



RESORT TRACKING AND RATING USING OPINION MINING[E-RESORT]

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1. Project Overview?

E-resort is an online resort searching application which allows the user to search for resorts based on a particular place and get the location of the resort to find the resort easily. The E-resort application provides the users to give reviews about the resorts and using the technique of “opinion mining” the rating is given to the resort and sorted in order of rating.

2. To what extent the system is proposed for?

E-Resort system is mostly a computerized system for searching. The new system provides features like time efficiency and simplicity. The system is provided for the users for easily finding a resort which is nearer to our current location based on the reviews given by the previous customers.

3. Specify the Viewers/Public which is to be involved in the System?

Users can view all the resorts with their specification and give reviews about the resort. The resort owners can view the customer reviews and add the resort details.

4. List the Modules included in your System?

The modules include

1. Admin:

- Approve the request from different resorts.
- View the reviews by the customers.
- View the resort activities.

2. Resort:

- Send request for approval.
- Add, edit and delete package details.
- Add, edit and delete profile.
- View reviews of the customers.

3. User:

- Register and login to the page.
- Search for the particular place.
- View the resorts available at this place with resort details.
- Add reviews of the customers about the resort.
- View reviews by other users.

5. Identify the users in your project?

Admin, common users, Resort owners.

6. Who owns the system?

The system is not owned by any organization or firm. It is completely owned by developer.

7. System is related to which firm/industry/organization?

Tours & Travels Industry

8. Details of person that you have contacted for data collection?

- Tours and travel guide.
- Tourists.

9. Questionnaire to collect details about the project? (Min 10 questions, include descriptive answers, attach additional docs (e.g. Bill receipts, certificate models), if any?)

Q1. What is your personal opinion about automate the existing manual system by a website?

It will be a great choice for people looking for immediate information of different resorts available from an unknown place based on looking on the previously used customer reviews.

Q2. How the system benefits the service providing owners?

Every owner comes to realize that his business needs must have an online presence since people all over the world are using the Internet. The process of moving a business online starts with understanding the ins and outs. Everybody works for profit. The system helps the owners of the resort to get more customers.

Q3. What are the basic functions needed to provide for users?

The system provides features like time efficiency and easy usage. It can be used in case of immediate service needed situations. ie, when you are in a unknown place.

Q6. How we can attract users to our system?

The system must provide large availability resorts everywhere also it provide search facility.

Q5. What are the factors that checked by the customer before accessing a service?

The main factors include service efficiency, time, price etc...

Q6. What are the benefits of your system from the other existing systems?

It provides searching facility along with providing review about the resort and rating is given based on the review.

Q7. Does the system is feasible in your opinion?

Of course. When the system become online the users can easily find available resorts from anywhere and get the location to your smart phone easily. And also internet is cheap nowadays.

Q8. How did you collect the feedback from the customers?

When the user login to the system, it will provide a number of resorts based on the search. After successful completion of finding the services in resort when you login again the system will show a message to give the review of the resort you have visited.

Q9. Is there any payment included in your system?

There is no payment module for the system. The users can search for particular resort at free of cost.

Q10. How do you provide location details of the resort?

The system provide a location tracing using the GPS module and give the location details to your smart phone via a message.