

ABSTRACT

This system development project presents the analysis, design, and implementation of the Hotel Front Office Management System of Wiangsa Paradise Garden and Resort. At present, the business operations in the front desk of the resort are conducted in a semi-automated system. The current front office procedure cannot support decision making of the management. Moreover, most documents are arranged in separate folders. It is time consuming to search for and retrieve the information. The lack of a database leads to the problem of information gathering which causes business processes to be inefficient and time consuming.

The new system will be developed to store the data and transactions in order to support the decision making of the management level. The new system requires a computerized information system. The proposal of the new system includes candidate matrix of 3 candidates and feasibility matrix that is used to find out the most suitable candidate. In addition, cost and benefit analysis shows the comparison between the cost of existing system and the proposed system.

In the designing part of the new system, we started with designing of the proposed system, study user requirement in the system, modeling application architecture that includes network architecture, data distribution architecture, user interface and report design. Software design is also one of the most important steps to be performed. The structure chart is the primary tool used in structured design that requires Data Flow Diagrams (DFDS). One approach that should be used to derive a program structure chart from DFD is transform analysis.