**Travel and Accommodation Services Platform for HappyHolidayss (Pvt) Ltd.**

**Final Report**

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**Declaration**

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**Dedication**

**Acknowledgements**

I would like to take this moment to thank our dearest project supervisor, Mr. Dimuthu Thammitage for assisting and guiding me regarding each and every aspect of this project. I would like to acknowledge his cooperation in each supervision meeting held.

Also, I would like to thank Mrs. Yamuna Nawarathne who showed patience toward us all throughout the project by providing suggestions.

Would also take this moment to thank my parents for their massive encouragement all the way from day to night. All of the support given by everyone made me strong to behold this project.

This was a great opportunity for me having being doing individual coursework which covers each and every aspect of the system development. I gained and am increasing precious research knowledge and experiences while doing this project. And was able to gather more knowledge and proven the subject. Last but not least, I thank all of my fellow batch colleagues for their support throughout the project.

Thank you.

Chandrakumaran Subiharan

**Abstract**

Travel and Accommodation Services system is a web-based application that allows travelers to check for home rentals, tour packages and for accommodation providers to list their property and manage it. At HappyHolidayss (Pvt) Ltd, the traditional method of the Tourist and Partner management system is presently in use which involved the use of papers for storing client/partner information. With this method, there is always a long queue, loss of data, incomplete clients/partner information, and inaccuracy. An online Travel and Accommodation system will be implemented for Happy Holidayss (Pvt) Ltd to solve the existing problems. This system too mainly focuses on component operations like selling Travel and Accommodation Services to customers with a wide variety of Categories and analyze company transaction information under a single framework. Moreover, the convenient features to increase the customer service letting to access a variety of information and the flexibility of the database information makes this system as an idyllic Travel and Accommodation Platform for any.

The basic objective of this extension is to create a web-based Travel and Accommodation Platform for Happy Holidayss (Pvt) Ltd that grants clients to see and reserve a tour, homes in online also for the administrators to manage partners and earnings. There are various web-based travel and accommodation systems which were arranged utilizing the comparable innovations.

The solution was designed and constructed by adhering to the three-tier architecture method along with an Object –oriented approach for the coding phase. The coding was carried out by using PHP version 7.4, JavaScript, jQuery and design was carried out using HTML5 and CSS along with MySQL for database construction process. Apache Xampp server was used as the web server due its limitless compatibilities with PHP applications.

The project has been completed and this report demonstrates the work carried out from scratch. Each chapter describes the work carried out in each phase until the final implementation of the aforementioned Web-based Travel and Accommodation Platform for HappyHolidayss (Pvt)Ltd.

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**Abbreviations**

TAMS - Travel and Accommodation Management System

B2B - Business-to-Business

B2C - Business-to-Consumer

C2B - Consumer-to-Business

C2C - Consumer-to- Consumer

HTML - Hypertext Markup Language

CSS - Cascading Style Sheets

MySQL - My Structured Query Language

U.S - United States

IT - Information Technology

DOI - Diffusion of Innovation

OTA - Online Travel Agency

ERP - Enterprise Resource Planning

OOP - Object Oriented Programming

UML - Unified Modeling Language

GUI - Graphical User Interface

DFD - Data Flow Diagram

SDLC - System Development Life Cycle

PHP - Hypertext Preprocessor

PDA - Personal Digital Assistance

JSP - Java Server Pages

ASPX - Active Server Pages Extended

GHz - Giga Hertz

ERD - Entity Relationship Diagram

PC - Personal Computer

RDBMS - Relational Database Management System

RAM - Random Access Memory

OS - Operating System

TB - Tera Byte

GC - Google Chrome

MF - Mozilla Firefox

ME - Microsoft Edge

# **Chapter 1 Introduction**

People today are living completely different lives than they were years ago since the advent of technology. Technology is one of the main ways to change the world. Whenever, people want to book a stay or tour package also list their property and travel packages, they should go to travel agency in person or they should call them. But this project (Online travel and accommodation platform) will help to connect clients with bookings and listing properties/travel packages on happyholidayss (Pvt)Ltd. agency. “The ultimate promise of technology is to make of a world that we command by the push of a button.” (Volker Grassmuck)

Advances in technology have revolutionized the way we do things. It has provided us with the means to improve our lives and to maximize our sources, our time and our efforts. With the use of these technologies, many transactions have become faster, more efficient, more accurate and more efficient for processing. Technology is important in today's world because it performs numerous functions in many of the most significant aspects of modern society, such as business, communication and education. (Importance of information technology in today world, 2020)

HappyHolidayss (Pvt) Ltd is Travel and Accommodation Services providing Agency located  
in Colombo, Sri Lanka. The business model they currently using is consumer-to-business  
which It is the transfer of services, it is a business model where end users create products and  
services that are used by business and institutions. When it comes to Happyholidayss (Pvt)Ltd  
the accommodation service providers are the end users who serve their accommodation services as product to Happyholidayss (Pvt)Ltd.



Figure 1 Happy Holidayss (Pvt)Ltd Logo (Author Designed)

The current system used by this agency to manage their internal and external process is a paper-based system in all information of transaction are recorded and stored in a logbook. Operation it takes time to look for what they need and it is not efficient because the owner spends a lot of time in finding the record of the old transaction. They’re spending a lot of time in changing the records of transaction if the filled up with wrong information due to human error, according to the manager of this travel agency. because they keep on doing their job manually, it resulted to a very messy office, lots of papers around the desks and information gathered, the proponents came up with an idea of proposing a system that is relevant to the needs of the travel agency, highly efficient to meet their needs and most of all simple. They need to use automated system to make easier with their business. The proposed HappyHolidayss (Pvt) Ltd Travel and Accommodation Services online Platform aims to organize data that computerized the process of managing their valuable customers and partners details and transaction by creating an online travel marketplace while changing the organization business model by C2B to C2C.

Computerized travel and accommodation services platform will be used to track all information pertaining to customer bookings, partners properties management and travel package management within agency. Simply put it is a retail business, that sells travel related products and services to customers, on behalf of suppliers, such as home rentals and tour packages.

The most reason to choose a project like this TAMS is often to form another sort of opportunity for the nationwide new clients to book or list property with all necessities. Which can permit customers to look and make reservation (homes, tours) and for partners (service providers) to list their property, travel packages.

The clients get the opportunity to preserve their claim account by registering in with the personal details and they can search and reserve services. The partners will have additional and main functions, such as managing the home bookings, managing listed travel packages. Finally, the system administrator will have the all-important functionalities that can manage the whole system such as transaction management, client’s management, partner verification and so on. And these functions are not accessible to general users such as maintaining accounts and inserting, deleting, updating and other functions... In addition, the application will use HTML, CSS, JavaScript and jQuery for Frontend development. PHP to implement business execution in the back-end logic, and MySQL as the project database, finally it will be run the project on XAMPP local server technology.

## **Goals**

The main goal is to perform quality, accurate and efficient work from the proposed automated travel and accommodation management system. To build and successfully deploy to happyholidayss(pvt)ltd. for internal use as well as for public use.

**1.1.1 Aim of the project**

The aim of this study is to eliminates the use of paper for storing records in company and develop an interactive web-application that helps potential customers to book a stay and for Partners to list their property in an easy manner. With this system, apart from deciding to make payments at the service provider counter, payments can also be done via online also clients will get enough information about the various travel and accommodation services in Sri Lanka that may ease their travel. Moreover, to business process automation by HappyHolidayss (Pvt)Ltd.

**1.1.2 Objective of the project**

* To arouse the marketing strategies of the business by accommodating digital marketing approaches to the proposed application at the business.
* User Friendly is provided in the app with various controls and the rich user interface system.
* Design a web-based system that makes information more detailed, efficient and accurate and reduces the delay encountered so far with the existing manual system.
* To develop aiming the administrative end whereas the majority access will be guaranteed for the administrator of the application.
* To develop this application in order to reduce the manual payment method which are done using Bank deposits.
* To preserve money which are intended to be wasted at calling the agency or visiting (for customer beneficiary).
* This can give the good security for user information because data is not in client machine.
* The employee information can be stored in centralized database which can be maintained by the system.
* To explore the problems encountered in the management of the existing manual system.
* It can be accessed over the Intranet.
* Manage customers and partners in the source market, and query performance at any time.

## **Motivation**

Describe why the problem is worth solving

## **Method**

Summaries how was the project was carried out

## **Overview**

Give a brief summary of the technical area

# **Chapter 2 Background and Problem Statement**

Introductory paragraph

## **Introduction**

In your own words, provide a description of the problem domain

## **Literature Review**

Present the ‘state-of-the-art’ of product/systems in this area. You should organize this in some other way than by company or by date in order to show your understanding!

## **Problem Statement**

Clearly state the problem that you are attempting to solve in your project

# **Chapter 3 project management**

Introductory Paragraph

## **Approach**

Discuss how you planned the project, and why you planned it the way you did

## **Initial Project Plan**

Show your initial project plan in the form of a Gantt chart and a brief description, showing planned dates. If your task names are not self-explanatory, provide a table to explain the tasks.

## **Problems and Changes to the Plan**

Identify problems you faced that caused you to change the plan, and justify the changes.

## **Final Project Record**

Show your final project plan in the form of a Gantt chart and a brief description, showing actual dates.

# **Chapter 4 feasibility study**

Terms, a feasibility study involves taking a judgment call on whether a project is doable

Introductory Paragraph

## **Time feasibility**

Time Feasibility is the most important for project success. A project will fail if not completed on time.

## **Cost feasibility.**

Helps organizations assess the viability, cost, and benefits associated with projects before financial resources are allocated

## **Scope feasibility**

Scope of Feasibility Studies are in depth technical evaluations of your **objectives**

## **Technical feasibility.**

There will be high possibilities of implementing the propose system

## **Economic feasibility**

Analysis of a project's costs and revenues in an effort to determine whether or not it is logical and possible to complete

# **Chapter 5 design**

Introductory paragraph

## **Introduction your choice of proposed network system**

## **Hardware and software requirements**

## **Evaluating of solutions**

Solution evaluation in project analysis is the assessment of existing, or potential solutions. Discuss how well your solution solves the problem.

# **Chapter 6 implementation**

Introductory paragraph

Implementation is the carrying out, a method, or any design, idea, model, specification, and standard or for doing project. (E.g. firewall configurations, any configurations). Then if you want to include screenshot for the document. You can include screenshots.

# **Chapter 7 testing and verification**

You must include test plan and test cases for this task.

# Chapter 8 EVALUATION and CONCLUSION

You must include critically EVALUATION and CONCLUSION from your project. (Summaries the project and your solution in one or two paragraphs.

# References

Include a list of references cited in the report here. Either use the [numbered] or [name’date] convention

# Appendices

Interim Progress Reports

Company letter.

Progress approval form and Project commencement meeting sheet.