**Chapter 1: Introduction**

A computer reservations system or central reservation system (CRS) is a [computerized](https://en.wikipedia.org/wiki/Computer) system used to store and retrieve information and conduct transactions related to [air travel](https://en.wikipedia.org/wiki/Air_travel), hotels, car rental, or activities. Originally designed and operated by [airlines](https://en.wikipedia.org/wiki/Airline), CRSes were later extended for the use of [travel agencies](https://en.wikipedia.org/wiki/Travel_agency). Major CRS operations that book and sell tickets for multiple airlines are known as [Global Distribution System](https://en.wikipedia.org/wiki/Global_Distribution_System) (GDS). Airlines have divested most of their direct holdings to dedicated GDS companies, who make their systems accessible to consumers through [Internet](https://en.wikipedia.org/wiki/Internet) gateways. Modern GDSes typically allow users to book [hotel](https://en.wikipedia.org/wiki/Hotel) rooms, [rental cars](https://en.wikipedia.org/wiki/Car_rental), airline tickets as well as activities and tours. They also provide access to railway reservations and bus reservations in some markets, although these are not always integrated with the main system.

The online reservation system provides service to on-line customers. Online customers can make a research about the resort, they may soon make a reservations or cancels an existing reservation on the resort’s web site and at the same time can pay already about the bill. Customers will have an easy access using this web-based online reservation where they can save time and effort going to the resort just to inquire or make a reservation.