ABSTRACT

Hotel is a business that offers services in providing place to stay in a certain time for anyone in need. To use the services of a hotel, visitors are required to reserve first. Reservation is one of the most important processes for the hotel business. This is where the visitor data recorded and stored in an archive. Administrative data collection for hospitality reservations require appropriate mechanisms and well organized arrangement so that data can be properly maintained. Things like that become obstacles for a number of hotels that still apply the traditional ways of doing administration. Along with the rapid development of the times, the technology exists to provide easiness in administration. Data processing that used to be manually converted into a computerized thus simplifying the process of entering and searching the data. Adi Cottages, is a three star hotel located in Ubud, Bali. Adi Cottages is a growing and continuously strive to increasing standards of service and quality of the hotel from various aspect including the use of information technology. A Problem which often encountered to perform data processing is the lack of good customer data storage. So that in making this thesis the author will build customer service information system with the Java Enterprise Edition technology. The features available in this app include reservations, registration, customer data management and data processing order bookings.

Key Words: information system, Java Enterprise Edition, reservation, Customer service information system