

Along with the growth of tourism, especially after the Covid-19 pandemic, the hotel and resort service business has likewise expanded steadily in terms of both scope and quality. Currently, hotels must receive and handle a high volume and frequently a variety of client kinds, along with a number of services that develop in response to guest needs. To provide development guidance for the upcoming time, the management also provides reports on the hotel's business and revenue. As a result, the administrator's needs cannot be entirely satisfied by the manual processing and storing of information, which also wastes time and resources. In order to fully resolve these issues, hotels and resorts must therefore rely on new technology systems rather than outdated methods. LINK is a platform that can assist hotel and resort businesses in efficiently managing their human resources, logistics, and service delivery.

### ✔ Service provider

Customers may easily and quickly book hotels, make room bookings, sign up to use hotel services, update service costs, issue bills, and more.

### ✔ Employee management

Allocating, monitoring shifts of employees, daily attendance, calculating salaries and bonuses, running statistics as needed,...

### ✔ Warehouse management

Information on the products that are currently in stock, quantity tracking, import and export fees, tracking and prompt replenishment of out-of-stock items.

### ✔ Customer service

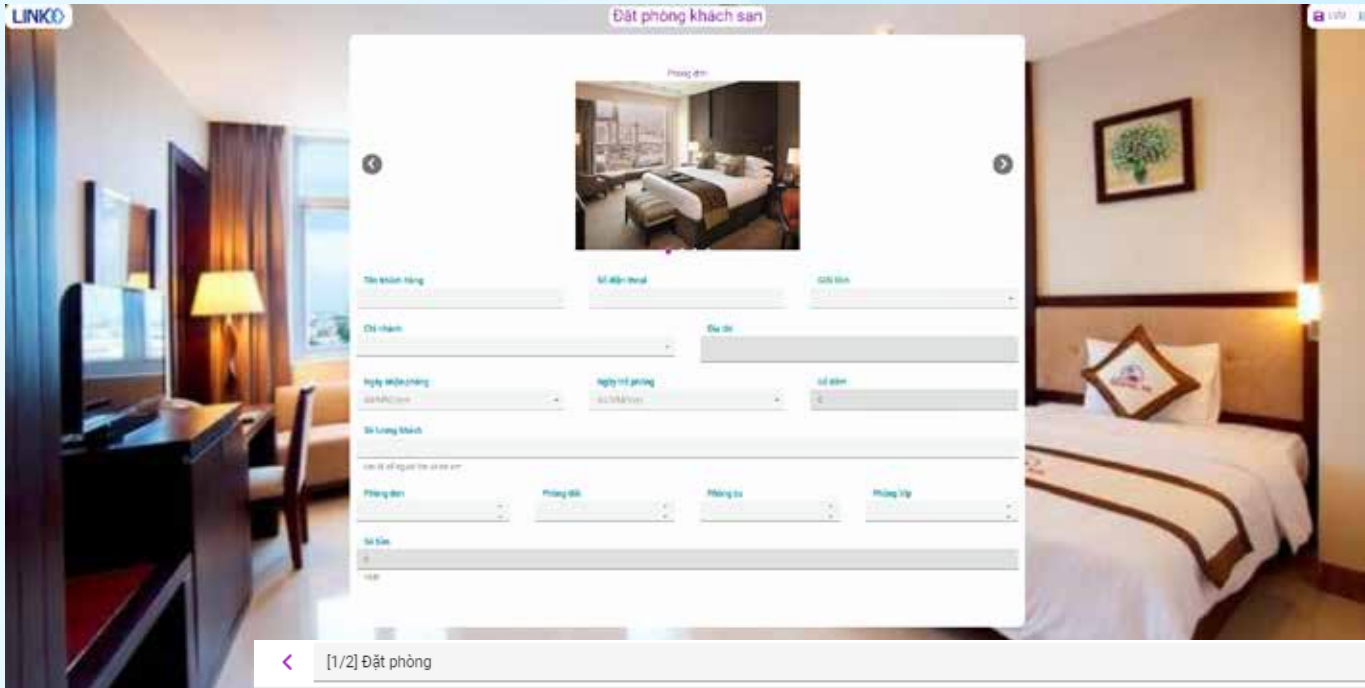
Obtain feedback from clients on the quality of the hotel's services, their degree of satisfaction, monitor customer classifications (familiar, VIP, ...)

### ✔ Business situation report

Create visual charts based on data and figures to make it simple to understand the organization's status and formulate a business plan for the upcoming term.

# ILLUSTRATION OF BUIDLING HOTEL, RESORT MANAGEMENT FORMS ON LINK

The hotel manager can design a form that clients can use to book online by entering personal information as well as the desired booking time, number of guests, room type, and so on. The price will be automatically updated by the system so clients can grasp the information.



When the system receives the guest's booking details, it will send a notification to the staff. The staff can check the time, room, and confirm with the guest on the system or contact him using the phone number provided.

[1/2] Đặt phòng

<b>Tên khách hàng</b> Lã Khánh Huyền	<b>Số điện thoại</b> 1234567890	<b>Giới tính</b> Nam	
<b>Chi nhánh</b> TP Hồ Chí Minh	<b>Địa chỉ</b> Phường Thạnh Mỹ Lợi, Thành Phố Thủ Đức, Thành phố Hồ Chí Minh		
<b>Ngày nhận phòng</b> 26/09/2022 00:00	<b>Ngày trả phòng</b> 30/09/2022 00:00	<b>Số đêm</b> 4	
<b>Số lượng khách</b> 1			
<b>Phòng đơn</b> 1	<b>Phòng đôi</b>	<b>Phòng ba</b>	<b>Phòng Vip</b>
<b>Số tiền</b> 2.800.000 VND			

**X HỦY BỎ** **LƯU**

**Khách sạn xác nhận phòng**

**X TỪ CHỐI** **✓ CHẤP NHẬN**

When the customer arrives to check in according to the schedule, the receptionist will continue to update the status and can assign the person in charge to complete the next processes such as checkin, checkout,...

[2/2] Tình trạng khách

Tình trạng  
Khách đã đến

# ILLUSTRATION OF BUIDLING HOTEL, RESORT MANAGEMENT FORMS ON LINK

When visitors arrive to check in, the front desk staff can update the system with all of the guests' personal information as well as room data. The staff will continue to update on that data line after the customer has checked out. As a result, all information will be linked in a single, unambiguous manner, allowing staff to search up information quickly and accurately.

[1/2] Thông tin Checkin

Ngày nhận phòng: 03/10/2022 14:55:39 | Phòng: Phòng 204 | Loại phòng: Phòng Vip

Các thiết bị trong phòng

- Đồ gỗ: 1 giường ngủ, 1 bàn đầu giường, 1 tủ để quần áo, 1 bàn và 2 ghế ngồi làm việc, 1 bàn trà.
- Đồ vải: 1 đệm nút có vỏ bọc, 1 ga trải giường, 2 gối, 1 chăn len có vỏ bọc.
- Đồ điện: 1 điện thoại có dây, 1 đèn đầu giường, 1 đèn bàn làm việc, 8 đèn phòng, 1 tivi, 1 điều hòa, 1 quạt trần, 1 tủ lạnh.
- Đồ sành sứ, thủy tinh: 1 Bộ ấm chén uống trà, 1 bình đun siêu tốc, 6 cốc thủy tinh + khay đựng, 1 bình nước lọc.
- Các loại khác: 5 móc treo quần áo, 3 đôi dép đi trong nhà, 1 thùng đựng rác, 3 túi đựng đồ giặt
- Đồ vệ sinh: 1 chậu rửa mặt, 1 bàn cầu, 1 vòi hoa sen nhỏ, 1 vòi hoa sen to, 1 móc treo quần áo, 1 đầu gối, 1 sữa tắm, 1 sọt đựng rác.

Người nhận phòng: Trần Quỳnh Thư | Số điện thoại: 0123456789

Ảnh CMT: dc2e671e2b597d600571ba4641d472d5.png\_wh860.png .png - 208.43 KBs | Tải xuống

Khuyến mại: 100.000 | Giá phòng: 1.900.000

[2/2] Thông tin checkout

Ngày trả phòng: 20/10/2022 18:02:58 | Số ngày thuê: 1 | Tiền phòng: 1.900.000

Dịch vụ phát sinh

Loại dịch vụ	Số tiền
(Tất cả)	
Quầy bar	1.500.000
Nhà hàng	1.480.000
<b>Tổng: 2.980.000</b>	

Tổng số tiền dịch vụ phát sinh: 2.980.000 | Số tiền bị phạt: | Giảm giá: 250.000

Tổng số tiền cần thanh toán: 4.630.000

Hotel manager can also design forms that provide services to guests during their stay, such as a form that allows customers to book a karaoke room or reserve a table at a restaurant, a form that allows customers to order food and drink at table by scanning a QR code, and so on. This enables services to be delivered swiftly and professionally.



# ILLUSTRATION OF BUIDLING HOTEL, RESORT MANAGEMENT FORMS ON LINK

Hotel and resort management can also design a form to collect consumer feedback on the quality of facilities and the service attitude of their employees in order to improve their services and suit the needs of their customers and increase market competitiveness.



LINKO provides rapid timekeeping via QR codes, anti-fraud, and automatically estimates working hours for employee convenience in month-end salary calculation.

The system also effectively supports employee wage calculation and monthly salary payment. Employee information (employee code, full name, basic wage, bank account number, etc.) is entered by users into the storage form. The accountant will only need to enter the account name at the end of the month, and the system will display all of the above information. The accountant will just need to fill in the number of working shifts, bonuses, and penalties, and the system will automatically calculate and return the salary.

