

# 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.