**HOTEL MANAGEMENT SYSTEM**

**ABSTRACT**

**1🡪Introduction**

The project mainly focuses on the different steps taken as a procedure by many of the most flourishing and posh hotels all across the globe. This project on the whole will be helpful in getting a sort of overview that how all the things are managed in a big hotel quite administratively. So also, this will also help us in getting an idea of how the different process like a room reservation, check-in and check-out, parcel and catering requests are treated.

**2🡪Attributes**

This project has been made with such a consideration that even if a non-technical person, who on regular basis don’t have a technical background if wishes to execute it will find it amazingly user friendly with the least chances of the errors which may arise due the human discrepancy. This project intends to introduce more user friendliness in the various activities like updation, maintenance, and searching. The searching of the record has also been made easy as all the details of the customer can be obtained by simple keying in the identification of the customer. The entire information is maintained in the record file.

**3🡪Tools**

This project has been prepared using the language C++. We have also applied the concepts of data structure and we have tried out our best to keep the complexity of every operation in our project to be minimum under all circumstances and inputs. We have also implemented file handling for keeping the track of the records.

**4🡪Process**

The process goes as follows: As soon as the customer enters the hotel, he or she will be asked to check-in. The room will then be allotted to him or her as per the customer’s requirement(like whether he/she wants an AC room). If the room is available, it is allotted to the customer. Next all the services for the customer are shown and the customer is also given a complimentary check-in refreshment. All the things henceforth asked by the customer like room services are then monitored and also kept as a record so that all at the time of check-out, a proper billing can be done.

**5🡪Output/Result**

Every corporate organisation wants only one thing: Customer Satisfaction. The project strives for the best possible results in the minimum input, ultimately moving towards a complete automated system for a perfect hoteling out in the market.