

AUTOMATED HOTEL INFORMATION MANAGEMNENT SYSTEMS.

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Chapter 1

1.1 Introduction

The hotel industry in 1970 experienced the start of construction boom, and since then it is progressing day by day. Modern hotels are developed as per the need and wants of tourists and business class guests.

1.2 Background

Hotel automation systems improved the experience of guests and streamlines the management process. In manual handling you would often find that even after full occupancy all the time your hotel business doesn't provide the kind of revenue you were expecting.

1.3 Main Objective

The aim of this study is to develop an application to streamline billing, reservation, room management operations and client information management for MUGH

1.3.1 Specific Objective

To collect and analyze the requirements about the relevance and feasibility of the clients' information management and billing system. To implement the system. To test and validate the system.

1.4 Literature Review

1.4.1 Introduction

The main objective of the project is to develop clients' information management and billing system to be used by MUGH. This comes with some advantages that include saving guests' time for doing their personal activities and the guesthouse at large.

1.5 Information Management

"Information management (IM) is the collection and management of information from one or more sources and the distribution of that information to one or more audiences".

1.6 Billing

Billing refers to the process of sending an invoice or accounts receivable to customers for goods or services offered. The bill may be attached to the goods or forwarded separately.

1.7 Methodology

1.7.1 Requirements

The requirement for data collection are Interviews, questioners and observation.

1.7.2 Summary

The system is a clients' information management and billing System which server client based that keeps track of the clients' information and their consumption bills from the time of reservation to the time of living the guesthouse. With the advancement of technology in Uganda and the world at large, information can be accessed remotely from the server which increases the safety of information. This comes in accordance with the system developed as different user for example front office agent, accountant, manager and the administrator can access information, perform data transfer, data update as other people are using the system asynchronously.