are based in – Asia, Marco Polo Hotels with its thirteen properties in key Asian business destinations has flourished and established itself as one of the leading hotel brands in the region.

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<http://www.marcopolohotels.com/en/index.html>

**2.3 Synthesis and Significance of the Study**

In synthesis and significance, the purpose of review related literature and studies is to study other online system and analyze the system. By studying other system can help to develop a more complete and efficient system. These studies discuss to apply in developed system. Good features of the studied online system in developed system

After studied the related literature and studies, it is conclude that every system has its strengths and weakness. The purpose of those online reservation systems is basically the same, which enables guest to make online room reservation. Anyway, some systems provide other useful functions for visitors in addition to online reservation. Thus, the online reservation system is hoped to provide May useful information. A new feature is added into the develop system after studied other online system. The feature is to provide a ‘back office’ for staff to manage the reservation of rooms, meals and packages. There is also a feature for housekeeper to refer to their daily work schedule. The developed system not only includes the existing functions of an online reservation system, but also added in more features to enhance its functionality