



American International University- Bangladesh

CSC 3215: Web Technologies

CO1.1 and CO2.1 Evaluation

Project Report

Fall 23-24

Project Title: **Hotel Management System**

Section: **D**

Group No: **1**

Student Name	Student Id
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Hotel Management System

Introduction:

This project aims to simplify hotel operations by creating a user-friendly system for easy reservations, check-ins, and billing. Our goal is to enhance the overall guest experience, streamline management tasks, and boost the hotel's efficiency. With this system, we strive to ensure customer satisfaction, contributing to the hotel's success in the competitive hospitality industry.

Background Study:

- **Booking.com:** Booking.com is a popular online travel agency that allows users to book accommodations worldwide. It offers a user-friendly interface, a wide range of lodging options, and features like guest reviews and flexible booking options.
Website: www.booking.com
- **MakeMyTrip.com:** MakeMyTrip is an Indian online travel company providing services like flight and hotel bookings, holiday packages, and car rentals. It offers a comprehensive platform for traveller's to plan and book various aspects of their trips.
Website: www.makemytrip.com
- **Trivago.com:** Trivago is a hotel and lodging metasearch engine that helps users find and compare hotel prices from various booking sites. It simplifies the process of finding the best hotel deals by aggregating information from multiple sources and presenting it in a user-friendly format.
Website: www.trivago.com

These hotel examples demonstrate varied strategies in online representation, highlighting aspects such as the presentation of rooms, ambiance, and dedication to excellence. Examining these websites offers valuable insights for crafting a compelling and visually attractive online presence for our envisioned Hotel Management System project.

Requirement Analysis:

1. User Category: In this project we have 3 users. They are:

Name	Role
ASHESH DEB PRIOM	Admin
DURJOY GHOSH	Customer
JOYSREE DEY SUKANNA	Staff

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2. Feature List:

In this project the **“Admin”** has the following features:

1. Login
2. Registration
3. Logout
4. Forget Password
5. My Profile
6. View all information of all User types
7. Update User Profile
8. Update Password
9. Delete User Profile
10. Create Reservation
11. View all Reservations
12. Notice

In this project the **“Customer”** has the following features:

1. Login
2. Registration
3. Logout
4. Searching
5. Room Description
6. Reservations
7. Pricing and Availability
8. Feedback and Reviews
9. Customer Profile
10. Update Profile
11. Payment
12. Logout

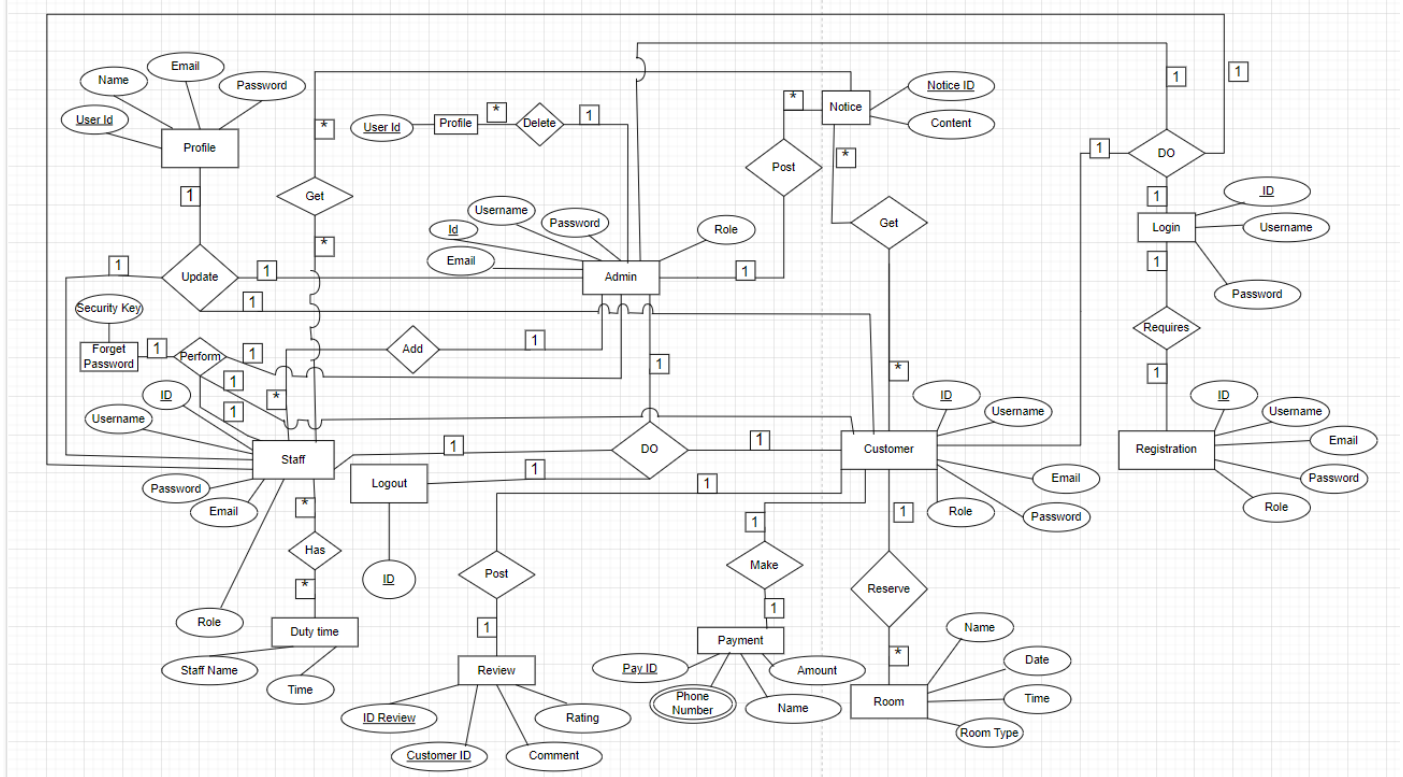
In this project the **“Staff”** has the following features:

1. Signup,
2. Login,
3. My profile
4. Duty time,
5. Customer payment details
6. Manage feedback,
7. Room information,
8. Customer information
9. Logout

Hotel Management System

ER Design:

Draw an entity diagram of your project here.



Tools Used:

To develop this project, we have used the following:

1. Visual Studio Code
2. PhpMyAdmin Database
3. XAMPP
4. Draw.io

System Images against the Specification:

Give a few screen shots of some GUIs (project) and write a very small description (Maximum 40 words) for each of the GUIs.

Firstly, all users will find an index page. From here, the registered user's login and others can register.

Hotel Management System

Figure: Index

Figure: Login

Figure: Registration

In case someone forgets their password, then he/she can update the new password by inputting security key.

Figure: Forget Password

Now after logging users will be able to get into the home page.

Hotel Management System

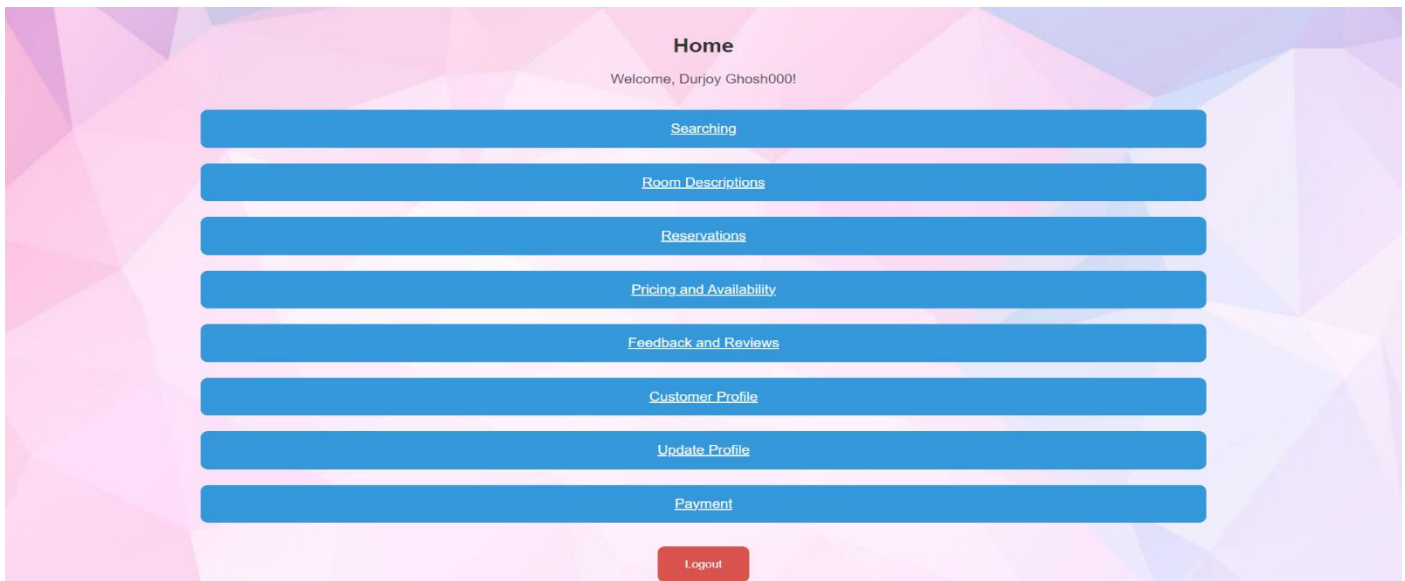


Figure: Home Page

Now from this page, different feature works can be implemented. All users can update their profile and admin can delete any profile from customer/staff.

Figure: Update Profile

Figure: Delete Profile

HOTEL MANAGEMENT SYSTEM					
ID	Name	Email	User Type	Operation	
18	dipp deb	dip@gmail.com	customer	Edit/Update	Delete
19	amita Dhar	amita@yahoo.com	Staff	Edit/Update	Delete
21	cv	cv@gmail.com	manager	Edit/Update	Delete
24	gigig	gigi@gmail.com	customer	Edit/Update	Delete
25	Ashesh Deb Priom	ashesh@gmail.com	admin	Edit/Update	Delete
30	lion	lion@gmail.com	Staff	Edit/Update	Delete
36	sajujuju	saju@gamil.com	customer	Edit/Update	Delete
37	bubupopo	bubugmail.com	customer	Edit/Update	Delete
38	Ashesh Deb	abc@gmail.com	customer	Edit/Update	Delete
39	abc	abc@gmail.com	manager	Edit/Update	Delete
40	nini	n@k.com	customer	Edit/Update	Delete
42	ss	s@gmail.com	customer	Edit/Update	Delete
45	esh	esh@gmail.com	customer	Edit/Update	Delete

Figure: Dashboard with all user details

Admin will be able to give notice to staff and customers.

Hotel Management System

HOTEL MANAGEMENT SYSTEM

Here You Can Write Notice For All Users!

Dear, customers this is a notice for our special offer on Premium Double Room. We are celebrating Christmas in our hotel. So there will be a special dinner party on 25th of December. Every room booking and food charge will be 50% off!!

Create Notice

Logout

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Figure: Notice

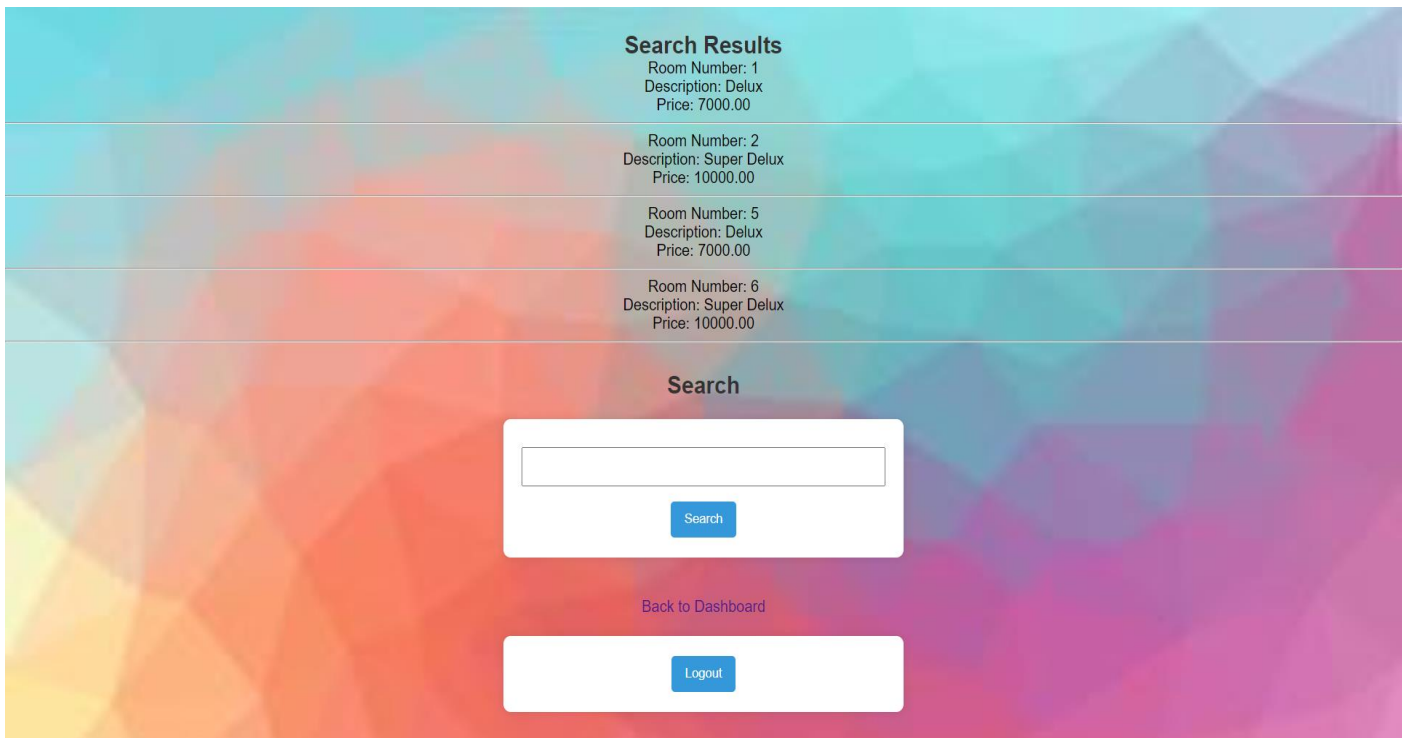
Staff will be able to find their duty time schedule.

Duty time Schedule	
worker Name	time
mushfiq	Saturdat 9-5 pm
joysree	monday 12-7pm
karim	monday 9-5 pm
abul	friday 9-5 pm
al amin	monday 12-7pm

Figure: Duty Time Schedule

Now, the customers can be able to search for booked rooms. After searching, they can reserve the room.

Hotel Management System



Search Results

Room Number: 1	Description: Delux	Price: 7000.00
Room Number: 2	Description: Super Delux	Price: 10000.00
Room Number: 5	Description: Delux	Price: 7000.00
Room Number: 6	Description: Super Delux	Price: 10000.00

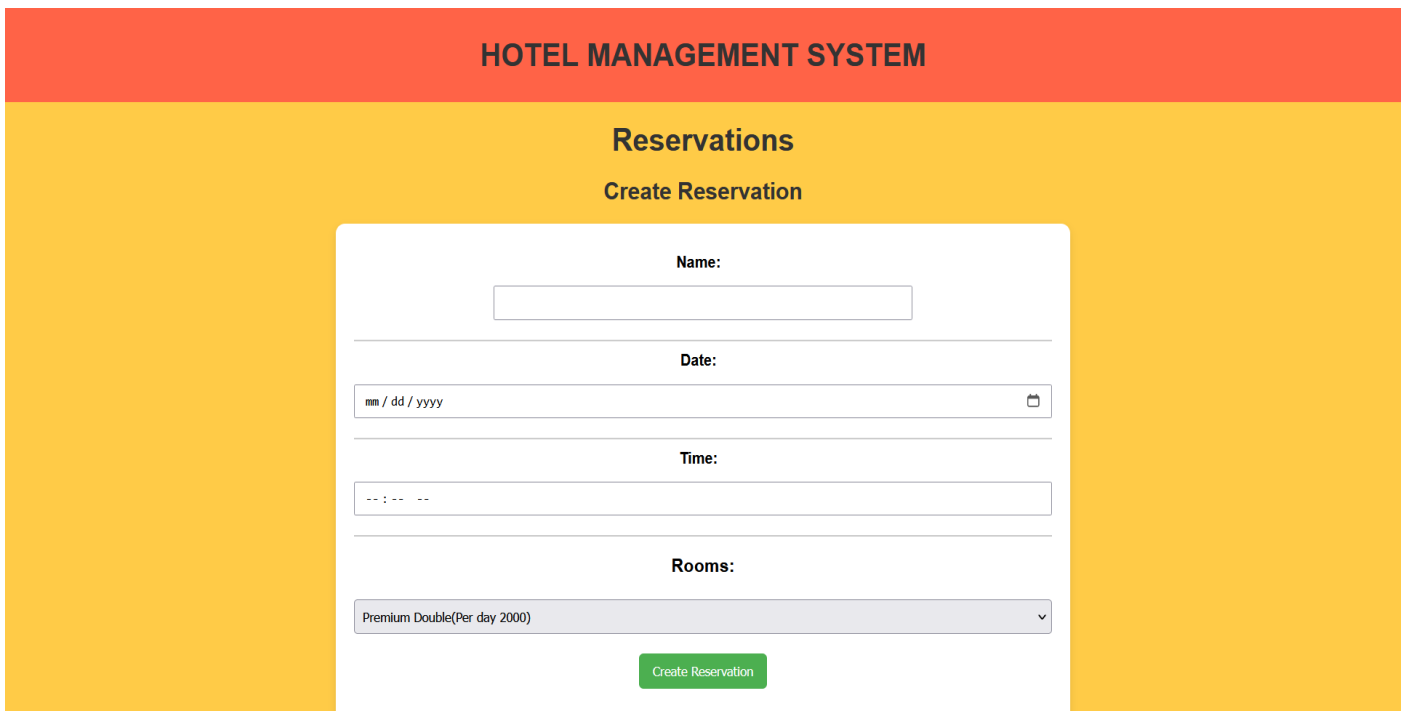
Search

[Search](#)

[Back to Dashboard](#)

[Logout](#)

Figure: Search for Reservation



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Reservations

Create Reservation

Name:

Date:

Time:

Rooms:

[Create Reservation](#)

Figure: Create Reservation

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After the reservation the admin will be able to see all the payment details.

Payment details			
Pay id	Name	Phone Number	Amount
1	Mushfiq	01343245432543	15000
2	Joysree	01434354334	2000
3	shakib	01321343232	42422
4	Maxwell	0123545894756	6000

Figure: Payment Details

After checking out, customers will be able to give a review to our Hotel Management System.

Feedback and Reviews	
Rating (1-5):	<input type="text"/>
Comment:	<input type="text"/>
<input type="button" value="Submit Review"/>	
Reviews	
User ID: 1	
Rating: 2	
Comment: Good	
User ID: 1	
Rating: 5	
Comment: Super Fantastic	
Back to Dashboard	<input type="button" value="Logout"/>

Figure: Feedback and Reviews

Hotel Management System

Impact of this Project:

Increasing Importance:

As travel and hospitality evolve, our Hotel Management System becomes pivotal in enhancing guest experiences, optimizing resource use, and reducing environmental impact. Efficient operations contribute to sustainable practices, aligning with the growing societal emphasis on eco-friendly choices.

Benefits to People:

Individuals benefit from streamlined reservations, smoother check-ins, and improved services. Enhanced efficiency means more enjoyable stays, fostering positive guest experiences and loyalty.

Limitations:

Current scalability issues may cause delays during peak booking periods, affecting user experience. Additionally, the system lacks real-time integration with external services, limiting immediate updates on room availability.

Future Improvements:

Addressing scalability concerns is a priority, ensuring seamless performance during high-demand periods. Future enhancements involve integrating real-time updates for external services, providing users with instant and accurate information on room availability.

[Note: Make sure that your report is maximum 10 pages (including cover page). Print (Colored) the report and submit it with spiral bind.]

CO1.1 and CO2.1 Evaluation: Project Report Evaluation					
Project Proposal (5)	Background Study (5)	Requirement Analysis (5)	Entity Diagram (5)	System Images against the Specification (5)	Total (25)