ABSTRACT

Service quality for customer is critical success factor that must has high perfomance especially for service company.On those business,company meet directly with customer and sell their products. One kind of business that include on service company is hotel.

Royal Corner is one of hotel that see customer satisfaction is priority in service. Therefore, all departement esspecially operational part have todo their job coordinately to give the best services. One of all operasional division that has important role in serving customer is receptionist. On those division, there are four main transactions like reservation, check in, walk in, and check out. Those main transactions are correlate with room avaibality for customer. Process on transactions need coordination with housekeeper who has responsibility in hygiene room of hotel. But, on real execution, housekeeper has to go to receptionist repeatedly to know room statue which still use, not use, or has been use that have to prepared again.

Other transaction that has correlate with customer servicing is food and beverage ordering. On those transaction, food and beverage service division has to go to receptionist repeatedly to give ordering bills and also has to contact food and beverage product to give ordering informations. Therefore, it can be more difficult if frequency of customer that stay in hotel and order food or beverage are increase significantly.

Base on the problem, there is made trouble shooting that are divided in seven phase. That are problem identification, early research, data gathering and processing, designing, constructing, analysis of design, and conclusion and suggestion.

Conclusion that cen be taken from designing information system are repairing of business process is done by determining critical business process and analyze each activities until got proposal of business process. Proposal of business process that have been made is used for scenario of making management information system to repair information streaming in receptionist, housekeeper, and food and beverage.

Keywords: Operational of Hotel, Business Process, Management Information System