

ABSTRACT

Theme of the Graduation Thesis: "Designing hotel management subsystems".

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Information about the contracting authority: IE «Ilyin K. G.».

Relevance of the research topic: In connection with the growth of scientific and technological progress in the modern world of innovations and modern technologies, automated service is required. For any organization, the automation process serves as a high indicator of efficiency, as well as an indicator of the high competitiveness of the enterprise. To meet these requirements, an information system is necessary to achieve sufficient automation of the management subsystems in the hotel. The information system should allow carry out customer service at an automated level, and, in addition, to facilitate the work of staff and increase the capacity of the hotel.

Objective: to develop an information system for the perfect of the progress of hotel services in the mini-hotel «Ilyin K. G.», as well as automation of the management process in this area is the main goal this final qualifying work.

Tasks:

1. To study the modern approaches of organizing the management of subsystems in the hotel industry.
2. To consider modern technologies of automation of business processes of hotel service.
3. To analyze and identify problems in the hotel enterprise IE «Ilyin K. G.».
4. To collect and study the features of the enterprise IE «Ilyin K. G.».
5. To study the information support of the task.
6. Consider the technologies of building an information system.

7. To form objective indicators reflecting the efficiency of the enterprise after the introduction of the software product in the IE «Ilyin K. G.».

8. Calculate the economic efficiency of the implemented information system.

Theoretical and practical significance of the research: is the study of services in the hotel industry, the problem is the lack of automation of this process, as well as the process of managing subsystems. The practical significance of the study lies in the development and consideration of the developed information system, comparing its performance indicators, as well as in its economic indicators.

Results of the research: the developed software product meets all modern requirements for programs developed for hotel, namely:

1. Convenience.
2. The speed.
3. Adaptability.
4. Accuracy.

Recommendations: the obtained results and the developed software product are recommended for implementation in small hotel enterprises engaged in economic activities in the field of hotel services.