

ABSTRACT

Hotel Trio is a three star hotel located in the city of Bandung. Hotel management system requires an application that can manage data as a whole. Making an application is made into 2 parts consisting of desktop applications and websites with implementation of Customer Relationship Management (CRM) by adding features email, comments, reply comments, rating and sms gateway. Desktop application used for managing the guest data, room, facilities, food & drink, booking room, check-in, check-out, payment, print report and send sms to the guest. Especially for the Admin to manage authorized user data to the application. Website is used as information in which there is information about the hotel profile, type and price of the room, and photo. In addition, visitors can also make a booking room, providing commentary as a category, enter email and to rate the hotel. Especially for the Admin to see the comment data, rating and make sending email from the email data. Desktop applications and Website created by using Microsoft Visual Studio 2008 using C# and VB.NET with Microsoft SQL Server 2005 as database.

Keywords: Hotel, Desktop (booking room, check-in, check-out, payment, report, SMS), Website (information), CRM (comment, reply comment, rating, email), Microsoft Visual Studio 2008 (C#, VB.NET), Microsoft SQL Server 2005.

ABSTRAK

Hotel Trio merupakan hotel berbintang tiga yang berada di kota Bandung. Sistem pengelolaan hotel membutuhkan aplikasi yang dapat mengelola data-data secara keseluruhan. Pembuatan aplikasi ini dibuat menjadi 2 bagian terdiri dari aplikasi *desktop* dan *website* dengan implementasi sistem *Customer Relationship Management* (CRM) dengan menambahkan fitur *email*, komentar, balasan komentar, penilaian dan sms *gateway*. Aplikasi *desktop* digunakan untuk mengelola data tamu, kamar, fasilitas, makanan & minuman, melakukan pemesanan kamar, check-in, check-out, pembayaran, mencetak laporan, dan mengirim sms kepada tamu. Khusus untuk Admin dapat mengelola data pengguna yang berwenang terhadap aplikasi. *Website* digunakan sebagai informasi yang didalamnya terdapat informasi mengenai profil hotel, jenis & harga kamar, dan foto. Selain itu pengunjung juga dapat melakukan pemesanan kamar, pemberian komentar sesuai kategori, memasukkan *email*, dan memberikan penilaian terhadap hotel. Khusus untuk Admin dapat melihat data komentar, penilaian, dan melakukan pengiriman email dari data *email*. Aplikasi *Desktop* dan *Website* dibuat dengan menggunakan Microsoft Visual Studio 2008 menggunakan bahasa pemrograman C# dan VB.NET dengan Microsoft Sql Server 2005 sebagai database.

Kata kunci: Hotel, *Desktop* (pemesanan kamar, *check-in*, *check-out*, pembayaran, laporan, SMS), *Website* (informasi), CRM (komentar, balasan komentar, penilaian, *email*), Microsoft Visual Studio 2008 (C#, VB.NET), Microsoft Sql Server 2005.

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