

Introduction for hotel reservation system

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A computer reservations system or central reservation system (CRS) is a computerized system used to store and retrieve information and conduct transactions related to air travel, hotels, car rental, or activities. Originally designed and operated by airlines, CRSes were later extended for the use of travel agencies. Major CRS operations that book and sell tickets for multiple airlines are known as global distribution systems (GDS). Airlines have divested most of their direct holdings to dedicated GDS companies, who make their systems accessible to consumers through Internet gateways.

Modern GDSes typically allow users to book hotel rooms, rental cars, airline tickets as well as activities and tours. They also provide access to railway reservations and bus reservations in some markets, although these are not always integrated with the main system.

A database is an organized collection of data. The data are typically organized to model relevant aspects of reality in a way that supports processes requiring this information. For example, modeling the availability of rooms in hotels in a way that supports finding a hotel with vacancies. Database management systems (DBMSs) are specially designed applications that interact with the user, other applications, and the database itself to capture and analyze data. A general-purpose database management system (DBMS) is a software system designed to allow the definition, creation, querying, update, and administration of databases. Well-known DBMSs include MySQL, PostgreSQL, SQLite, Microsoft SQL Server, Oracle, SAP, dBASE, FoxPro, IBM DB2, LibreOffice Base and FileMaker Pro. A database is not generally portable across different DBMS, but different DBMSs can by

using standards such as SQL and ODBC or JDBC to allow a single application to work with more than one database. Contents

Background of the Study

A hotel is an establishment that accommodates people. The hotel can also be a place where tourist can stay for a limited time. We cannot deny that we are now in much more technologically improvement and especially for business, shifting from manual process to automation and computerize (Fhatima A., 2012). The cost and quality of hotels are usually indicative of the range and type of services available. Due to the enormous increase in tourism worldwide during the last decades of the 20th century, standards, especially those of smaller establishments, have improved considerably. Hotels are independently assessed in traditional systems and these rely heavily on the facilities provided (Parma D., 2009). It is no wonder that booking hotel rooms can now be done in a more convenient way today. If a certain traveler is planning to visit a foreign place, it would be hard for them if he/she does not have a hotel or residence to reside in that country.

Before, booking a certain hotel room required long processes such as talking to an hotelier either in person or through the phone. Just imagine the disposition of the hotelier if multiple clients came to ask questions about reservations at the same time. Through an online hotel reservation system, hoteliers and travelers will both be benefited. Hotels have minimal need of travel agents to look for clients because information about their business establishment is readily available online (Larman C., 2004). The online hotel reservation is the only growing section between the different methods of reservation. The 40% of rooms in cities were reserved online in 2009 and this

rate is increasing because there is more and more online reservation system. From 2008 to 2009 the world's 30 largest hotel chains increased their online reservations with 6%, and this number is growing each year (Herbert D., 2010).