

CCN POLYTECHNIC INSTITUTE



HOTEL MANAGEMENT

Project report



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INTRODUCTION TO PROJECT

Project title “Hotel Management” (a project for keeping customers record and also calculate customer bill slip and managers salary)

Project title “Hotel Management” (a project for keeping customers record and also calculate customer bill slip and managers salary) The name of project is “Hotel Management”. The objective of the project is to computerize the system of the hotel.

The project contains:

- Keeping the record of all persons like customers, managers etc
- Maintains proper list of all persons
- Generating proper bill slip and calculate managers salary

Solution Overview

Though the US hotel is not newly opened, the hotel could experience managing the hotel work with help of technology in a systematic way. All the work is done manually, and this has caused certain unexpected problems, complaints, and several complaints from customers regarding reserving rooms.

Given below are points that cause the manual system to be replaced by web base hotel management system.

- ❖ Room reservations and other bookings are done over the telephone or by emails and they are recorded in hotel logbook reserved for reservation. Sometimes reservations through emails are not getting proper attendance and emails can be mixed with old emails. Also checking emails is not their habit.
- ❖ All the reports are generated manually. Therefore, the accuracy of these reports is low. This whole process has been inefficient since the managers can't retrieve the relevant data as quickly as they want.
- ❖ All the other manual work in the hotel requires many staff.
- ❖ Customer reservation books can be accessed by any person / staff member in the hotel; therefore, the confidentiality of customers' personal information is low.
- ❖ The poor management of food and beverages would result in conflicts between the cost incurred and the outcome.
- ❖ Historical data cannot be viewed at any time to make future decisions and referring to those data is consuming.

Therefore, to overcome these problems, the management decided to combine all the key hotel functions with

Information Communication Technology (ICT) and create a web base hotel management system.

System function Overview

This is our system overview. Our server connects with the database. The main users of our system are Customers, Managers, Staff members. In staff members there are receptionist, Chefs, Waiters, accountant, Housekeepers, Assistances. All users of our system interact with the survey to retrieve information and share information in-between. In the system all the members can generate reports as their preferences. The members can view details, can update details, and can delete details. All the data is saved in the database so connecting to the server users of the system can get any details that they want from the system.

Functional Requirements

User Data Management System

- ❖ record the customer's first name.
- ❖ record the customer's last name.
- ❖ record the number of occupants.
- ❖ record the room number.
- ❖ record the customer's phone number.
- ❖ generate a unique confirmation number for each.
- ❖ The system shall record customer feedback.

Food and Delivery Management System

- ❖ The system shall track all meals purchased in the hotel (restaurant and room service).
- ❖ The system shall record payment and payment type for meals.
- ❖ The system shall bill the current room if payment is not made at time of service.
- ❖ The system shall accept reservations for the restaurant and room service.
- ❖ Real-time tracking of vehicles allows managers to track the location of vehicle and gives.
- ❖ shipment visibility to end customers.
- ❖ This feature optimizes the delivery routes and offers the shortest and best route.
- ❖ View and control all the delivery operations in one place such as new shipment allocation,
- ❖ vehicle and driver tracking with communication.
- ❖ Customers can track the vehicle and driver, get status on their orders and an option to rate their experience.
- ❖ Save yourself from the headache of manually assigning delivery jobs by identifying the driver.
- ❖ Get the details of past and present deliveries such as order ID, Order tracking number,
- ❖ Store Customer details for future order identification

Event Management System

- ❖ record the customer's first name.
- ❖ record the customer's last name.
- ❖ record the number of participants for the event.

- ❖ record the event type.
- ❖ record the customer's phone number.
- ❖ generate a unique confirmation number for the event.
- ❖ The system shall record customer feedback.
- ❖ Customized processes & scheduling
- ❖ Effortless event updates & tracking
- ❖ Resources & documentation
- ❖ Data security & management
- ❖ Customer reporting & dashboards

Features Implemented

- **Login feature with Password . username and password assigned by create account**