

ABSTRACT

Front Desk Management Information System is a web-based information system intended to handle issues that occur in the hotel which is a selling service company. The problems handled including the reservation in the hotel, rooms and guests data management, and payment system. Theories in used are flowchart, ERD, UML Diagram, Java Enterprise, and MySQL. The data sources are taken from observations and textbooks. Methods and techniques of the study are observational and case studies. With the existence of this system, the process of hotel reservation and hotel management are expected to become easier.

Keywords: front desk management information systems, enterprise java applications.

ABSTRAK

Sistem Informasi *Front Desk Management* merupakan sebuah sistem informasi berbasis web yang ditujukan untuk menangani masalah-masalah yang terjadi pada hotel yang merupakan perusahaan jasa. Masalah yang ditangani antara lain reservasi pada hotel, pengelolaan data kamar, pengelolaan data tamu, dan pembayaran. Teori yang digunakan adalah flowchart, ERD, diagram UML, Java Enterprise, dan MySQL. Sumber data yang digunakan didapatkan dari hasil observasi dan dari buku teks. Metode dan teknik penelitian yang digunakan adalah observasi dan studi kasus. Dengan adanya sistem ini, maka proses reservasi dan management hotel diharapkan menjadi lebih mudah.

Kata Kunci: sistem informasi front desk management, aplikasi java enterprise.

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