ABSTRACT

This system, Hotel Reservation System, is developed from the manual system to be computerized for Front Office Department of East Hotel. The existing system in which processing, handling and filling are done manually cause many mistakes that are associated with manual operations. Then, the new proposed system is developed to eliminate all those problems.

The study is mainly focused on computerization of the Hotel Reservation Operation. The existing system is studied and analyzed. The new system is designed to solve and minimize the problem in the existing system and provide accurate and timely information to the top executives for making decisions.

The areas of the proposed system are room reservation, filling information such as guests' record, rooms' records, reservations' record, etc. and generating reports. This project consists of objectives and scope of the project, the company background, the existing business functions, the current problems and areas for improvement, the user requirements for the proposed system include system design, hardware and software requirement, security and control, system cost evaluation and comparison, etc.