

Project Description :

The Hotel Reservation System is a comprehensive web-based platform designed to automate and streamline hotel management operations while providing a smooth and efficient booking experience for clients. The system supports three main user roles: Client, Receptionist, and Admin, each having distinct permissions and responsibilities.

The system allows clients to browse and reserve rooms online, receptionists to manage daily hotel operations such as check-ins and check-outs, and admins to oversee all hotel activities, manage users, rooms, and generate reports.

Client Role

The **Client** is the hotel guest or visitor who interacts with the system to browse, book, and manage room reservations.

Client Features:

- Browse all available rooms with details such as price, images, amenities, and capacity.
- Search and filter rooms by date, room type, or availability.
- Check room availability in real-time before booking.
- Create an account or log in securely.
- Book rooms online and complete payments securely.
- View and manage their own booking history.
- Cancel or modify existing reservations (if allowed).
- Receive booking confirmations and notifications via email.
- Access a personalized dashboard to track active and past reservations.

Receptionist Role

The **Receptionist** acts as the front-desk operator responsible for handling daily hotel operations and managing guest reservations in real-time.

Receptionist Features:

- View and manage all room reservations.
- Check-in and check-out guests efficiently.
- Assign or reassign rooms to guests as needed.
- Update room status (Available, Occupied, or Under Maintenance).
- Create new reservations for walk-in clients.
- Access and verify payment status for each booking.
- Generate and print bills or receipts for clients.

- Communicate directly with clients regarding booking details or issues.
- Maintain guest information for record-keeping and reporting.

Admin Role

The **Admin** is the system's superuser who oversees and manages all operations within the hotel reservation system. The admin ensures that the system runs smoothly and efficiently while maintaining security and accuracy.

Admin Features:

- Manage all user accounts (Clients and Receptionists).
- Add, edit, or delete rooms and define room types or categories.
- Set room prices, offers, and seasonal discounts.
- Monitor all active and completed reservations.
- View and analyze occupancy rates and financial performance through reports.
- Approve or deactivate receptionist accounts.
- Maintain system settings, including room capacity, services, and amenities.
- Generate revenue, performance, and occupancy reports.
- Ensure data security and handle system backups.

Goal of the System

The primary goal of the Hotel Reservation System is to simplify hotel management, **enhance guest satisfaction**, and **minimize human error** by automating tasks such as room booking, billing, check-in/check-out, and report generation. The system ensures smooth communication between clients, receptionists, and administrators, creating an efficient and transparent hotel management environment.