ABSTRACT

Millennia Hotel Bandung is one of the existing hotels in Bandung, exactlyin the district Cileunyi, currently has a Millennia Hotel occupancy rates are quitehigh considering appropriate location presence on the roadside. However locantion is not supported by a robust system of recording data from room reservations, check in, check out, laundry, and food and beverage is still a manual so that data is not accurate and takes a long time. Data reservations, check in, check out, laundry and food and beverage is still stored in the file so often the case of data loss or corruption of data due to negligence of employees. Difficulty in preparing receipts and reports as it only uses a manual process that is recorded on paper or memorandum, and therefore in need of an information system that can solve problems in data processing room at Hotel Millennia.

The Writer used descriptive methodology wich is describe about the next step in research. This action research is taken to make guest service information system in millennia hotel. Prototype methodology is used to make user and researcher can do approach abaout how programme that is designed on user's wants. This programme that is designed with software Microsoft visual basic and database that is used to help this programme is Microsoft sql server 2000.

Information systems built by the author is expected to be used to process the data, starting at the time of reservation, check in, laundry, food and beverage until the guests check out, so as to facilitate the search process data, calculation of overall costs and also facilitate the process of making the report, so that to improve the quality of hotel employees and also improve the quality of hotel services. Expected development of information systems can be further guest services information system that can process all financial reports in detail, show you the entire details of the use of hotel facilities for guests staying at checkout receipts and be able to receive advance payments not only with cash

Keywords: *Hotel Guest Services, Prototype, Microsoft Visual Basic 6.0*