ABSTRACT

Hotel Salis is a corporation or business entity that provides services accommodation lodging, laundry, cafe and other service facilities. Problems that occur at this hotel is its lack of a reliable information system that is used guest services. From archiving the, as well as the use of the facilities available in the hotel that has not been well integrated. Therefore needed a system a web-based information services to promote the hotel at the same time facilitate the use of hotel facilities, so as to save time as well as the accuracy of the hotel information on the results of data processing.

The methodology used was a prototype methodology. Research design using observation and interviews. The tools used to describe the system model is a FlowMap, context diagrams, and Data Flow Diagrams (DFD), as well as in database design using data dictionaries , normalization , and Entity Relationship Diagram (ERD). Making the infotmation system using PHP, Adobe Dreamweaver CS5 and Friends Apache as the web server with MySQL as database.

Information systems built by the authors are expected to be used to process the data, starting at the time of reservation, check -in, to use the facilities available in the hotel, so as to facilitate the search process the data , calculating the overall cost and also simplify the reporting process, so as to improve employee quality of the hotel and also improve the quality of the hotel guests.

Keywords: System Information, Guest Services, Hotel, Web.