ABSTRACT

Hotel Augusta is one of the existing hotel in the city are addressed in Surapati street number 203 Bandung. 203. In the face of business competition, companies are required to meet the needs and desires of its customers because the customers are the source of company revenue. So every company strives to provide the best service to customers in hopes to provide ease, convenience in transaction and to obtain higher profits than its competitors. The running system is the room rate is still done manually, the process of data recording guests, reservations, check in, check out was recorded in the absence of reservations and provide service for complaints, criticisms and suggestions online customers. The purpose of this study was to design, testing and implementation of information systems hotel room reservation.

In building this information system, the authors use a study descriptive method and a structured approach method with the tools in the form of Flow Map, Data Dictionary, Entity Relationship Diagram, Data Flow Diagrams, Context Diagram, Normalization and Relationship Table, and for the method development using traditional methods prototype while the programming language used was PHP, HTML and Javascript using MySQL database.

Room reservations and information system web-based customer service can provide convenience to customers in making room reservations, check in, check out and make it easy for receptionist in providing services to its customers. In the search and processing of the data also becomes faster. In addition visitors can also obtain all the information regarding the products, and news of existing facilities at Hotel Augusta.

Keywords : Hotel, Information System, Reservations, Web.