

MOUNT KENYA UNIVERSITY



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PROJECT TITLE: COMFY LODGING MANAGEMENT SYSTEM.

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CHAPTER ONE: INTRODUCTION

1.1 Background of the Study

Comfy Lodging ltd is where customers or lodgers can spend a night(s) away from home. Lodging can be hotels, motels, inns, resorts etc. This includes the management of all of the various facilities and amenities found at modern lodging facilities: sleeping rooms, restaurants, meetings and events, catering, recreation facilities in a wide range of environments.

Comfy is a fully integrated lodge that has the ability and experience to provide a full range of lodging and management services to its customers.

Comfy lodging is located in Nairobi/Thika super highway near Thika town. It serves more than 10,000 tourists both internal and external annually. Lodgers' enrollment is a vital part of any lodging running because lodgers are what keep lodging alive.

It was started back in 2009 and has been using a manual system to manage its operations. It has a large number of employees both on permanent and casual basis. The management thought of renovating the lodge for it to offer a wide variety of services to its increasingly customers globally.

The lodging is located at a convenient area which makes it easy for the customers to access it at ease due to better road and tight security around and in its environs.

The management has experienced some difficulties in operating and running the lodge. Hence the managers and the co-workers came up with a solution to operate by having computerized processes. Comfy is a lodging that is able to work with customers, staff and management personnel under a good relationship. It is owned by its senior executive team.

Comfy lodge offer clean simple rooms that provide the basics of places to sleep and shower. Usually is designed for travelers looking to maximize their funds and minimize expenses.