

ABSTRACT

Pookka Online is a company which produces a web site providing information about ski resorts in Europe. Pookka Online has a close relationship with hotels in those resorts since the company has been in publishing business before. And the Internet is becoming a popular market place for almost every industry. Therefore, Pookka Online decided to provide online hotel reservation service to its visitors.

The current hotel reservation system is based on manual operation. When a client wants to reserve a room, an email will be sent to the company. The company has to contact the hotel and wait for the reply about room availability. This reservation processes could take up to few days to complete. Beside slowness, the system requires a lot of human resources.

The proposed system is being designed to replace the manual operation. Hotel offers will be kept in database and can be retrieved by hotel name. The client will be informed about room availability in real-time. And the reservation processes could be completed online. The proposed system can reduce a lot of performance time from the existing system. For example, it takes 2 hours for the existing system to prepare hotel offer while this process can be done in 3 minutes with the existing system. The performance of the proposed system increases dramatically because the system can access the offer information in the database quickly. Hence, the new proposed system would be able to solve the problems of the existing system and perform more efficiently.