



**Mount Kenya University**  
**"Scaling the Heights of Education"**

**MOUNT KENYA UNIVERSITY**

SCHOOL OF PURE AND APPLIED SCIENCES  
DEPARTMENT OF INFORMATION TECHNOLOGY

PROJECT TITLE: ONLINE RESERVATION SYSTEM  
(Case study of Bantu Lodge Hotel)

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## CHAPTER ONE

### 1.0 Introduction

Bantu lodge hotel was started in the year 2000 millennium. It is located in blue-line sub location, kabaru location Kieni constituency .It is part of the Nyeri North district in the Central province of Kenya. The first CEO was Mr Jacob Wambugu, who is the founder of the hotel and has seen it grow exponentially. The hotel construction was funded by the Jaccs Company with the help of the donors while the local community supported with the locally available materials needed for the establishment of the facility. It was started with an objective of opening the location to the rest of the world and bringing development as well as creating career opportunities to the residents.

The hotel serves more than 5000 tourists both internal and external in a year. It offers good hotel services to its customers which include delicious meals, spacious variety of lodging facility Recreational facilities like swimming, jogging in the 5kmtracks, boat ridding on our man-made lake, biking, horse riding, lawn tennis and badminton games and we also have a fully equipped gymnasium.

The hotel has a club under a canopy of colourful and pulsating lights will keep you going till dawn. Our 5 deluxe rooms, 10 superior rooms, 10 standard rooms and 5 master suites which are comfortable and quite. They overlook the spectacular Mount Kenya and the Aberdare ranges.

The hotel has a Victoria style building, manicured lawn ideal for wedding occasions. Bantu lodge has two elegant and tastefully decorated guest rooms that can accommodate a small board meeting of 5 people up to 100 people.

The hotel has been operating manually. It has a large number of employees who include the permanent and the casuals. The management thought of renovating the hotel for it to offer a wide variety of services to its increasingly customers globally. Since its establishment, it has been using manual system which has seen the organization employ many workers to handle its clients; currently the organization has sixty workers