

ABSTRAKSI

Pada sekarang ini sektor pariwisata sudah menjadi bisnis yang cukup menguntungkan khususnya di kota-kota tujuan wisata termasuk bidang perhotelan oleh karena itu peranan *IT(Information Technology)* mulai dibutuhkan dalam menyokong proses bisnis hotel. *E-reservation* pada *website* adalah salah satu dari banyak fitur yang sangat diminati oleh pihak hotel karena dengan adanya *E-reservation* akan memudahkan para calon tamu memesan kamar jauh-jauh hari dan bisa melakukan pemesanan di mana saja dan kapan saja, ditambah lagi dengan bantuan peta interaktif diharapkan akan membantu calon tamu untuk mendapatkan informasi-informasi tentang hotel dan gambaran hotel secara lebih detail sehingga yang didapat tidak jauh berbeda dari yang diperkirakan.

E-reservation terasa belum lengkap tanpa *E-service*(berjalan secara *offline*) yang akan membantu tamu yang sedang menginap untuk memesan layanan-layanan yang ditawarkan oleh pihak hotel dan pihak hotel pun dimudahkan dengan fitur yang dapat mengubah *content-content* yang ada pada *website(E-reservation)* dan *Offline Application(E-service)*

Kata kunci : Hotel, *E-reservation*, *E-service*

ABSTRACT

Nowdays, Tourism and Hotel business are going to be a potential business. The improvement of Tourism and Hotel business need IT (Information Technology) as a helper to encourage the business. E-reservation on website is one of the fitur which helps the business. It is because of E-reservation can help the hotel guests to book the room in flexible time and places. Not only for the easy way, but also can helps the guests to get more information easily about hotel and detail maping hotel. The hotel guests also can do the E-service (offline mode). E-service helps the guest who stay for a night to order other facilities, by doing the customization on the E-reservation contents and E-service (offline application).

Key Word :Hotel, E-reservation, E-service

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