ABSTRACT

This project presents the analysis and design of the front office information system of hotel business. The system is developed based on the environment of Samui Park Resort to improve the work efficiency and capability of front office operation in updating accurate information on time, providing fast service and reducing unnecessary process. The scopes of the project cover the reservation function, guest registration (check-in), room management (room status), guest account (check-out) and cashier report.

The existing system of this organization used a manual system combined with some computerized systems. There are many data flow between all processes. Most of the information are written on paper and then key-in to store in computer to make reports. So, it produces a high cost for paper and work load.

The new proposed system is developed from user requirement definitions and analysis of the existing system by using structure tools such as data flow diagram, entity relationship diagram, etc. The new computerized system is designed to solve the problems found in the existing system by reducing work flow and data flow. The system is developed based on client-server application connected by LAN (local area network) through cable in hotel which are accessed to the data in on-line real time and use of internet for receiving reservations world wide. The programming development tool is Microsoft Visual Basic version 5. We will keep all data in Microsoft Access 97 database and retrieve it to print out a report for accounting department. We use the payback method for cost analysis and cost comparison of the new system which is illustrated in the graph on page 33 and 37. The proposed system will be implemented parallel to the existing system to make sure that all business processes will operate in the usual way.