



MOUNT KENYA UNIVERSITY

SCHOOL OF PURE AND APPLIED SCIENCES

DEPARTMENT OF INFORMATION TECHNOLOGY

**PROJECT TITLE:
LODGING MANAGEMENT SYSTEM**

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COURSE:

BACHELOR OF BUSINESS INFORMATION TECHNOLOGY

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CHAPTER ONE

1.0 BACKGROUND INFORMATION

Karibuni nyote was set up in 2005 to provide excellent quality contemporary houses. It is located along Thika road opposite Thika golf club and it deals with property management. Karibuni Nyote is a lodging business that is involved in reservations and booking of customers. Since it was started it has been operating on manual system.

For security purposes files concerning different transactions and information are stored in cabinets which have locks. Whenever reference is to be made in the files, one has to go through the filing system, starting from the first entry until he or she finds what they want. This system used to work well when the company's business transactions and the number of staff were still small. However, with the increase in the number of transactions, the filing system is breaking down since different transactions have to be Cross-referenced.

A need has also arisen to produce detailed monthly, quarterly and annual reports concerning the company's transactions and expenses. Due to the isolation of data in different files, it's difficult to access data that should be available for management to make decisions and to easily answer client's enquiries.

1.1 PROBLEM STATEMENT

Since the firm deals with renting of houses it has a lot of data to keep on monthly/daily basis.

It also contains the following problems;

- Loss of files
- Delays and sometimes long queues experienced in the cashier's office at the end of the month.
- Loss of money at the end of the month and at times some of the money cannot be accounted for by the current system.
- Backlog of work due to the large amount of work to be done manually.
- Poor management of rooms i.e. knowing how many rooms are occupied or vacant and the number of customers.