A B S T R A C

Information technology has brought such a broad impact, especially in the world of business and organizations. With information technology, process data and information is an important part in the world of business and hospitality organizations in particular because it can be processed quickly, accurately and timely. Villa Teratai became one of the limited company engaged in the services that provide lodging and Villa facilities services. In the existing information systems at the Villa Teratai not yet fully run up, this can be seen in the processes running on the Front Office is still done manually that is done with the process of recording the Reservation form and Registration form, which resulted in less effective and efficient in service so slow down the Villa guest services.

System development methods in the preparation of this thesis, using the method of Prototyping. Prototyping method because with these researchers and the researched object can interact with each other during the system design process. The stages are applied to this method consists of colected needs, build a prototyping, evaluation, prototyping, coding system, testing system, evaluation system, and using the system. Meanwhile, the system approach method writer using a structured approach consisting of the Document Flow Chart (Flow Map), Diagram Context, Data Flow Diagram, Data Dictionary, Normalization, Relation Table, and ERD. And for the implementation and design of the program authors use the programming language Microsoft Visual Basic 6.0 with Database SQL Server 2000 and Crystal Reports as the display output from the application writer to make.

With this service information system in Villa guests' Teratai Lembang "which central in data processing rooms, guest data and administrative data as well as check in the Villa room reservation will be helpful to support the quality of work and activities to promote a professional public service.

Keyword : Information System,Teratai Villa Lembang ,guest services.