Theme of final qualification work: “program analysis and selection of the optimal hotel reservation system”

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The relevance of the research topic lies in the fact that the efficiency of the entire internal hotel network depends on the choice of the optimal hotel booking system, as well as improving the efficiency of staff by reducing the cost of time resources, simplifying the work performed and preventing errors at different stages of the reservation.

The aim of the work is the analysis of programs and the selection of the optimal booking system for collective accommodation facilities, as well as the use of reservation systems in the sanatorium complex.

Research Objectives:
1. To study the stages of the formation of an automated management system for collective accommodation facilities.
2. To analyze the market for automated hotel management systems.
3. To do an analysis of software products in the field of automation of management processes by a collective facility for placement in the region of Caucasian Mineral Waters.
5. To make an analysis of the marketing environment of LLC Sanatorium Metallurg
6. Justify the implementation of an automated information system, give a brief description of the MedIS-T system and develop proposals for further automation of the structural units of the sanatorium.

Theoretical and practical significance. The theoretical significance of the work lies in the possibility of using collected and processed materials relating to automated hotel reservation systems. The practical significance lies in the possibility of applying the project proposed as part of the final qualification work, - analysis of programs and the selection of the optimal hotel booking system in the production activities of the medical and diagnostic base of Metallurgical Health Resort LLC

The results of the study. The accuracy and speed of the professionally developed and debugged ACS processes of booking and settlement can significantly reduce the time of service and the number of errors, improve the quality of service, which entails minimizing overhead costs for extra staff, facilitates auditing and promotes the growth of a positive image of accommodation facilities among potential clients and partners, which will undoubtedly have the best effect on the competitiveness of the enterprise.

Recommendations. To maintain the achieved level and further development, it is necessary to develop your product of the reservation system, and it is also recommended to deploy your internal credit system, improve the quality of services provided and reduce their cost.