ABSTRACT

In a highly competitive industry of hotel, restaurant and resort, one of the common denominators is the reservation and billing processes of the business. Hence, it is an essential course of action in the entire business cycle, before rendering the accommodation and actual service of the business. As the fast pace expansion of identical establishment all over the country, the competition in this line of business is becoming tougher along with the changing and progressing trend on business technology in this modern civilization. The introduction of computer and internet as business tools entail and give confinement to the need of online services or process on business phase.

Blue Coal Beach Resort uses manual system in its reservation and billing processes. As a result, the resort encounters inefficiency in their transactions and operations. The problem is caused by data redundancies, overbooking at the bulletin board and inaccuracy in the reservation, because the resort does not have an effective database.

The proponents developed an Online Reservation and Billing System that provided an accurate, fast and efficient reservations and computation of bills. This includes online registration, reservation, computation of bills, and maintenance of the database, monitoring of reservations and transaction processes. The proposed system also provided a user-friendly interface.

The proposed system also helped the company's growth and profitability.