

DATABASE SYSTEMS

PROJECT REPORT

ON

HOTEL MANAGEMENT SYSTEM

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INTRODUCTION

This is our project about HOTEL MANAGEMENT SYSTEM to manage bookings, employees, rooms, service and hotels efficiently in order to provide best service. We have implemented this project using the concepts of database designing along with frontend using c# and MS Sql Server to make our program more efficient. We have provided few services such CRUD operations for all aspects where required. We have also tried to manage project security and integrity using various constraints and abstracting data.

OBJECTIVES

Here's the logic behind our project. The design of our project is based on SAS applications where we provide Software as Service. Firstly, we are the super admins of this application and the hotel owners can get our application on subscription based model. We will be registering the hotels in database and authenticating them to use this application.

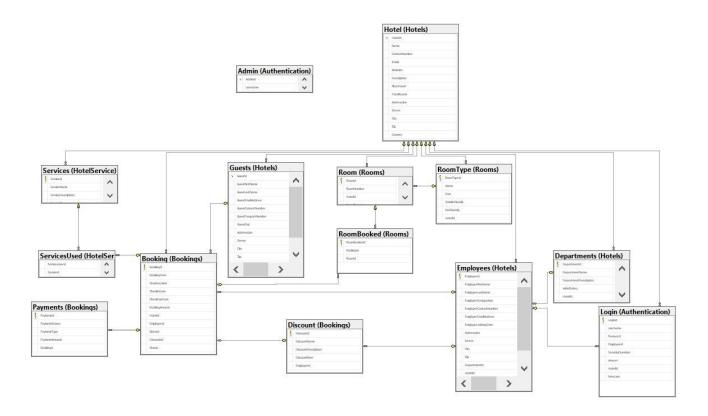
The purpose is to build this in a way that this reduces the manual and paper work for managing hotels, guest's and employee's data. Moreover, we have also added to functionality to provide hotel reports in order to maintain the record of bookings and payments.

We have provided full rights to user where he can add, update, search and delete information when required. Best database design is used in order to increase efficiency of managing data from various hotels.

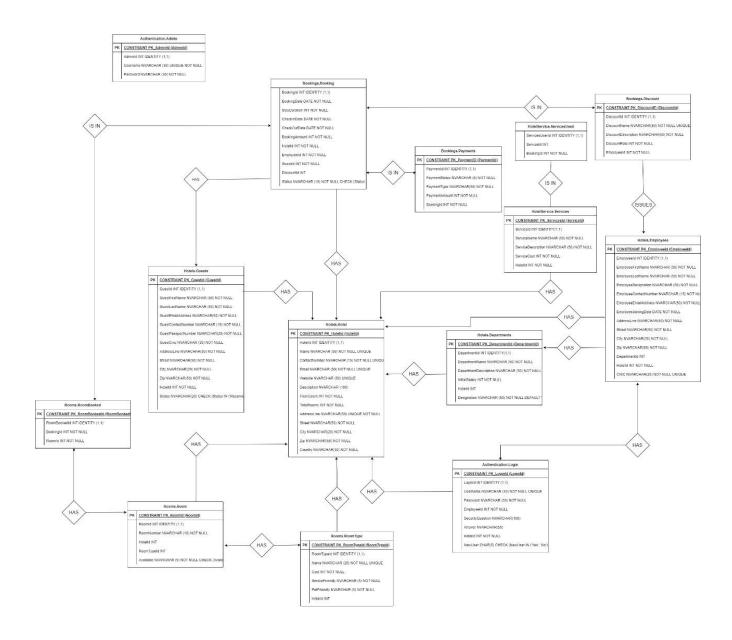
Application have following features:

- Adding, updating, deleting and searching Hotels.
- Generate hotel reports based of bookings.
- Adding services.
- Adding employees. (CRUD)
- Adding guests (CRUD)
- Maintaining payments of guests.
- Maintaining revenue of hotel.

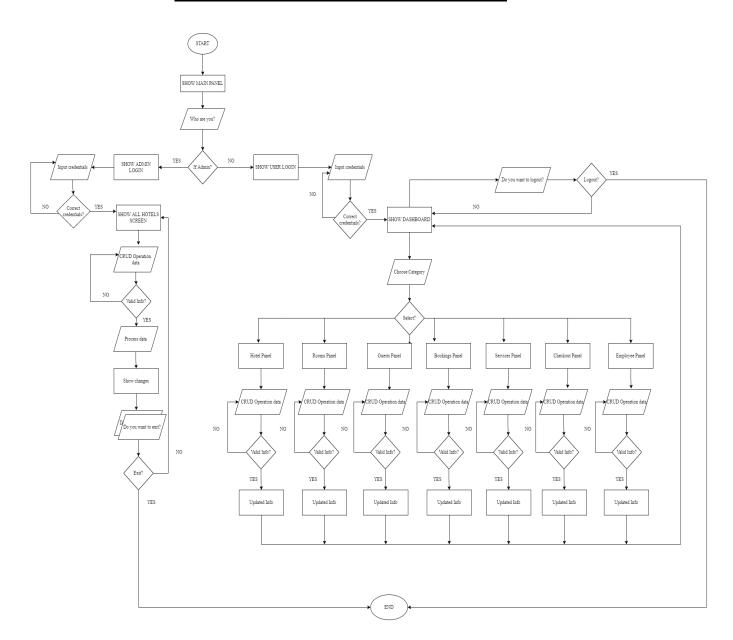
RELATIONAL SCHEMA



ENTITY RELATIONAL DIAGRAM



APPLICATION FLOW DIAGRAM



MOTIVATION

The motivation behind the idea is that now a days the world is getting digitalized so in order to remove all manual and paper work we have created system which would help us to manage data more accurately and efficiently. Moreover, this would give an ability to keep records of guests and employees which could be further used for analytics.

FLOW OF APPLICATON

- 1. When a hotel owners comes to register his hotel in database and avail subscription, we will add hotel details in the database and provide a username and password which must be change when the user login for the first time.
- 2. Hotel owner (user) has a right to add employee, add services, add discounts and add rooms. He can also view details of bookings, guests and payments. Total revenue would be visible only for the owner.
- 3. He can also add room type and departments in the system.
- 4. Once a hotel owner adds employee, if he is from HR, Admin or IT department so it's necessary to create account that would be auto generated.
- 5. When employee login first time, he will change password and add security question along with answer. This would ensure the maximum security of the application.
- 6. Registered employee can add guests, rooms, discount, services, payments and bookings. All have CRUD operations.
- 7. Guest status can be changed to check-in and checkout.
- 8. Employee can filter data according to check-in and checkout.
- 9. Aggregate cost of stay duration and services used is automatically generated along with giving discount if applicable.
- 10. On checking out of the guest, the amount is added to hotel gross revenue.
- 11. The rooms have status of availability which would be marked as YES if it's not booked and NO if it's reserved.
- 12. Room type can be set by employee and ceo along with the rates.
- 13. Login user can reset there password if required.

CHALLENGES AND LIMITATIONS WHILE DEVELOPING PROJECT

We faced most of the challenges in creating relationships among tables. We need to make sure that all the relationships created among tables are logical and follow the normalization rules. The most challenging part was creating the booking and the rooms table and its relationships with other respective tables. Another challenge was to learn and research about the designing framework to use for frontend and we ended up using GUNA. It was difficult initially but we were able to integrate it. We had some issues initially to use foreign keys where required so to overcome that we used tokens in Statics file. We also research about basics of C# as it was new for us along with Visual Studio as it was new environment for us to work. Another challenge was that to decide where to use foreign keys in regards to using it in plain MS Sql server and then accessing it from the frontend. We wanted to use few dependencies in order to generate reports which was a challenge for us. When we create accounts our initial approach was to email username and password to user but after 30 May 2022 it was restricted by Gmail to access any third party software so we ended up using security question and answer to overcome it.

SCOPE OF PROJECT

This application is very useful for a long run. This can help hotels manage their staffs and guest with ease just by a single click as this provide functionality of generating reports. Moreover, data is managed efficiently and accurately which would help user to fetch everything easily.

TOOLS AND TECHNIQUES

The language that is used is C# and for IDE Visual Studio is primarily used. Basic concepts of OOP along with best database design approach is used with MS Sql Server.

CONCLUSION

Overall, the project has achieved its objectives. This was an attempt to create a database management system for hotel where a DBA can easily manage the hotels, rooms, bookings, guests, employees, departments, services, etc. and other things as well, easily and quickly. Overall, it is huge area and we tried to cover most of the parts of it. If we see this project in a long run, the world is changing and now everything is digitalize so this will be a productive and to optimize work load of everyone and reduce human efforts and work load and replace manual paper work.

REFERENCES

- 1. Database System Concepts Abraham Silberschatz, Henry F. Korth, S. Sudarshan
- 2. Database Systems Ramez Elmasri, Shamkant B. Navathe

NORMALIZATION

-- NORMALIZATION CREATE TABLE Rooms.Room(RoomId INT IDENTITY (1,1), RoomNumber NVARCHAR (10) NOT NULL, HotelId INT, HotelName NVARCHAR (50) NOT NULL, RoomTypeId INT, RoomTypeName NVARCHAR (20) NOT NULL UNIQUE, Cost INT NOT NULL, SmokeFriendly NVARCHAR (5) NOT NULL, PetFriendly NVARCHAR (5) NOT NULL, HotelId INT, CONSTRAINT PK_RoomTypeId PRIMARY KEY (RoomTypeId), CONSTRAINT FK_HotelId_type FOREIGN KEY (HotelId) REFERENCES Hotels.Hotel(HotelID) ON DELETE NO ACTION ON UPDATE NO ACTION); -- FIRST NORMAL FORM -Repeating Columns Identified RoomTypeId 2. RoomTypeName 3. Cost SmokeFriendly 5. PetFriendly 6. HotelId 7. HotelName -- Primary key identified as RoomId -- SECOND NORMAL FORM -- Partially dependent attribute on Primary key Identified in 1st NF RoomTypeName 2. Cost 3. SmokeFriendly 4. PetFriendly 5. HotelId 6. HotelName --Creating two tables Room and RoomType CREATE TABLE Rooms.RoomType (RoomTypeId INT IDENTITY (1,1), Name NVARCHAR (20) NOT NULL UNIQUE, Cost INT NOT NULL, SmokeFriendly NVARCHAR (5) NOT NULL, PetFriendly NVARCHAR (5) NOT NULL, HotelId INT,

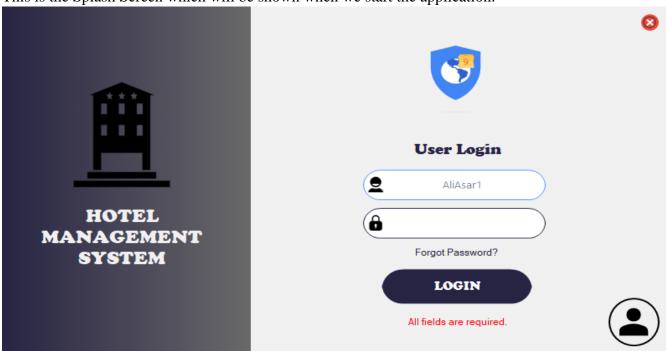
```
HotelName NVARCHAR (50) NOT NULL,
      CONSTRAINT PK_RoomTypeId PRIMARY KEY (RoomTypeId),
      CONSTRAINT FK HotelId type FOREIGN KEY (HotelId) REFERENCES Hotels.Hotel(HotelID) ON
DELETE NO ACTION ON UPDATE NO ACTION
);
CREATE TABLE Rooms.Room (
       RoomId INT IDENTITY (1,1),
       RoomNumber NVARCHAR (10) NOT NULL,
      HotelId INT,
      RoomTypeId INT,
      Available NVARCHAR (5) NOT NULL CHECK (Available IN ('Yes', 'No')) DEFAULT 'Yes',
      CONSTRAINT PK RoomId PRIMARY KEY (RoomId),
      CONSTRAINT FK_HotelID_Room FOREIGN KEY (HotelId)
      REFERENCES Hotels. Hotel (HotelId) ON DELETE CASCADE ON UPDATE NO ACTION,
      CONSTRAINT FK_RoomTypeID_Room FOREIGN KEY (RoomTypeId)
      REFERENCES Rooms.RoomType (RoomTypeId) ON DELETE CASCADE ON UPDATE NO ACTION
);
-- THIRD NORMAL FORM
-- Identifying transitive dependencies
-- HotelName is transitively related to hotleId and can be ommited from the RoomType tabel
CREATE TABLE Rooms.RoomType (
       RoomTypeId INT IDENTITY (1,1),
      Name NVARCHAR (20) NOT NULL UNIQUE,
      Cost INT NOT NULL,
      SmokeFriendly NVARCHAR (5) NOT NULL,
      PetFriendly NVARCHAR (5) NOT NULL,
      HotelId INT,
      CONSTRAINT PK RoomTypeId PRIMARY KEY (RoomTypeId),
      CONSTRAINT FK_HotelId_type FOREIGN KEY (HotelId) REFERENCES Hotels.Hotel(HotelID) ON
DELETE NO ACTION ON UPDATE NO ACTION
```

EACH TABLE WAS CONSTRUCTED IN A WAY THAT IT WAS NORMAILZED ALREADY TO BEGIN WITH

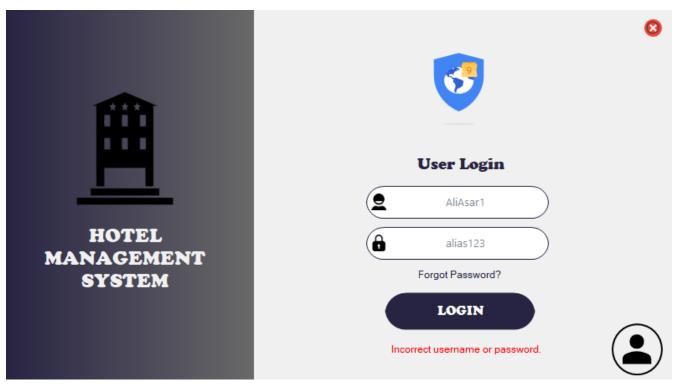
OUTPUT



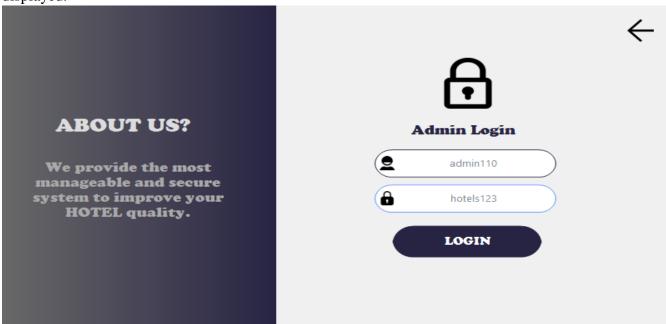
This is the Splash Screen which will be shown when we start the application.



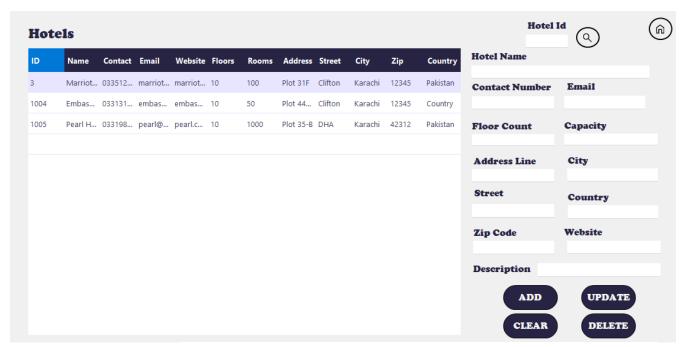
After interval of 5 seconds, the user login screen will be displayed.



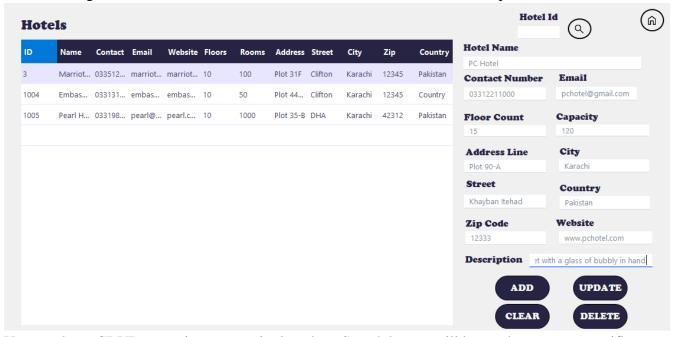
We have put some checks like for correct username and password and then a label which will be displayed.



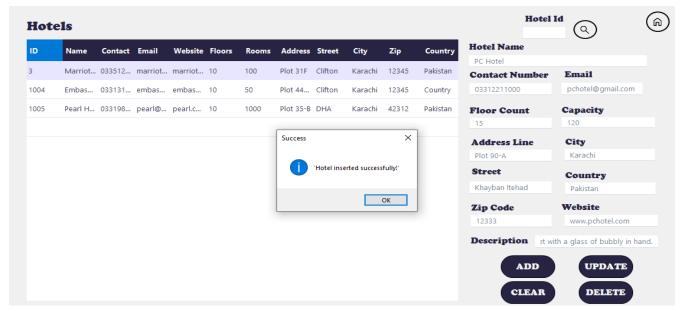
If we click the bottom right icon of person, admin screen will be popup.



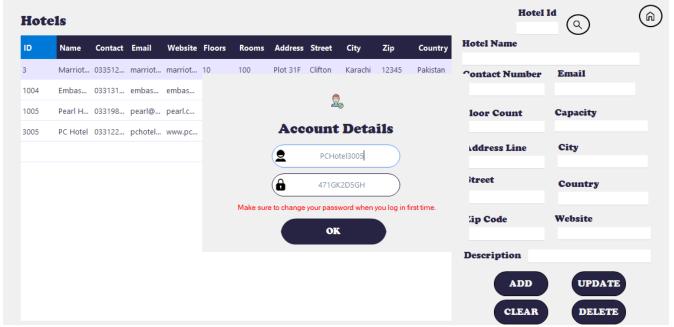
After entering correct credentials, admin screen will be shown where service provider can add hotels.



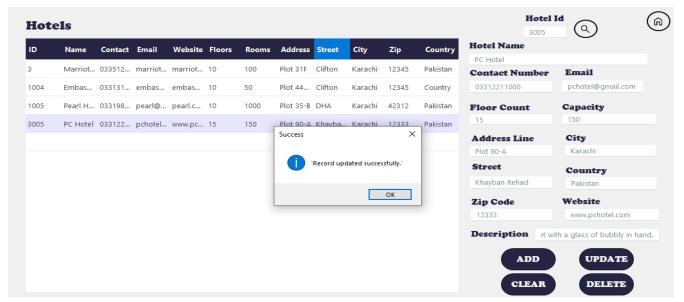
Here we have CRUD operations to manipulate data. Search button will be used to get any specific record.



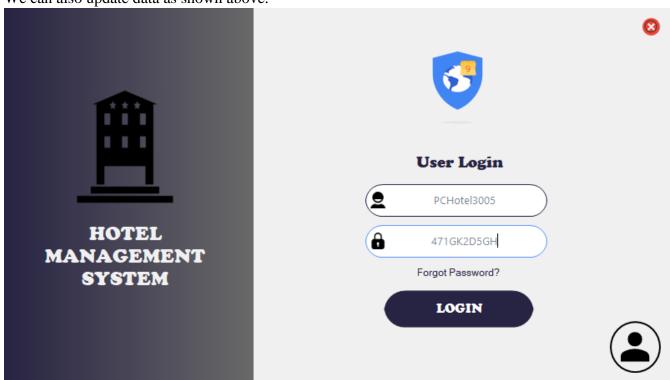
On entering correct information after validation checks, data will be inserted and populated.



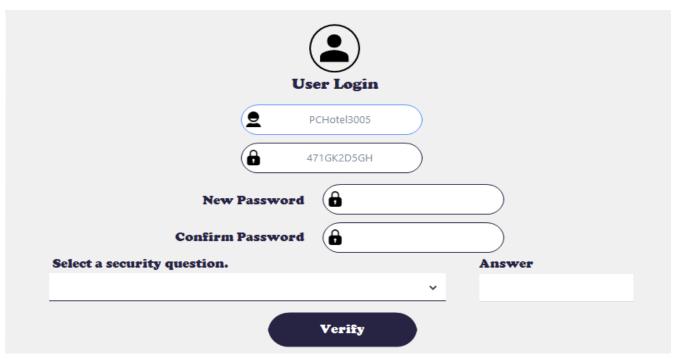
A default username and password screen will be shown which will be used in order to access system. This password will be change when user login for the first time.



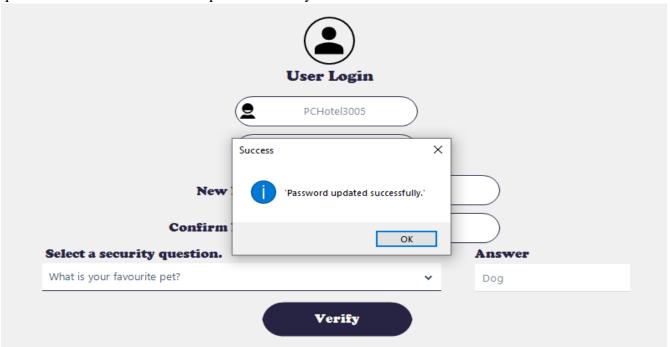
We can also update data as shown above.



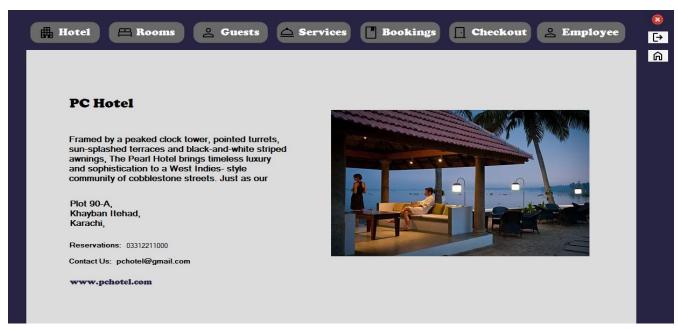
The default username and password will be used in order to access the system.



This screen will be shown when user login for the first time. User have to set new password, security question and answer as this will provide security.



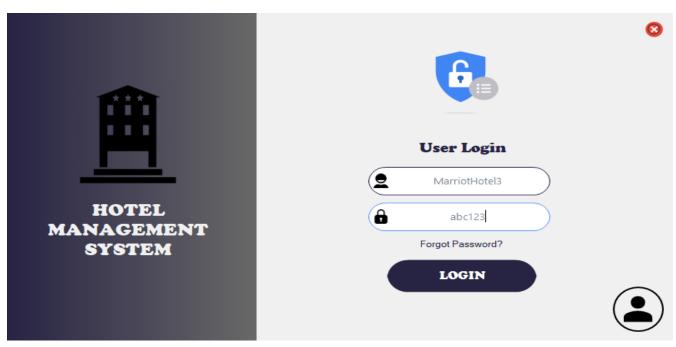
On entering valid details, the password will be updated on the database.



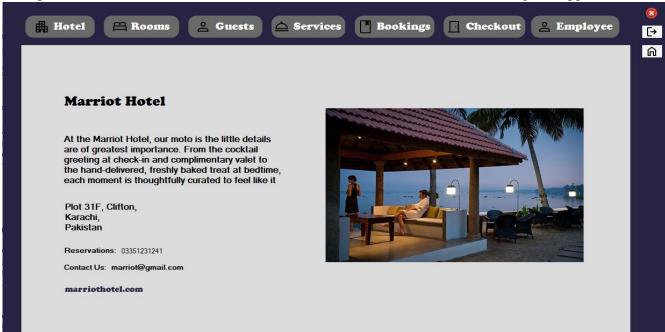
This is the main dashboard screen which will be populated by the data we provided when registering hotel.



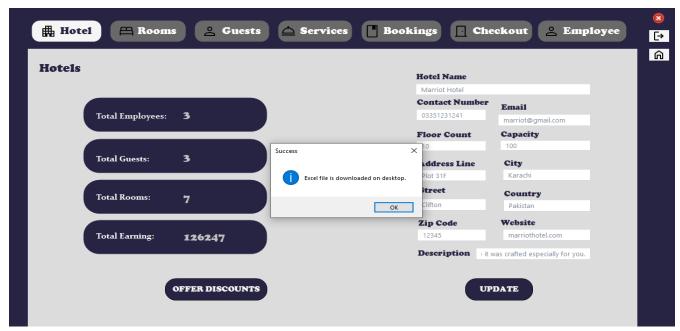
This is the main hotel panel which can be updated by user and see some details as shown. This screen also have offer discount screen and can generate reports of bookings and payments.



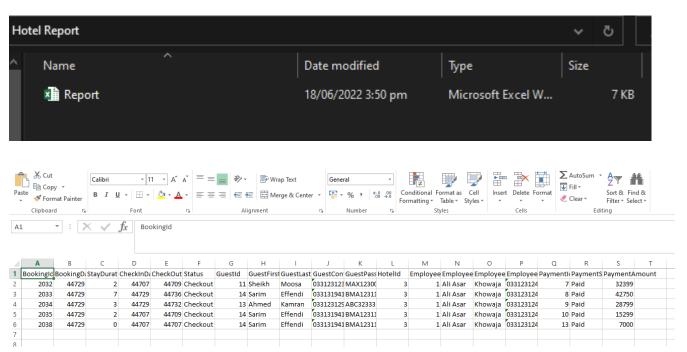
Multiple hotels can be accessed as we can see now Marriot Hotel user is accessing this application.



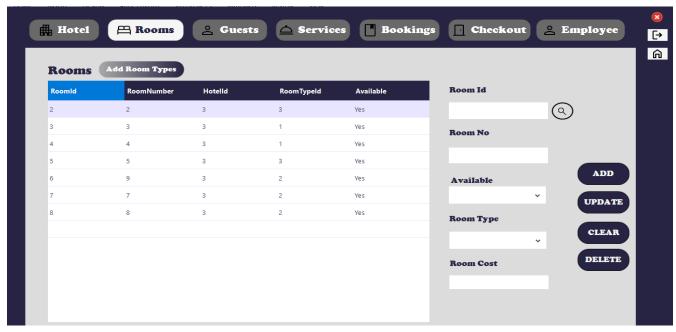
This is the screen where all details of hotel will be rendered.



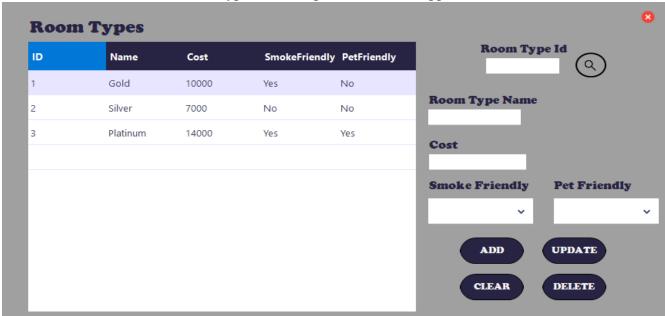
On cliking generate report button, an excel file will generated on desktop.



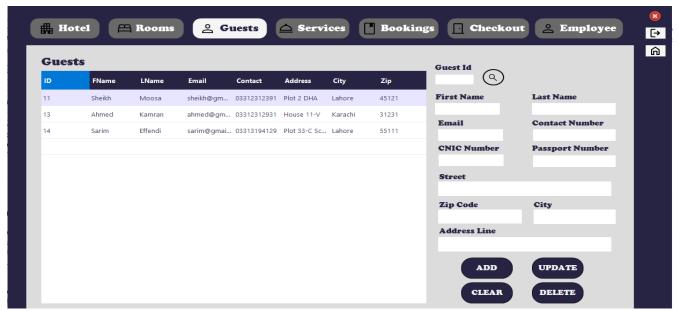
This is the excel data that would be fetched using multiple joins.



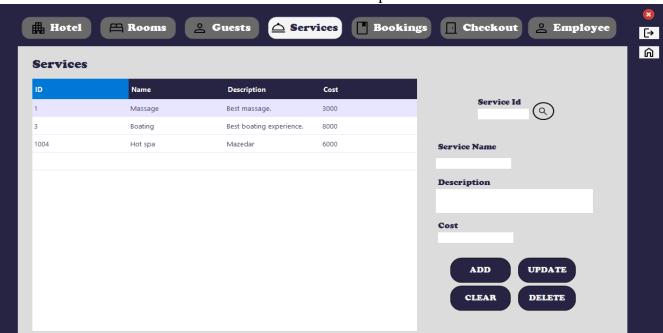
Here we can add rooms and room type. CRUD operations can be applied here.



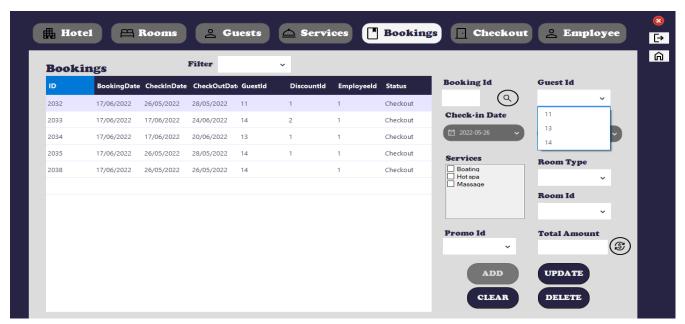
Room types can be add where we can select options as provided.



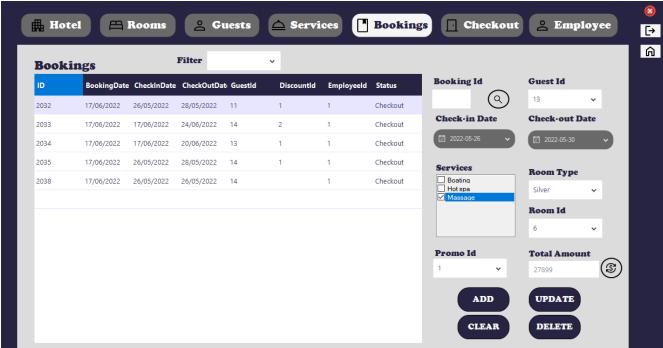
Guest info can be added in this screen with all the CRUD operations.

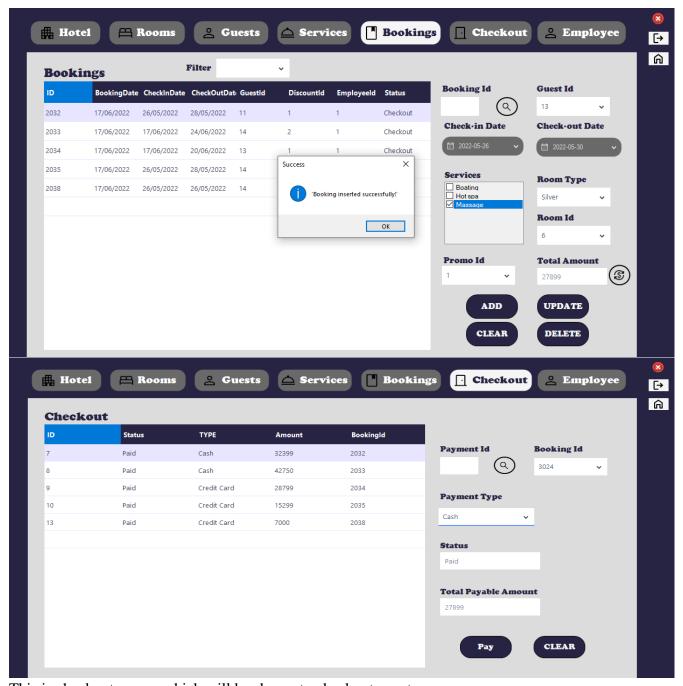


Services can be added here along with specific costs which would be rendered to pick while booking.

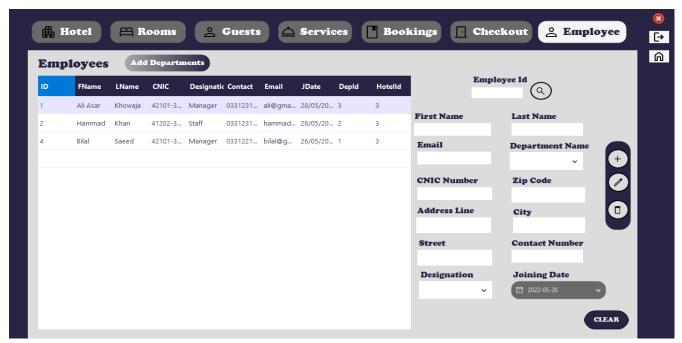


Bookings can be added here which will show the total amount after all calculations.

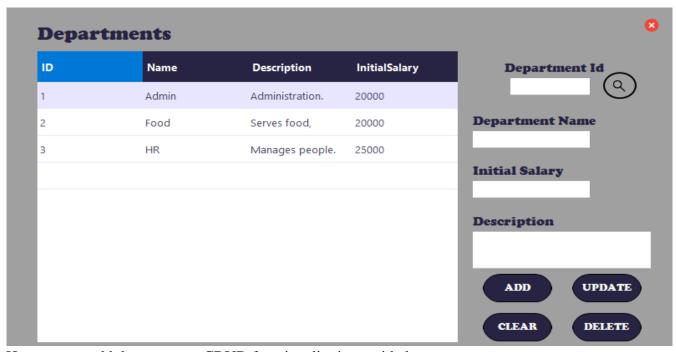




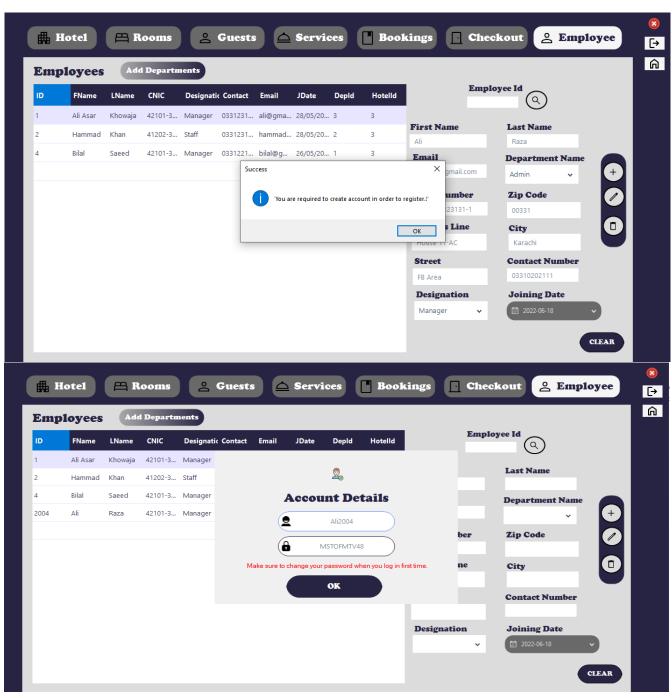
This is checkout screen which will be shown to checkout guests.



Here we can add employees and if an employee is from HR, Admin, Accounts department a default username and password will be provided to him.



Here we can add departments. CRUD functionality is provided.



This is how a default username and password will be shown.

SQL QUERIES

```
CREATE DATABASE HotelManagementSystem;
USE HotelManagementSystem;
G0
CREATE SCHEMA Authentication;
G0
GO
CREATE SCHEMA Hotels;
G0
CREATE SCHEMA Bookings;
G0
CREATE TABLE Authentication.Admin (
       AdminId INT IDENTITY (1,1),
      Username NVARCHAR (30) UNIQUE NOT NULL,
       Password NVARCHAR (30) NOT NULL,
       CONSTRAINT PK AdminId PRIMARY KEY (AdminId)
);
CREATE TABLE Hotels.Hotel (
      HotelId INT IDENTITY (1,1),
      Name NVARCHAR (50) NOT NULL UNIQUE,
      ContactNumber NVARCHAR (15) NOT NULL UNIQUE,
       Email NVARCHAR (50) NOT NULL UNIQUE,
       Website NVARCHAR (50) UNIQUE,
      Description NVARCHAR (100),
       FloorCount INT NOT NULL,
       TotalRooms INT NOT NULL,
       AddressLine NVARCHAR(1000) UNIQUE NOT NULL,
       Street NVARCHAR(50) NOT NULL,
       City NVARCHAR(20) NOT NULL,
       Zip NVARCHAR(50) NOT NULL,
       Country NVARCHAR(30) NOT NULL,
       CONSTRAINT PK_HotelId PRIMARY KEY (HotelId)
);
CREATE TABLE Hotels.Departments (
      DepartmentId INT IDENTITY(1,1),
       DepartmentName NVARCHAR (50) NOT NULL,
      DepartmentDescription NVARCHAR (50) NOT NULL,
       InitialSalary INT NOT NULL,
      HotelId INT,
      Designation NVARCHAR (50) NOT NULL DEFAULT 'Intern',
```

```
CONSTRAINT PK_DepartmentId PRIMARY KEY (DepartmentId),
       CONSTRAINT FK HotelId dep FOREIGN KEY (HotelId) REFERENCES Hotels.Hotel(HotelID) ON
DELETE NO ACTION ON UPDATE NO ACTION
);
CREATE TABLE Hotels.Employees(
       EmployeeId INT IDENTITY (1,1),
       EmployeeFirstName NVARCHAR (50) NOT NULL,
       EmployeeLastName NVARCHAR (50) NOT NULL,
       EmployeeDesignation NVARCHAR (50) NOT NULL,
       EmployeeContactNumber NVARCHAR (15) NOT NULL,
       EmployeeEmailAddress NVARCHAR(50) NOT NULL UNIQUE,
       EmployeeJoiningDate DATE NOT NULL,
       AddressLine NVARCHAR(50) NOT NULL,
       Street NVARCHAR(50) NOT NULL,
       City NVARCHAR(20) NOT NULL,
       Zip NVARCHAR(50) NOT NULL,
       DepartmentId INT,
      HotelId INT NOT NULL,
       CNIC NVARCHAR(20) NOT NULL UNIQUE,
       CONSTRAINT PK_EmployeeId PRIMARY KEY (EmployeeId),
       CONSTRAINT FK DepartmentId Employee FOREIGN KEY (DepartmentId)
       REFERENCES Hotels.Departments (DepartmentId) ON DELETE SET NULL ON UPDATE NO ACTION,
       CONSTRAINT FK_HotelId_Employee FOREIGN KEY (HotelId)
       REFERENCES Hotels.Hotel(HotelId) ON DELETE CASCADE ON UPDATE NO ACTION
);
CREATE TABLE Authentication.Login (
       LoginId INT IDENTITY (1,1),
      Username NVARCHAR (30) NOT NULL UNIQUE,
      Password NVARCHAR (30) NOT NULL,
       EmployeeId INT,
       SecurityQuestion NVARCHAR(100),
       Answer NVARCHAR(50),
      HotelId INT NOT NULL,
      NewUser CHAR(5) CHECK (NewUser IN ('Yes', 'No')) DEFAULT 'Yes',
       CONSTRAINT PK LoginId PRIMARY KEY (LoginId),
       CONSTRAINT FK_EmployeeId_Login FOREIGN KEY (EmployeeId)
       REFERENCES Hotels. Employees (EmployeeId) ON DELETE CASCADE ON UPDATE NO ACTION,
       CONSTRAINT FK HotelId login FOREIGN KEY (HotelId) REFERENCES Hotels.Hotel(HotelId) ON
DELETE NO ACTION ON UPDATE NO ACTION
);
CREATE TABLE Hotels.Guests(
       GuestId INT IDENTITY (1,1),
       GuestFirstName NVARCHAR (50) NOT NULL,
      GuestLastName NVARCHAR (50) NOT NULL,
       GuestEmailAddress NVARCHAR(50) NOT NULL ,
       GuestContactNumber NVARCHAR (15) NOT NULL,
       GuestPassportNumber NVARCHAR(20) NOT NULL,
       GuestCnic NVARCHAR (30) NOT NULL,
```

```
AddressLine NVARCHAR(50) NOT NULL,
       Street NVARCHAR(50) NOT NULL,
       City NVARCHAR(20) NOT NULL,
       Zip NVARCHAR(50) NOT NULL,
      HotelId INT NOT NULL,
       Status NVARCHAR(20) CHECK (Status IN ('Reserved', 'Not Reserved')) NOT NULL DEFAULT 'Not
Reserved',
       CONSTRAINT PK GuestId PRIMARY KEY (GuestId),
       CONSTRAINT FK HotelID Guests FOREIGN KEY (HotelId)
       REFERENCES Hotels.Hotel(HotelId) ON DELETE CASCADE ON UPDATE NO ACTION,
);
G0
CREATE SCHEMA HotelService;
G0
CREATE TABLE HotelService.Services (
       ServiceId INT IDENTITY(1,1),
       ServiceName NVARCHAR (50) NOT NULL,
       ServiceDescription NVARCHAR (50) NOT NULL,
       ServiceCost INT NOT NULL,
      HotelId INT NOT NULL,
       CONSTRAINT PK_ServicesId PRIMARY KEY (ServiceId),
       CONSTRAINT FK_HotelId_Services FOREIGN KEY (HotelId)
       REFERENCES Hotels. Hotel (HotelId) ON DELETE CASCADE ON UPDATE NO ACTION
);
CREATE TABLE Bookings.Discount(
       DiscountId INT IDENTITY (1,1),
      DiscountName NVARCHAR(50) NOT NULL UNIQUE,
      DiscountDescription NVARCHAR(50) NOT NULL,
       DiscountRate INT NOT NULL,
       EmployeeId INT NOT NULL,
       CONSTRAINT PK DiscountID PRIMARY KEY (DiscountId),
       CONSTRAINT FK_EmployeeId_Discount FOREIGN KEY (EmployeeId)
       REFERENCES Hotels.Employees (EmployeeId) ON DELETE CASCADE ON UPDATE NO ACTION
);
CREATE TABLE Bookings.Booking(
       BookingId INT IDENTITY (1,1),
       BookingDate DATE NOT NULL,
       StayDuration INT NOT NULL,
       CheckInDate DATE NOT NULL,
       CheckOutDate DATE NOT NULL,
       BookingAmount INT NOT NULL,
       HotelId INT NOT NULL,
       EmployeeId INT NOT NULL,
       GuestId INT NOT NULL,
       DiscountId INT,
       Status NVARCHAR (10) NOT NULL CHECK (Status IN ('Checkin', 'Checkout')) DEFAULT
'Checkin',
```

```
CONSTRAINT PK_BookingId PRIMARY KEY (BookingId),
      CONSTRAINT FK HotelId Booking FOREIGN KEY (HotelId)
      REFERENCES Hotels. Hotel (HotelId) ON DELETE CASCADE ON UPDATE NO ACTION,
      CONSTRAINT FK EmployeeId Booking FOREIGN KEY (EmployeeId)
      REFERENCES Hotels.Employees (EmployeeId) ON DELETE NO ACTION ON UPDATE NO ACTION,
      CONSTRAINT FK_GuestId_Booking FOREIGN KEY (GuestId)
      REFERENCES Hotels.Guests(GuestId) ON DELETE NO ACTION ON UPDATE NO ACTION,
      CONSTRAINT FK DiscountId Booking FOREIGN KEY (DiscountId)
       REFERENCES Bookings.Discount(DiscountId) ON DELETE NO ACTION ON UPDATE NO ACTION
);
CREATE TABLE HotelService.ServicesUsed (
       ServicesUserId INT IDENTITY (1,1),
       ServiceId INT,
       BookingId INT NOT NULL,
       CONSTRAINT FK_ServiceId_ServicesUsed FOREIGN KEY (ServiceId)
       REFERENCES HotelService.Services(ServiceId) ON DELETE CASCADE ON UPDATE NO ACTION,
      CONSTRAINT FK_BookingId_ServicesUsed FOREIGN KEY (BookingId)
      REFERENCES Bookings.Booking (BookingId) ON DELETE NO ACTION ON UPDATE NO ACTION
);
G0
CREATE SCHEMA Rooms;
CREATE TABLE Rooms.RoomType (
       RoomTypeId INT IDENTITY (1,1),
      Name NVARCHAR (20) NOT NULL UNIQUE,
      Cost INT NOT NULL,
       SmokeFriendly NVARCHAR (5) NOT NULL,
      PetFriendly NVARCHAR (5) NOT NULL,
      HotelId INT,
      CONSTRAINT PK RoomTypeId PRIMARY KEY (RoomTypeId),
      CONSTRAINT FK HotelId type FOREIGN KEY (HotelId) REFERENCES Hotels.Hotel(HotelID) ON
DELETE NO ACTION ON UPDATE NO ACTION
);
CREATE TABLE Rooms.Room (
       RoomId INT IDENTITY (1,1),
       RoomNumber NVARCHAR (10) NOT NULL,
      HotelId INT,
       RoomTypeId INT,
      Available NVARCHAR (5) NOT NULL CHECK (Available IN ('Yes', 'No')) DEFAULT 'Yes',
      CONSTRAINT PK RoomId PRIMARY KEY (RoomId),
      CONSTRAINT FK HotelID Room FOREIGN KEY (HotelId)
      REFERENCES Hotels. Hotel (HotelId) ON DELETE CASCADE ON UPDATE NO ACTION,
      CONSTRAINT FK_RoomTypeID_Room FOREIGN KEY (RoomTypeId)
      REFERENCES Rooms.RoomType (RoomTypeId) ON DELETE CASCADE ON UPDATE NO ACTION
);
CREATE TABLE Rooms.RoomBooked (
```

```
RoomBookedId INT IDENTITY (1,1),
       BookingId INT NOT NULL,
       RoomId INT NOT NULL,
      CONSTRAINT PK RoomBookedId PRIMARY KEY (RoomBookedId),
      CONSTRAINT FK_BookingId_RoomBooked FOREIGN KEY (BookingId)
      REFERENCES Bookings. Booking (BookingId) ON DELETE CASCADE ON UPDATE NO ACTION,
      CONSTRAINT FK_RoomId_RoomBooked FOREIGN KEY (RoomId)
      REFERENCES Rooms.Room (RoomId) ON DELETE NO ACTION ON UPDATE NO ACTION
);
CREATE TABLE Bookings.Payments(
      PaymentId INT IDENTITY (1,1),
       PaymentStatus NVARCHAR (6) NOT NULL,
       PaymentType NVARCHAR(50) NOT NULL,
       PaymentAmount INT NOT NULL,
       BookingId INT NOT NULL,
      CONSTRAINT PK_PaymentID PRIMARY KEY (PaymentId),
      CONSTRAINT FK_BookingId_Payments FOREIGN KEY(BookingId)
      REFERENCES Bookings.Booking(BookingId) ON DELETE CASCADE ON UPDATE CASCADE
);
```