

A
Project Proposal
On
HotelHQ - Hotel Booking System

For the partial fulfillment of the requirements for the degree of Bachelor
of Computer Application under Pokhara University

Submitted to
Department of Computer Application
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Under the Supervision of
Mr. Sunil Bahadur Bist
Lecturer, Department of Computer Application

Submitted By
Gaurav Kathayat (23530007)
Motiram Mahato (23530015)
Pradip Panthi (235300037)
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Abstract

This project aims to develop a web-based Hotel Booking System that manages room and table reservations efficiently and accurately. The system provides real-time availability, secure user authentication with role-based access, and an intuitive interface for customers and hotel staff. By digitizing the booking process, the system minimizes errors, prevents double bookings, and enhances customer satisfaction. The system is designed with scalability and user experience in mind, using modern web technologies.

Keywords: Hotel Booking, Real-time Availability, Role-Based Access, User Authentication, Agile Methodology, Room Reservation, Table Booking, Backend Development, Booking Management

1. Introduction

Efficient management of room and table bookings is critical in the hospitality industry to ensure smooth operations and high customer satisfaction. Many hotels and restaurants still rely on manual or semi-manual booking systems, which often lead to overbooking, miscommunication, and poor user experience. This project proposes a comprehensive web-based platform dedicated exclusively to managing hotel room and restaurant table bookings in real time, improving operational efficiency and customer convenience.

2. Problem Specification

The main problems that the current systems or manual methods in the hospitality industry face include:

- Lack of real-time updates leading to double bookings and conflicts.
- Limited access control causing data privacy issues.
- Manual processes prone to human errors and delays.
- No centralized system to manage and track all bookings effectively.

These issues result in lost revenue, decreased customer loyalty, and operational inefficiencies.

3. Objective

The objectives of this project are:

- Develop a secure login system with role-based access (Customer, Staff, Manager).
- Enable real-time booking, viewing, modification, and cancellation of hotel rooms.
- Enable real-time booking, viewing, modification, and cancellation of restaurant tables.
- Maintain accurate and centralized booking records accessible to authorized personnel.
- Provide an easy-to-use and responsive user interface for all user roles.
- Generate basic booking reports for managerial review.

4. Related Work Review

This section reviews existing hotel and restaurant management systems to identify strengths and weaknesses relevant to the core function of booking management. While many current platforms offer comprehensive solutions encompassing billing, inventory, and housekeeping, they often lack simplicity and affordability for small to medium-sized businesses. Our proposed HotelHQ system addresses this gap by focusing exclusively on providing a streamlined, real-time booking system for rooms and restaurant tables.

1. Hotelogix Property Management System

Hotelogix is a popular cloud-based hotel management platform that supports room booking, inventory tracking, and billing functions.

Strengths Related to Booking:

- Real-time room availability and booking.
- Role-based multi-user access.

Limitations for Booking-Focused Solutions:

- Complex with many extra features beyond booking.
- High subscription costs.
- Advanced booking reports require premium plans.

2. Odoo Hotel Management Module

Odoo offers an open-source ERP platform with modular applications including hotel and restaurant management.

Strengths Related to Booking:

- Modular architecture allows integration of booking alongside inventory and billing.
- Customizable dashboards can provide booking reports tailored to managerial needs.

Limitations for Booking-Focused Solutions:

- Requires technical expertise for setup and customization, complicating straightforward booking management.

- Not optimized out-of-the-box specifically for hotel or restaurant booking, requiring further adaptation.
- Many essential features for booking management are only available in the paid enterprise version.

3. eZee Absolute Hotel Management System

eZee Absolute is a web-based hotel property management system that includes online bookings, POS integration, and housekeeping.

Strengths Related to Booking:

- Enables online bookings with real-time availability across multiple devices.
- Includes reporting tools to analyze booking data.

Limitations for Booking-Focused Solutions:

- Primarily designed for larger-scale hotels with complex needs, which can be excessive for businesses requiring only booking functionality.
- The interface may be unnecessarily complicated for users focused solely on reservations.
- Lacks offline support and localized customization, which can hinder usability in some contexts.

5. System Requirements

The HotelHQ system requires both functional and non-functional requirements to ensure reliability, scalability, and user satisfaction. The system is designed to be simple for end-users while being robust enough for administrative and managerial operations.

Functional Requirements

- User registration and secure login with role-based access.
- Room booking module: check availability, book, modify, cancel.
- Table booking module: check availability, book, modify, cancel.
- Booking status and history tracking.
- Administrative access to manage bookings and view reports.

Non-Functional Requirements

- Secure authentication and session management.

- Responsive frontend accessible from desktop and mobile devices.
- Fast and reliable database operations.
- Clear separation of backend and frontend logic.

Requirement Prioritization Table

This table helps identify the core (high-priority) functions required for the HotelHQ Hotel and Restaurant Inventory Sales Management System and categorizes other useful enhancements based on development feasibility.

Table: Requirement Prioritization Table

Priority	Requirement	Type
High	Role-based Login (Customer, Staff, Manager)	Functional
High	Room Booking System	Functional
High	Table Booking System	Functional
High	Booking Management (View, Modify, Cancel)	Functional
High	Centralized Booking Records	Functional
Medium	Password Hashing and Secure Login Sessions	Non-functional
Medium	Responsive UI for Multiple Devices	Non-functional
Medium	Error Handling and User Feedback	Non-functional
Low	UI Animations and Aesthetic Enhancements	Non-functional
Low	Basic Booking Reports for Managers	Functional (Optional)

6. Methodology and System Design

Methodology

This project adopts the Agile development methodology, promoting iterative and incremental delivery of system features. Agile enables continuous integration, regular testing, and frequent stakeholder feedback, ensuring that the system evolves effectively to meet user requirements. Each sprint will focus on delivering specific, testable functionalities such as user authentication, room booking, and table booking modules, allowing flexibility and early detection of issues.

Key advantages of our Agile approach include:

- Incremental delivery of features
- Clear role distribution and team collaboration
- Regular sprint planning and reviews
- Transparent tracking and documentation
- Reduced development risk through early testing and feedback.

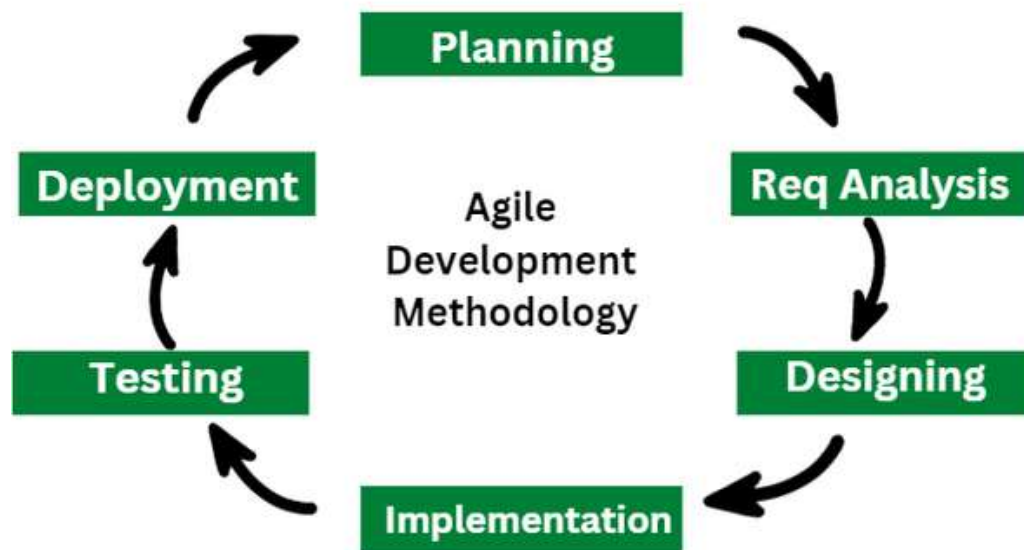


Figure 6.1: Agile Model

System Design

The design of the Hotel Booking System is user-friendly and role-based, ensuring appropriate access privileges depending on the user type (e.g., customer, staff, manager).

Frontend:

- Developed using HTML, CSS, and JavaScript to create a responsive and intuitive interface.
- Designed for ease of use across devices including desktops and mobiles.
- Provides separate interfaces tailored to different user roles:
 - Customers: Booking portal to search and reserve rooms and tables.
 - Staff: Dashboard to manage and update bookings.
 - Managers: Overview interface for booking reports and system monitoring.

Backend:

- Built with Python Flask framework to handle all server-side logic.
- Manages user authentication and session control with role-based routing to restrict access.
- Processes booking requests for rooms and tables, ensuring real-time availability and avoiding conflicts.
- Handles booking management operations, such as viewing, modifying, and canceling reservations.

Database:

The system uses MySQL to securely store and manage all necessary data related to the hotel booking process, including:

- User credentials and roles: Information for authentication and role-based access control (e.g., customer, staff, manager).
- Room details: Information about available rooms, types, capacities, and status (available/booked).
- Table details: Information about restaurant tables, seating capacity, and availability status.
- Booking details: Records of room and table bookings including customer information, booking dates and times, status, and any modifications or cancellations.

System Architecture:

The high-level system architecture of Hotel Booking System consists of:

- **Frontend (Client-side):** A responsive UI built with HTML, CSS, and JavaScript, using frameworks like Tailwind CSS to speed up development and improve design. Interfaces are tailored for customers, staff, and managers for smooth booking and management across devices.
- **Backend (Server-side):** Implemented using the Flask framework in Python, responsible for handling API requests, business logic, session management, and enforcing role-based routing to secure access to system functionalities.
- **Database Layer:** Utilizes MySQL to efficiently manage relational data including users, rooms, tables, and bookings, ensuring integrity and fast query performance.
- **Role-Based Access Control:** Ensures data privacy and restricts functionality based on user roles:
 - Customers can create and manage their bookings.
 - Staff assist with booking management.
 - Managers access all bookings and reporting features.
- **Optional Future Enhancements:** May integrate analytics or reporting modules as needed, focusing initially on delivering a robust booking platform.

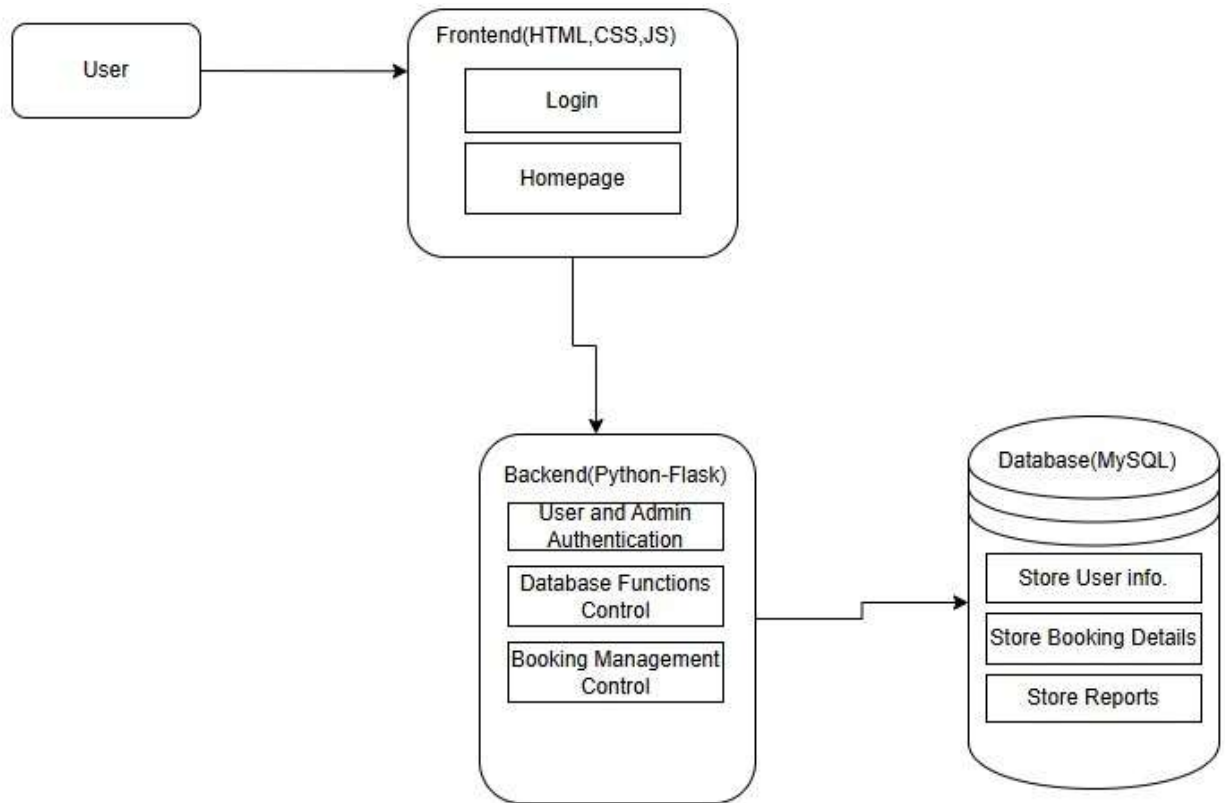


Figure 6.1.2: System Architecture

Use Case Diagram

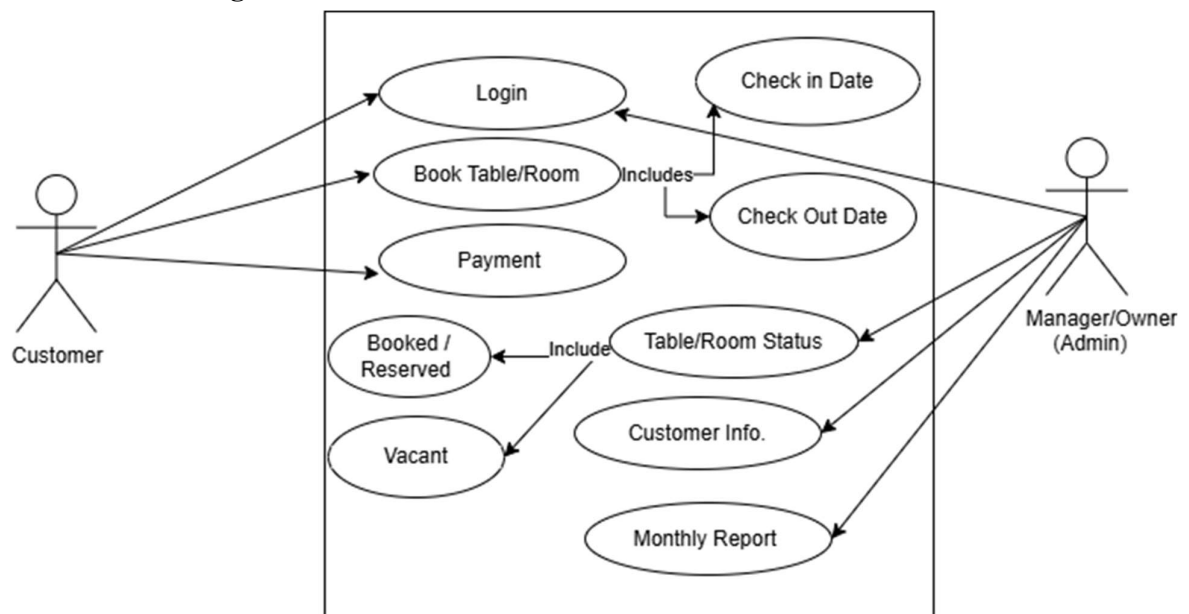


Figure 6.1.3: Use-case Diagram

Basic Work Flow Diagram

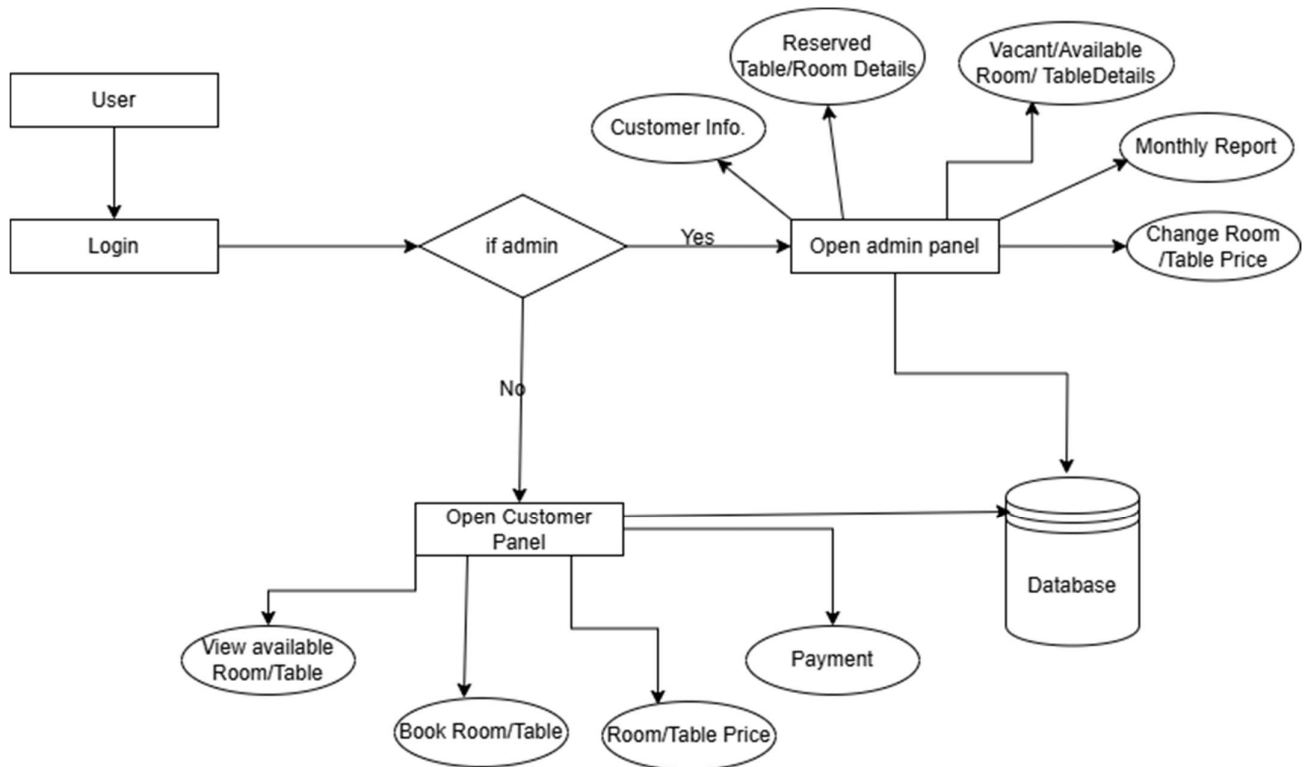


Figure 6.1.5: Basic Workflow Diagram

ER Diagram

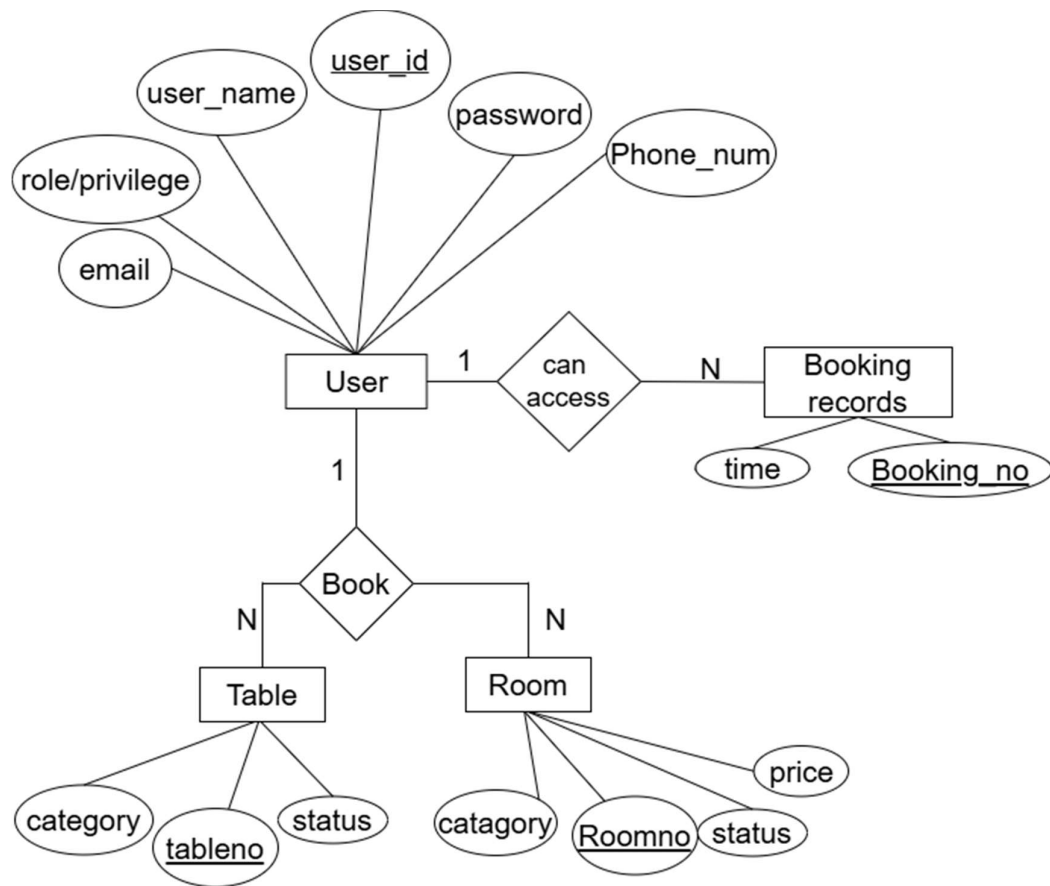


Figure 6.2.6: ER Diagram

7. Project Schedule

The project schedule follows the system development life cycle, spanning approximately two months. Key phases include requirement analysis, proposal defense, feasibility study, system design, development, testing, documentation, and final presentation. Each phase has a designated timeframe to ensure timely completion. An Agile approach is adopted, allowing overlapping tasks, iteration, and flexibility throughout development.

Activities	May 01-09	May 10-13	May 14-20	May 21-30	June 01-30	July 01-15	July 16-22	July 23-30
Project analysis								
Proposal Defense								
Feasibility study								
Designing								
Coding								
Testing								
Final testing								
Documentation								
Final Submission								

8. Development Cost Estimation

This section estimates the total resources required, including time, manpower, infrastructure, and miscellaneous expenses to complete the Hotel Booking System. A bottom-up approach is used, where costs for individual roles are calculated and then aggregated.

Effort and Timeline

Total Duration: 10 weeks

Team Members: 3

Weekly Working Hours per Member: 36

Total Estimated Effort: $36 \text{ hours} \times 10 \text{ weeks} \times 3 \text{ members} = 1080 \text{ hours}$

Role	Duration	Estimated Cost (Rs.)
Project Manager	2.4 months	76,000
Frontend Developer	2.4 months	68,000
Backend Developer	2.4 months	70,000
QA Engineer (<i>shared role</i>)	2.4 months	28,000 (<i>approx.</i>)
UI/UX Designer (<i>shared role</i>)	2.4 months	23,000 (<i>approx.</i>)
Total		2,65,000

Table: Personnel Cost Estimation

Infrastructure and Miscellaneous Costs

Includes server hosting, electricity, internet, domain names, version control services, etc. Estimated Total: Rs. 18,500

Grand Total Development Cost

Rs. 2,83,500

9. Deliverables

The deliverables of this project encompass all tangible and intangible outputs produced during the entire development process, demonstrating the successful realization of the Hotel Booking System. These deliverables serve as evidence of project progress, completion, and readiness for deployment and use.

List of Project Deliverables:

- Complete project report and documentation detailing design, development, and testing.
- A fully functional web-based Hotel Booking System for managing rooms and tables.
- Organized source code for frontend, backend, and database components.
- Presentation slides for project defense and evaluation.
- Deployment instructions to guide system installation.
- Optional user and admin manuals to support system use.

10. Conclusion

This Hotel Booking System offers a scalable and efficient solution for managing room and table reservations. By incorporating role-based access, real-time availability, and secure login, it enhances operational efficiency and improves customer experience. Automating the booking process reduces manual errors and streamlines hotel operations. Future enhancements could include expanded reporting and integration with payment systems, positioning the system as a reliable tool for hospitality management.

11.References

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