HOTEL MANAGEMENT SYSTEM

REVIEW REPORT

WINSEM 2020-21

Submitted by

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Prepared For

SOFTWARE ENGINEERING (CSE3001) – J PROJECT COMPONENT

Submitted To

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(Deemed to be University under section 3 of UGC Act, 1956)

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ABSTRACT

In our project, on "**Hotel Management System**", we have tried to show how the Data/information in hotels is managed. This is just an overview of management in hotels. This has been achieved by dividing the project into various modules. Customer is provided with different services like checking in, checking out, and editing entries or can be advance payments etc. If the customer wants, he/she can cancel his/her booking. Enquiry about any customer or employee can be made either by customer Id or customer name. Enquiry about rooms available can also be made. Our project also includes the module for employee information. It will generate reports for customer, employees (working in the hotel) and Bill for customer is generated when the customer will check out from the hotel. We have included only few modules, as our purpose is to only have the idea or to study about how the management is done in hotels. By adding many more modules this type of project can have scope in various hotels. After going thought the existing system, problem was identified and the scope of development was finalized.

1. INTRODUCTION

Since the emergence of electronic computer, decision making and processing of information has been very easy. Data can now be stored on computer in a considerable space and retrieved within a short period of time compared with the manual method which is tedious and time consuming as the size of the file increases. Though, the ability of computer to store, retrieve and process data can also be done by human but the major difference is that computer can reliably execute millions of instructions within a nanosecond and store the result while it takes a longer period of time for human being to execute.

Hotel Management System is a software system where the management of entire hotel is computerized. The application stores customer record and daily activities performed in the hotel such as customer details, reservation details, creating a new room, vacating the rooms, etc. all are computerized and the management is done without any difficulty. It also generates report for authorized user on a daily basis and weekly report, thereby reducing the time and stress that will be undergone using the manual method.

1.1. PURPOSE AND MOTIVATION:

The purpose of this document is to present a detailed description of the HOTEL MANAGEMENT SYSTEM. It will explain the purpose and features of the system, the interfaces of the system, what the system will do, the constraints under which it must operate and how the system will react to external stimuli. This document is intended for both the stakeholders and the developers of the system and will be proposed to the Regional HOTEL Society for its approval.

1.2. AIM OF THE PROPOSED WORK:

The main aim of the entire activity is to automate the process of day-to-day activities of Hotel like Room activities, Admission of a New Customer, assign a room according to customer's demand, checkout of a computer and releasing the room and finally compute the bill etc. "HOTEL Management System" has been designed to computerized the following functions that are performed by the system:

1)Room Detail Functions:

Opening a New Room

Modification to room assigned

2)Check-in and check-out Detail Functions

Admission of New customer

Check-out of customer

Room assigning related to customer's need.

3)Statement of Customer Details

Check-in customer

Check-out customer

4)Room Details

Total number of Customers in the Hotel

Individual customer Report

1.3. SCOPE OF THE PROPOSED WORK:

This project can be used in the hotel after adding some more useful modules in the project for which hotel are providing services. Now a day's hotels are providing many other facilities, this project can also be improved with the improvement in the Hotels.

1.4. OBJECTIVE:

The objective of the Hotel Management System is to develop a software which maintains booking of rooms and handles accounts of hotel. This project is developed in window-based application and implemented using php and mysql.

1.5. REPORT ORGANIZATION:

The Overall Description section, of this document gives an overview of the functionality of the product. It describes the informal requirements and is used to establish a context for the technical requirements specification in the next chapter. The third chapter, Requirements Specification section, of this document is written primarily for the developers and describes in technical terms the details of the functionality of the product. Both sections of the document describe the same software product in its entirety, but are intended for different audiences and thus use different language.

2. LITERATURE SURVEY:

2.1. SURVEY OF EXISTING SYSTEM/WORKS:

The current Indian hotel market reflects the fact that hotel demand has improved over the past few years. However, hoteliers are concerned about the new supply of hotels, which, at an estimated room size of 100 rooms per hotel, reflects an increase of 9,900 additional hotel rooms in India, or approximately 11 percent of India's current hotel-room supply. Opportunities still exist for the budget-hotel category and, in a few instances, for the mid-market hotel supply. Hotel owners must use this time to consolidate and carry out improvements to their properties to prepare for better times ahead. Many of the new hotels currently under development should find when they open that the demand for hotel rooms is stronger than the demand that exists today.

2.2. SUMMARY IDENTIFIED IN THE SURVEY:

Hotels have always lacked the processing of demands of customers and as the number of customers increase the management of rooms and demands of customers are hard to be done manually so the proposed system can handle the work load efficiently and satisfies the needs of users.

3. PROPOSED SYSTEM REQUIREMENTS ANALYSIS AND DESIGN:

3.1. APPLICABILITY:

The proposed system, Hotel Management System which is going to be implemented for hotels which are not automated with technical facilities and the proposed system will automate the major operations of the hotel. The Reservation System is to keep track in room and hall reservation and check availability. The Room Management System is for manage all room types room services. The Inventory Control System will keep track in all inventories of the hotel and guest details will handled by customer management. Administration department will monitor the all. There are two End Users for this system. The End Users are Owner (Admin) and Customer. Owner can access to all system functionalities without any restrictions. Customer is provided with facilities like searching for rooms. To keep restrictions for each End User levels the system can create different Login functions.

3.2. REQUIREMENT ANALYSIS:

Customer Expectations:
• Room booking capability
• Cancelling booked rooms
• Pictures of room Admin Expectations:
• Handling customer bookings
• Rooms are to be categorized by prices and facilities.
• Managing Payments
• Handling rooms

3.2.1. STAKEHOLDER IDENTIFICATION:

• The project sponsors – Hotel/Hotels
• Project Team – Our team
• Support staff – Hotel Management Staff
• Customers – Tourists/Families on Vacation
• Opponents to the project – Other hotels

3.2.2. FUNCTIONAL REQUIREMENTS:

• Admission of a New Customer
• Customer can login if he is existing user
• Customer can book a room after logging in.
• Customer can check booking status.
• Customer can update his/her profile.
• Customer can cancel his/her booked room.
• Admin must login for accessing admin portal.
• Admin can check feedback forms.
• Admin can update his his/her portal.
• Admin can check list of rooms available and can also update it.
• Admin has access to room registration log.

3.2.3. NON-FUNCTIONAL REQUIREMENTS:

• Customer can give feedback about the facilities
• Customer details are taken for booking a room
• Check in and check out dates of customers
• The graphical user interface should feel comfortable
• System must be easy to use, efficient and accessible
• System should keep tracks of documentation and activities

• Total bill must be made after the checkout of the rooms by customer
• Data in database of system should not have any loss or damage
SECURITY, AVAILABILITY, RELIABILTY ARE ALSO COMES UNDER THIS.

3.2.4. SYSTEM REQUIREMENTS:

Any system having a web browser can access the website.

3.2.4.1. H/W REQUIREMENTS (details about Application-Specific Hardware)

• Processor: Pentium IV or above
• Hard Disk: 250mb or above
• Ram: 2Gb
• CPU Speed: 2.6 GHz
• Monitor: Tft/Ips(display), 1920X1280(Recommended)
• Mouse: Optical mouse/Track Pad

3.2.4.2. S/W REQUIREMENTS (details about Application-Specific Software)

• Operating System: Windows 10
• IDE Tool: Notepad++
• Framework: struts2(Apache)
• Client-side Scripting: JavaScript, HTML, CSS
• Server-Side Scripting: PHP My Admin
• Programming Language: Java
• Database: MySQL
• Web server: Apache
• Web Browser: Any Browser

3.2.5. SRS DOCUMENT LINK:

https://documentcloud.adobe.com/link/review?uri=urn:aaid:scds:US:fb8ff364-63a5-450e-8cdc-e4d131f2b51f

3.2.6. SDS DOCUMENT LINK:

https://documentcloud.adobe.com/link/review?uri=urn:aaid:scds:US:63e6f234-46ef-4290-a5ea-be36cf82818c

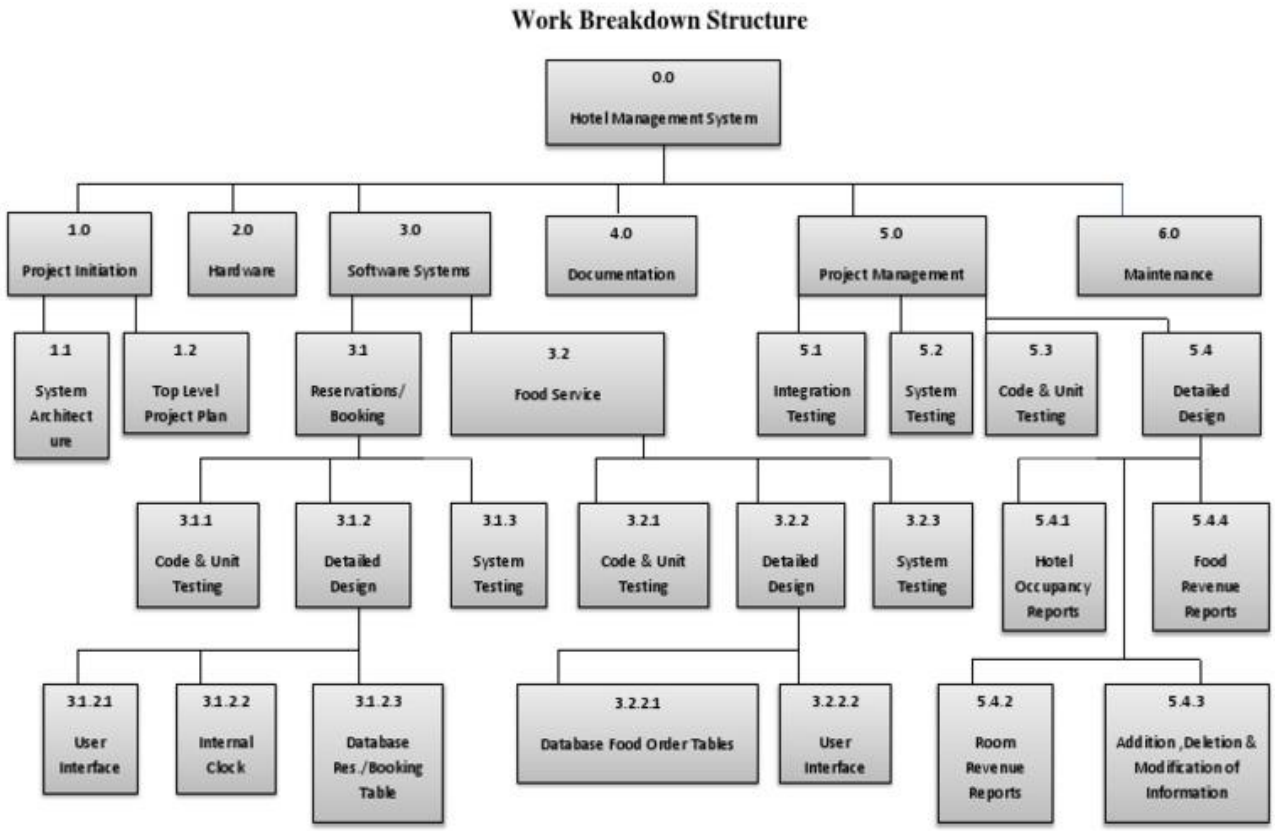
3.2.7. WORK BREAKDOWN STRUCTURE:

HOTEL MANAGEMENT SYSTEM	CUSTOMER	LOGIN PAGE	1A
		FORGOT PASSWORD	1B
		ADD ACCOUNT	1C
		BOOKING FORM	1D
		BOOKING STATUS	1E
		ROOM CANCELLING	1F

	ADMIN	LOGIN PAGE	2A
		UPDATE PROFILE	2B
		ROOM DETAILS	2C
		USER DETAILS	2D
		BOOKING DETAILS	2E

WORK BREAK DOWN:

TEAM MEMBERS REGISTRATION NUMBER	NAME	WORK ASSIGNED
19BCI0163	CHINTHALA HARDHEEK	1A,1B,1C,1D
19BCE0320	NIDAMANURU AJAY	1E,1F,2A,2B
19BCE0441	K. MOHNISH	2C,2D,2E



3.2.8. GANTT CHART:

HOTEL MANAGEMENT SYSTEM *

ProjectLibre

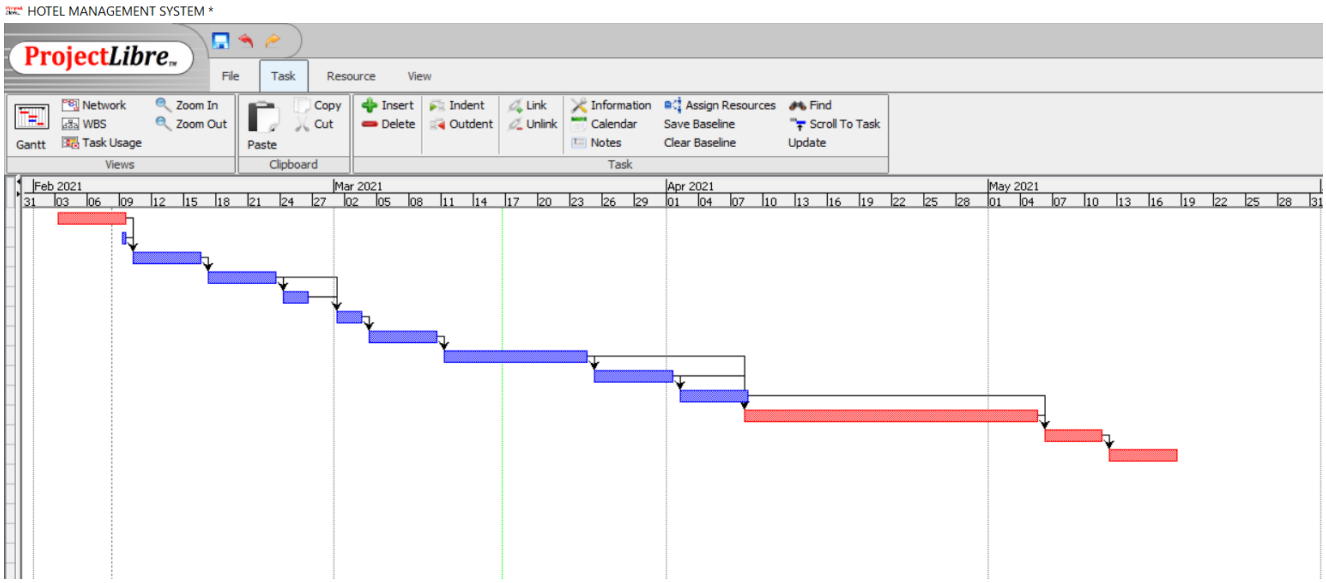
File | Task | Resource | View

Gantt | Network | WBS | Task Usage | Zoom In | Zoom Out — Views

Paste | Copy | Cut — Clipboard

Insert | Delete | Indent | Outdent | Link | Unlink | Information | Calendar | Notes | Assign Resources | Save Baseline | Clear Baseline — Task

	Name	Duration	Start	Finish	Predecessors
1	START	5 days	3/2/21 8:00 AM	9/2/21 5:00 PM	
2	SETUP ACUISITION TEAM	1 day	9/2/21 8:00 AM	9/2/21 5:00 PM	
3	FEASIBILITY STUDY	5 days	10/2/21 8:00 AM	16/2/21 5:00 PM	1;2
4	REQUIREMENT ANALYSIS	5 days	17/2/21 8:00 AM	23/2/21 5:00 PM	3
5	SELECTING THE PROJECT M(	3 days	24/2/21 8:00 AM	26/2/21 5:00 PM	4
6	FUNCTIONAL SPECIFICATIO	3 days	1/3/21 8:00 AM	3/3/21 5:00 PM	4;5
7	MODELLING AND DESIGN	5 days	4/3/21 8:00 AM	10/3/21 5:00 PM	6
8	VERIFICATION	10 days	11/3/21 8:00 AM	24/3/21 5:00 PM	7
9	TESTING	6 days	25/3/21 8:00 AM	1/4/21 5:00 PM	8
10	DECIDING ADDITIONAL REQ	5 days	2/4/21 8:00 AM	8/4/21 5:00 PM	9
11	INTEGRATE INTO EXISTING I	20 days	8/4/21 8:00 AM	5/5/21 5:00 PM	8;9
12	TESTING OF FINAL MODEL	4 days	6/5/21 8:00 AM	11/5/21 5:00 PM	10;11
13	ERROR RESOLUTION	5 days	12/5/21 8:00 AM	18/5/21 5:00 PM	12



3.2.9. PROCESS MODEL FOR PROJECT:

V-MODEL (VERIFICATION AND VALIDATION MODEL)

For the implementation of the system V-model is used. The V-model is a type of SDLC model where process executes in a sequential manner in V-shape. It is also known as Verification and Validation model. It is based on the association of a testing phase for each corresponding development stage. Development of each step directly associated with the testing phase. The next phase starts only after completion of the previous phase i.e. for each development activity, there is a testing activity corresponding to it.

JUSTIFICATION FOR PROCESS MODEL:

There are no ambiguous or undefined requirements.

- Requirements are well defined, clearly documented and fixed.
- It is not a complex system.
- There was no high risk involved
- Product definition is stable.
- Technology is not dynamic and is well understood by the project team.
- The model plans for verification and validation activities early in the lifecycle thereby enhancing the probability of building an error free and good quality product.

4. DESIGN OF THE PROPOSED SYSTEM:

4.1. INTRODUCTION:

The product is a replacement for the old management system as the system will be designed for future longevity and extensibility. It is vital for a corporation to keep an up-to-date system as an outdated management system can be detrimental to the system which will connect to the larger aspects of a system. It will be integrated into the companies online booking system which will allow for the staff to manage the bookings.

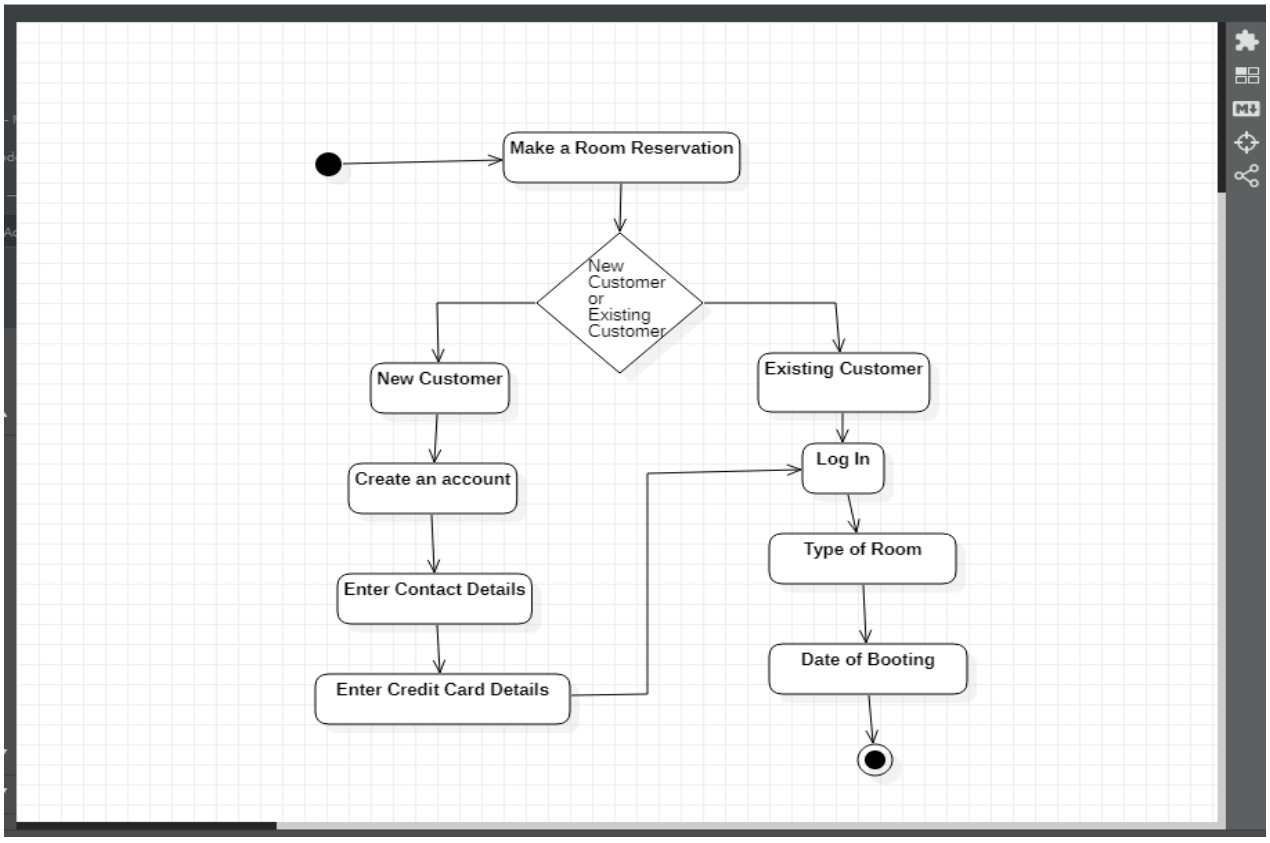
4.2. HIGH LEVEL DESIGN:

Algorithm or flow chart is generated according to the data and task is performed.

4.2.1. ARCHITECTURE DESIGN:

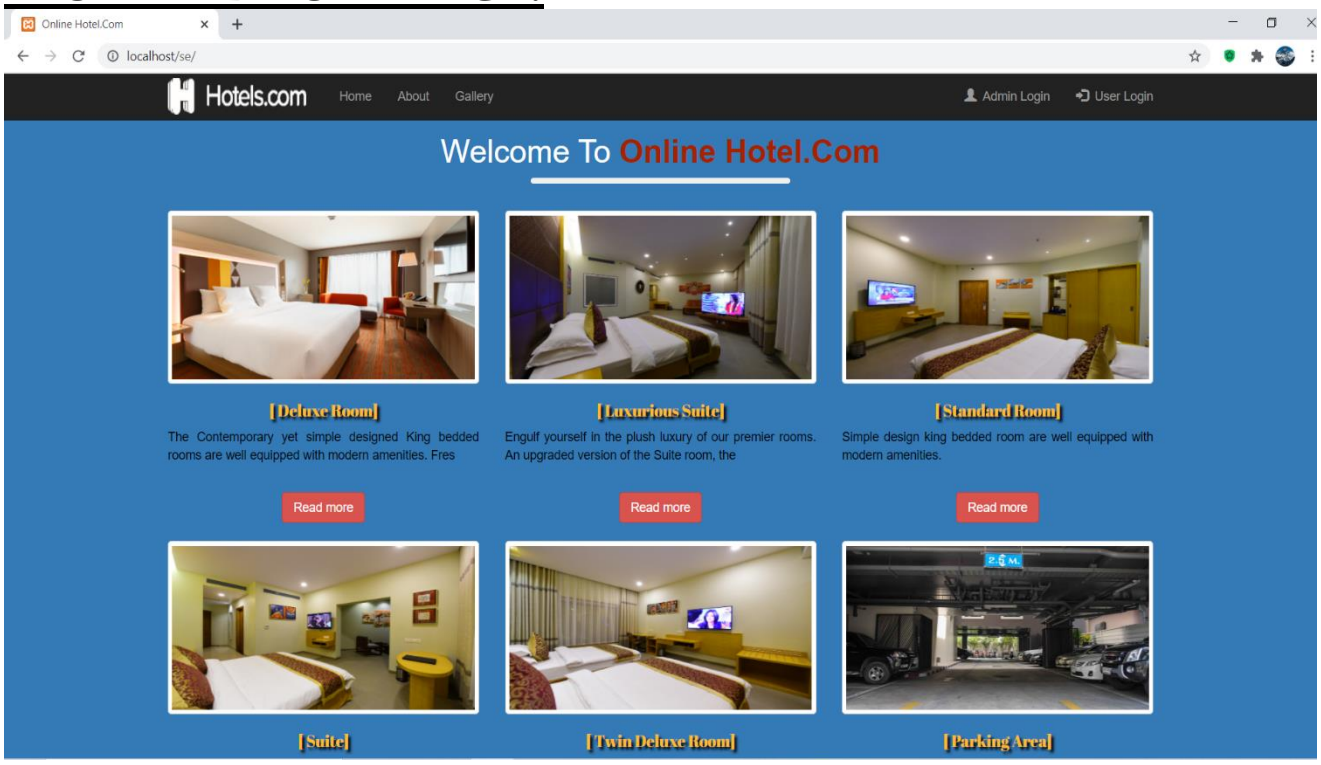
For Designing the diagrams, we used STAR UML for creation and Implementation. All the diagrams are linked to chapters of project.

4.2.2. ARCHITECTURE DIAGRAM:



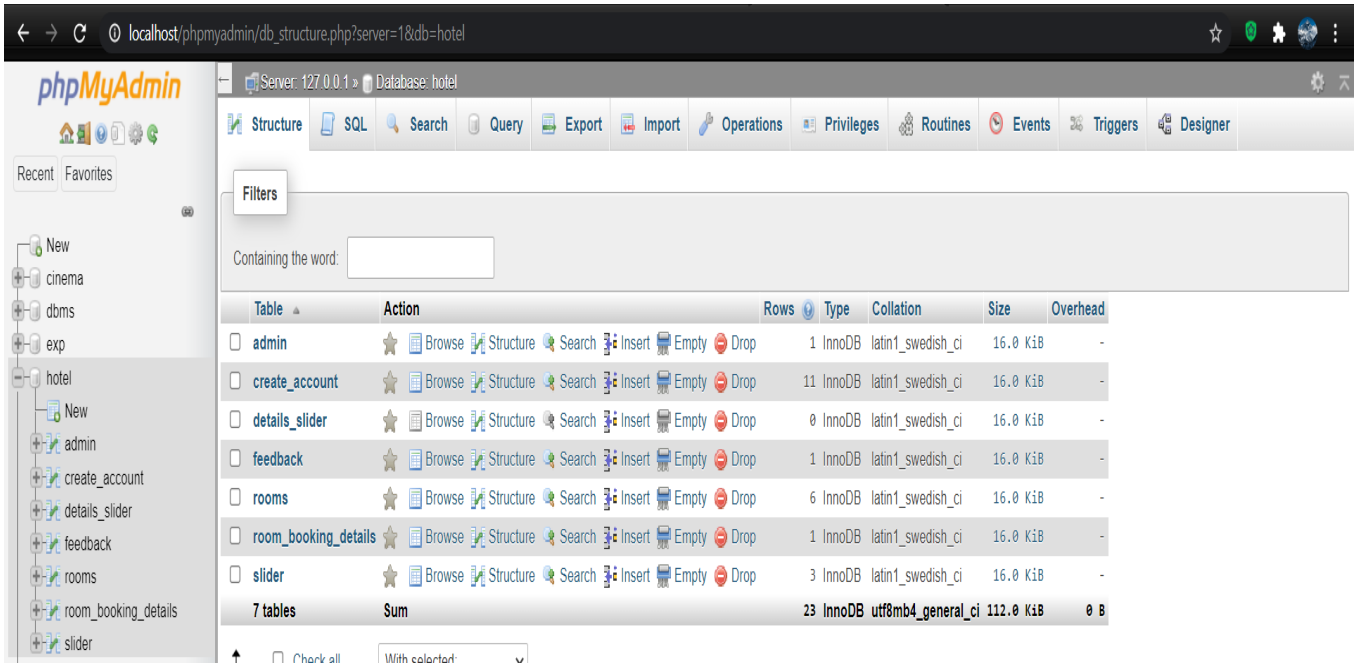
4.2.3. UI DESIGN:

FRONT END HOME PAGE:



BACKEND PAGE:

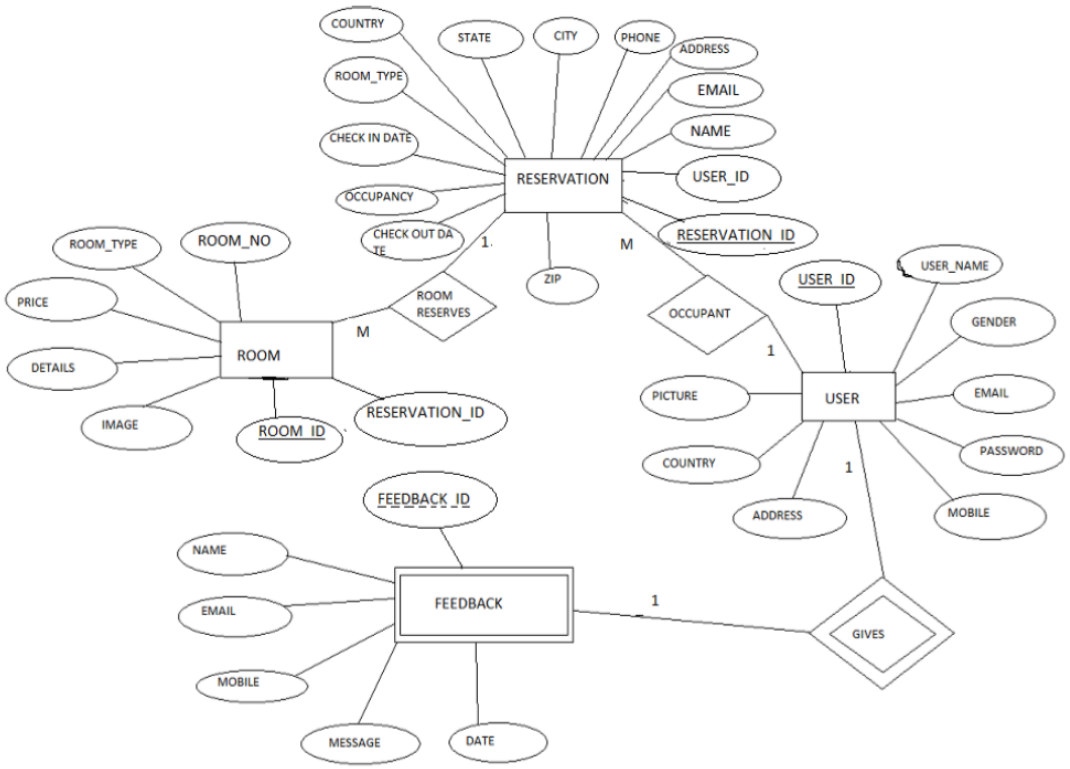
DATABASE NAME IS HOTEL AND IMPLEMENTED IN PHPMYADMIN

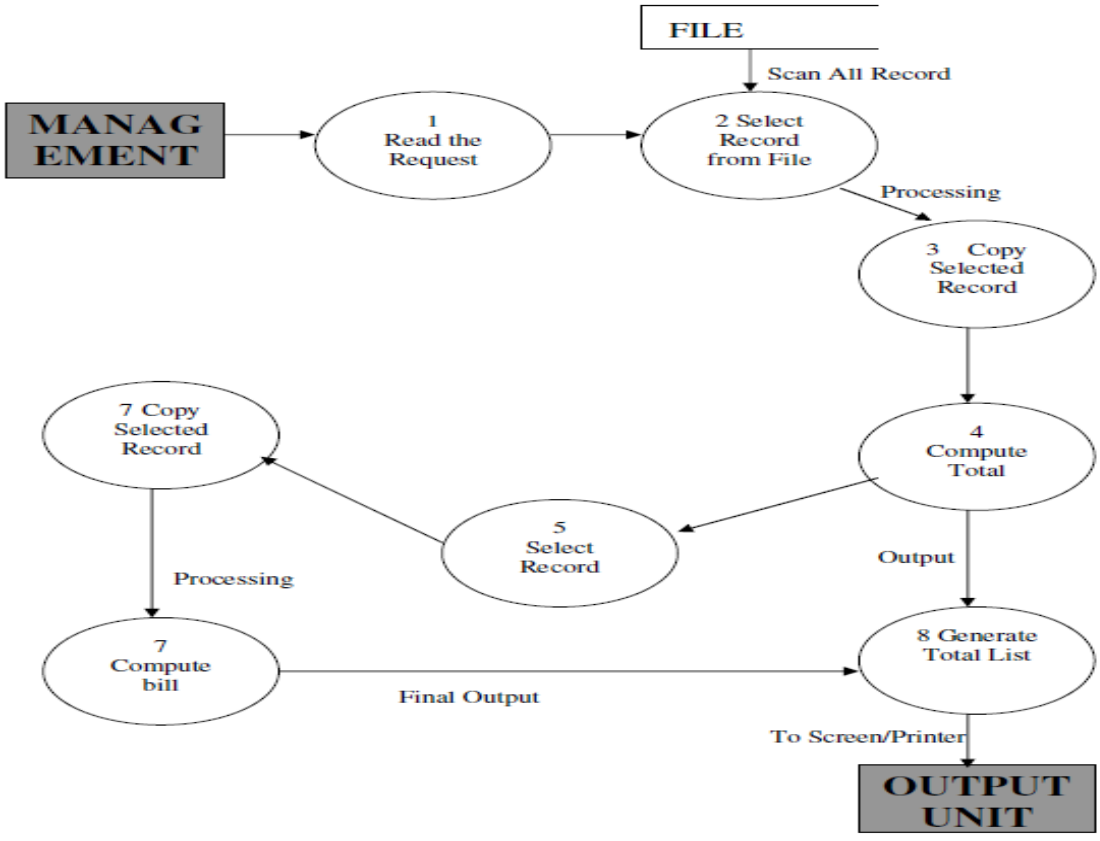


USER INTERFACE IS DESIGNED WITH HIGH SECURITY OF LOGIN MODE WITH PASSWORD SO USER CAN LOGIN OR CREATE ACCOUNT BY HIS OWN STRONG PASSWORD.

4.3. DETAILED DESIGN:

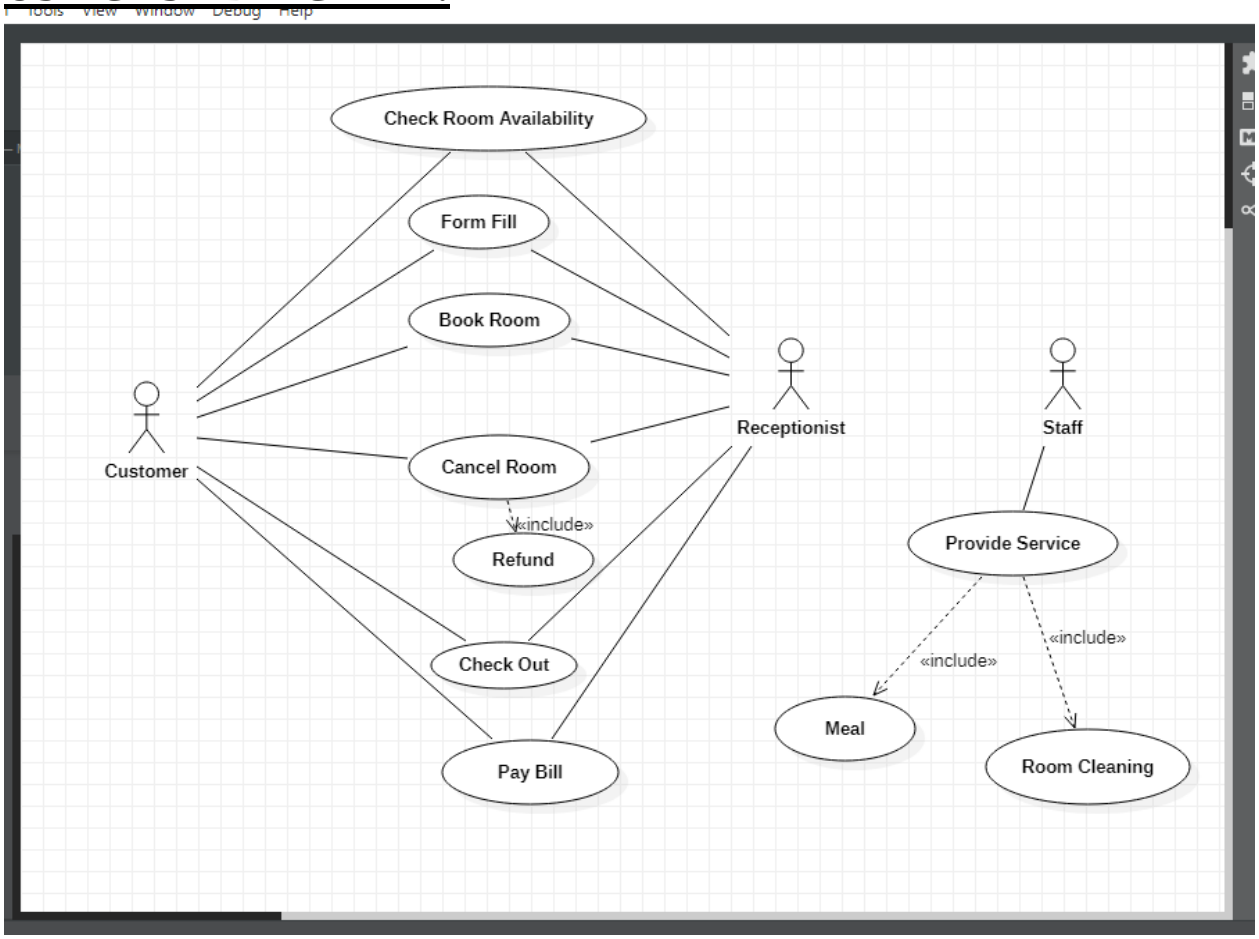
4.3.1. ER DIAGRAM AND DFD:



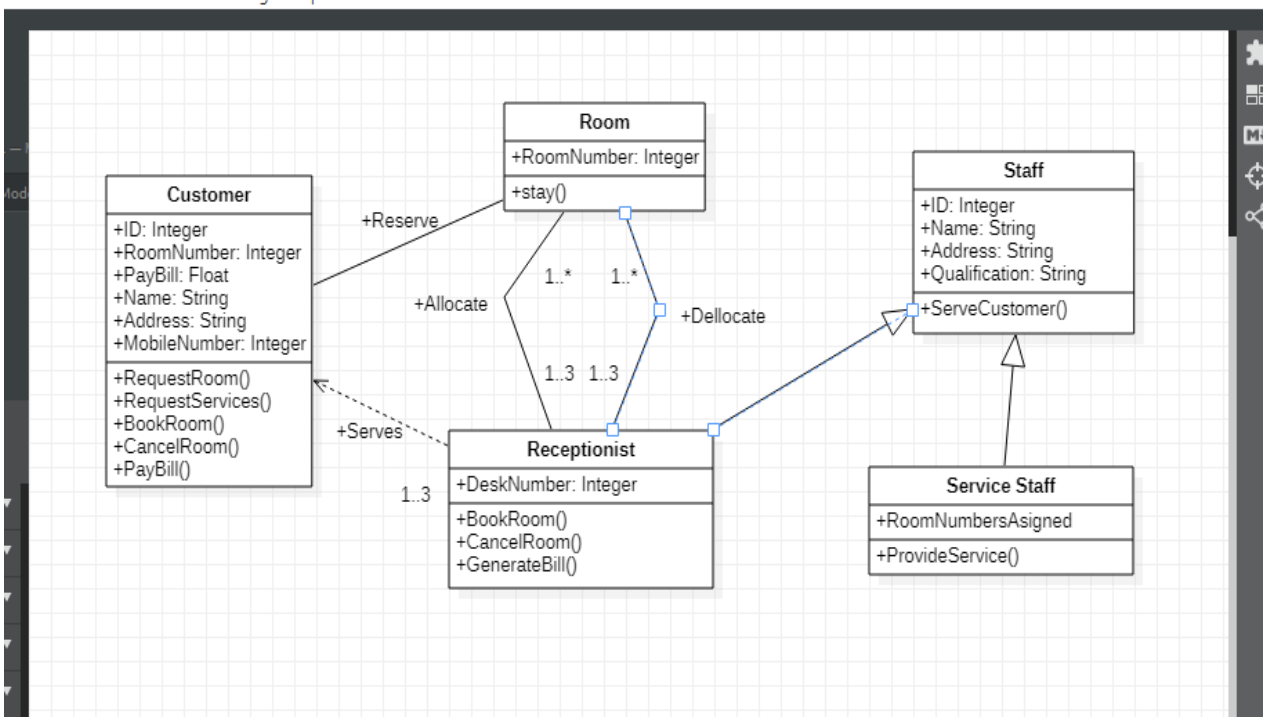


4.3.2. UML DIAGRAMS:

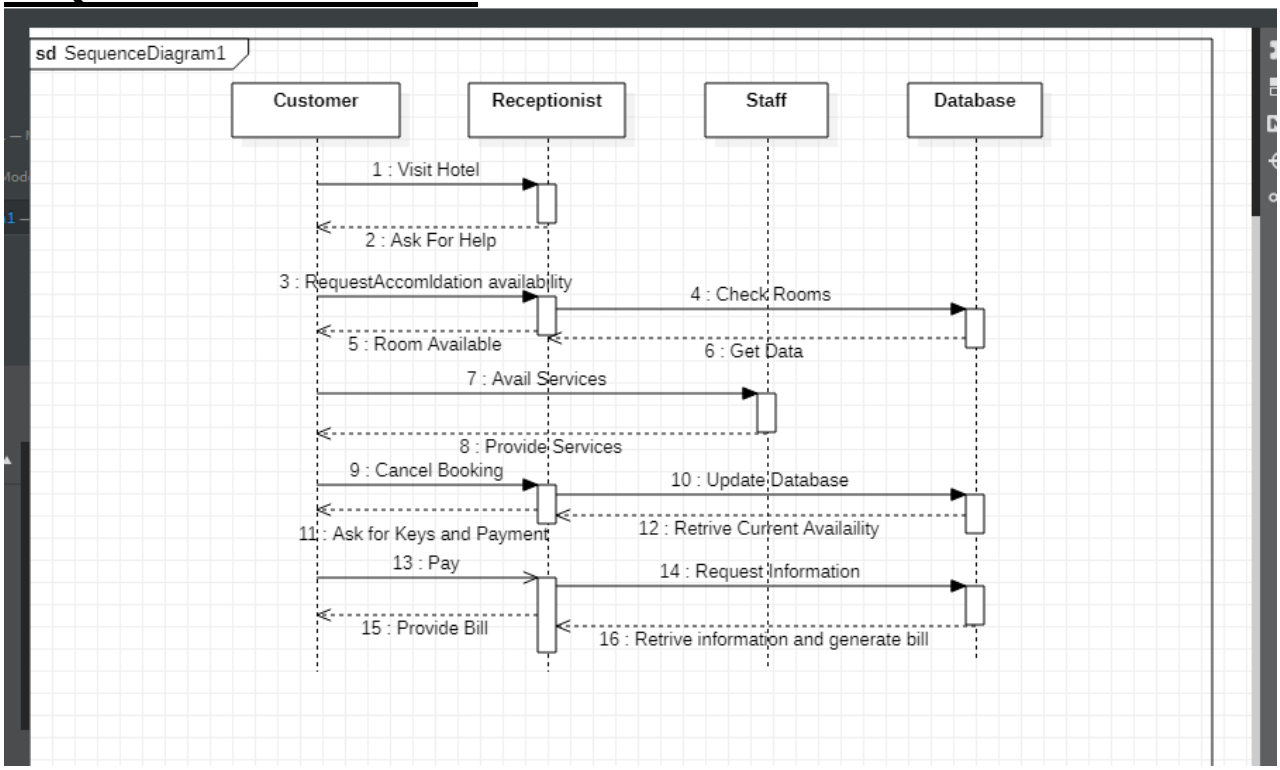
USE CASE DIAGRAM:



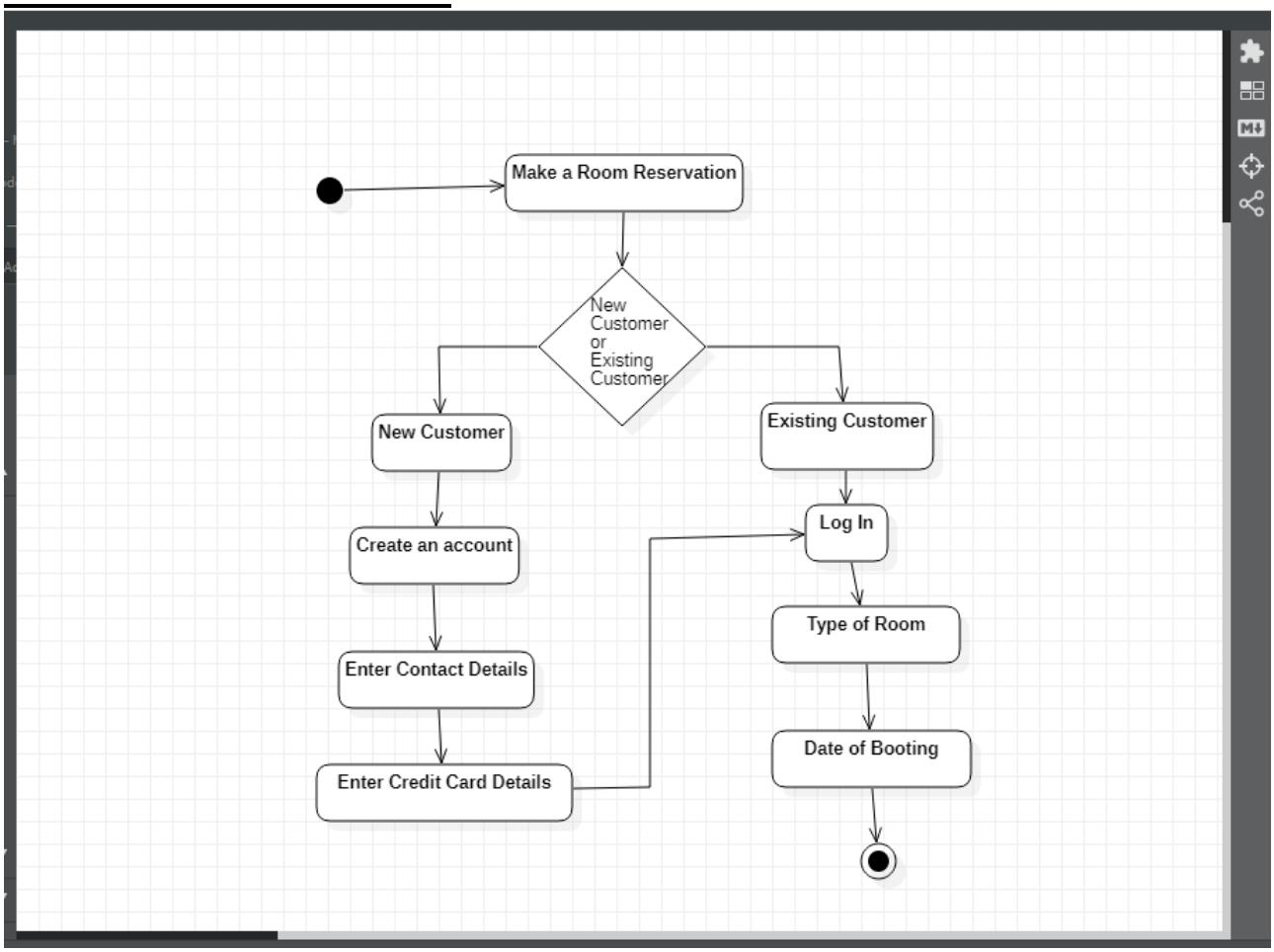
CLASS DIAGRAM;



SEQUENCE DIAGRAM:



ACTIVITY DIAGRAM:



5. IMPLEMENTATION AND TESTING:

GOOGLE DRIVE LINK FOR WHOLE PROJECT:

https://drive.google.com/drive/folders/1r1sjvcPiT9Jgxc0p8GLead5UX3jGKFdc?usp=sharing

CODE: INDEX.PHP

```
<?php
session_start();
error_reporting(1);
include('connection.php');
?>
<!DOCTYPE html>
<html lang="en">
<head><!--Head Open Here-->
<title>Online Hotel.Com</title>
<meta charset="utf-8">
<meta name="viewport" content="width=device-width, initial-scale=1">
<link rel="stylesheet"
href="https://maxcdn.bootstrapcdn.com/bootstrap/3.4.0/css/
bootstrap.min.css">
<script
src="https://ajax.googleapis.com/ajax/libs/jquery/3.3.1/jquery.min.js"></scri
pt>
<script
src="https://maxcdn.bootstrapcdn.com/bootstrap/3.4.0/js/bootstrap.min.js"><
/script>
<link href="https://fonts.googleapis.com/css?family=Abril+Fatface"
rel="stylesheet">
<link href="css/style.css"rel="stylesheet"/>
</head><!--Head Open Here-->
<body style="margin-top:50px;">
<?php
include('Menu Bar.php')
?>
<div id="myCarousel" class="carousel slide" data-ride="carousel"><!--
Slider Image Start Here-->
<!-- Indicators -->
<ol class="carousel-indicators">
<li data-target="#myCarousel" data-slide-to="0" class="active"></li>
<li data-target="#myCarousel" data-slide-to="1"></li>
```

```
<li data-target="#myCarousel" data-slide-to="2"></li>
</ol>
<!--Indicators Close Here-->
<!-- Wrapper for slides -->
<div class="carousel-inner" role="listbox">
<?php
$i=1;
$sql=mysqli_query($con,"select * from slider");
while($slider=mysqli_fetch_assoc($sql))
{
$slider_img=$slider['image'];
$slider_cap=$slider['caption'];
$path="image/Slider/$slider_img";
if($i==1)
{
?>
<div class="item active">
<img src="<?php echo $path; ?>" alt="Image">
<div class="carousel-caption">
<h2><?php echo $slider_cap; ?></h2>
</div>
</div>
<?php
}
else
{
?>
<div class="item">
<img src="<?php echo $path; ?>" alt="Image">
<div class="carousel-caption">
<h2><?php echo $slider_cap; ?></h2>
</div>
</div>
<?php } ?>
<?php $i++; } ?>
</div>
<a class="left carousel-control" href="#myCarousel" role="button" data-
slide="prev">
<span class="glyphicon glyphicon-chevron-left" aria-
hidden="true"></span>
<span class="sr-only">Previous</span>
</a>
```

```
<a class="right carousel-control" href="#myCarousel" role="button" data-
slide="next">
<span class="glyphicon glyphicon-chevron-right" aria-
hidden="true"></span>
<span class="sr-only">Next</span>
</a>
<!-- Left and right controls Close Here -->
</div><!--Room Info Start Here-->
<div class="container-fluid"id="red"><!--Id Is Red-->
<div class="container text-center">
<h1>Welcome To <font color="#a6e22b;"><b>Online
Hotel.Com</b></font></h1><hr><br>
<div class="row">
<div class="hov"><!--Hov is Class-->
<?php
$sql=mysqli_query($con,"select * from rooms");
while($r_res=mysqli_fetch_assoc($sql))
{
?>
<div class="col-sm-4">
<img src="image/rooms/<?php echo $r_res['image']; ?>"class="img-
responsive
thumbnail"alt="Image"id="img1"><!--Id Is Img-->
<h4 class="Room_Text">[ <?php echo $r_res['type']; ?>]</h4>
<p class="text-justify"><?php echo substr($r_res['details'],0,100);
?></p><br>
<a href="room_details.php?room_id=<?php echo $r_res['room_id']; ?>"
class="btn btndanger
text-center">Read more</a><br><br>
</div>
<?php } ?>
</div>
</div>
</div>
</div>
<?php
include('Footer.php')
?>
</body>
</html>
```

5.1. IMPLEMENTATION DETAILS (SNAP SHOTS):

CONNECTION TO DATABASE OF BACKEND TO FRONTEND:

HOME PAGE:

WELCOME HOME PAGE

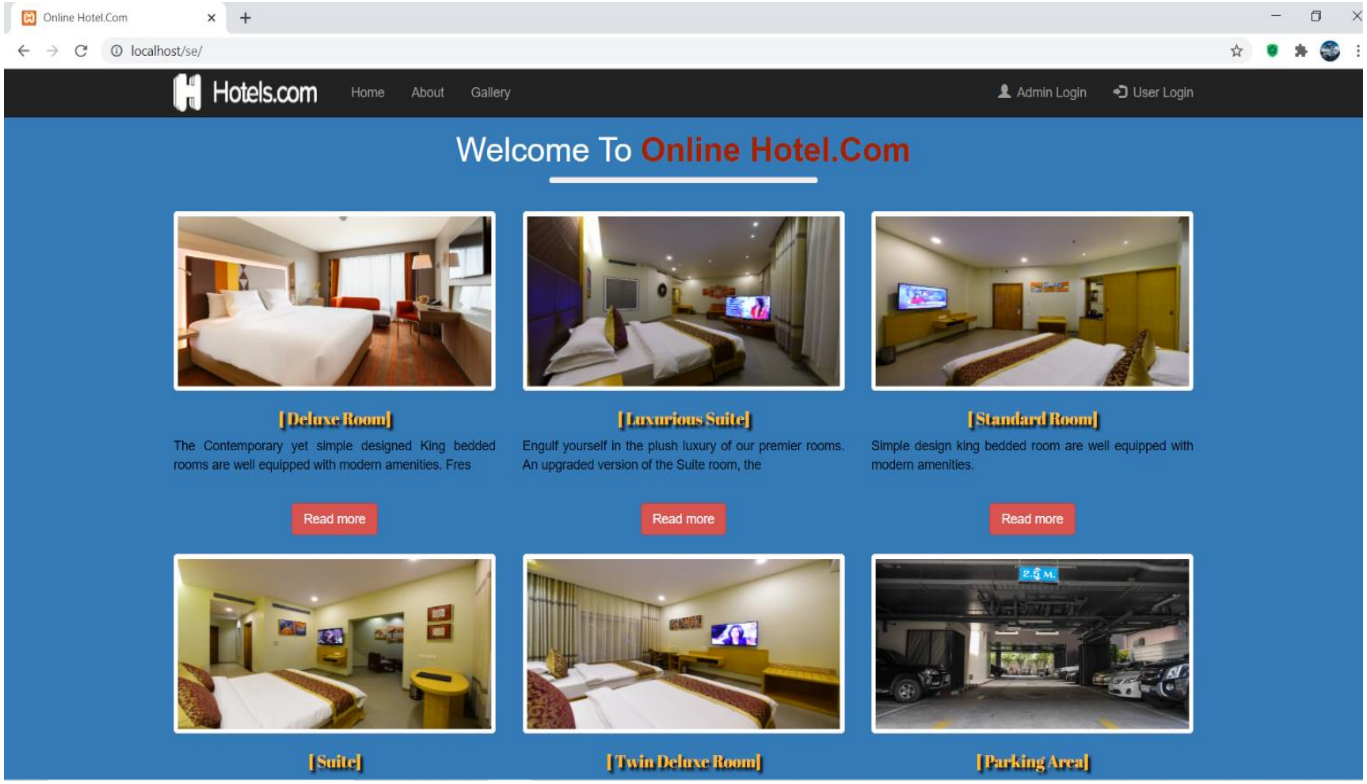
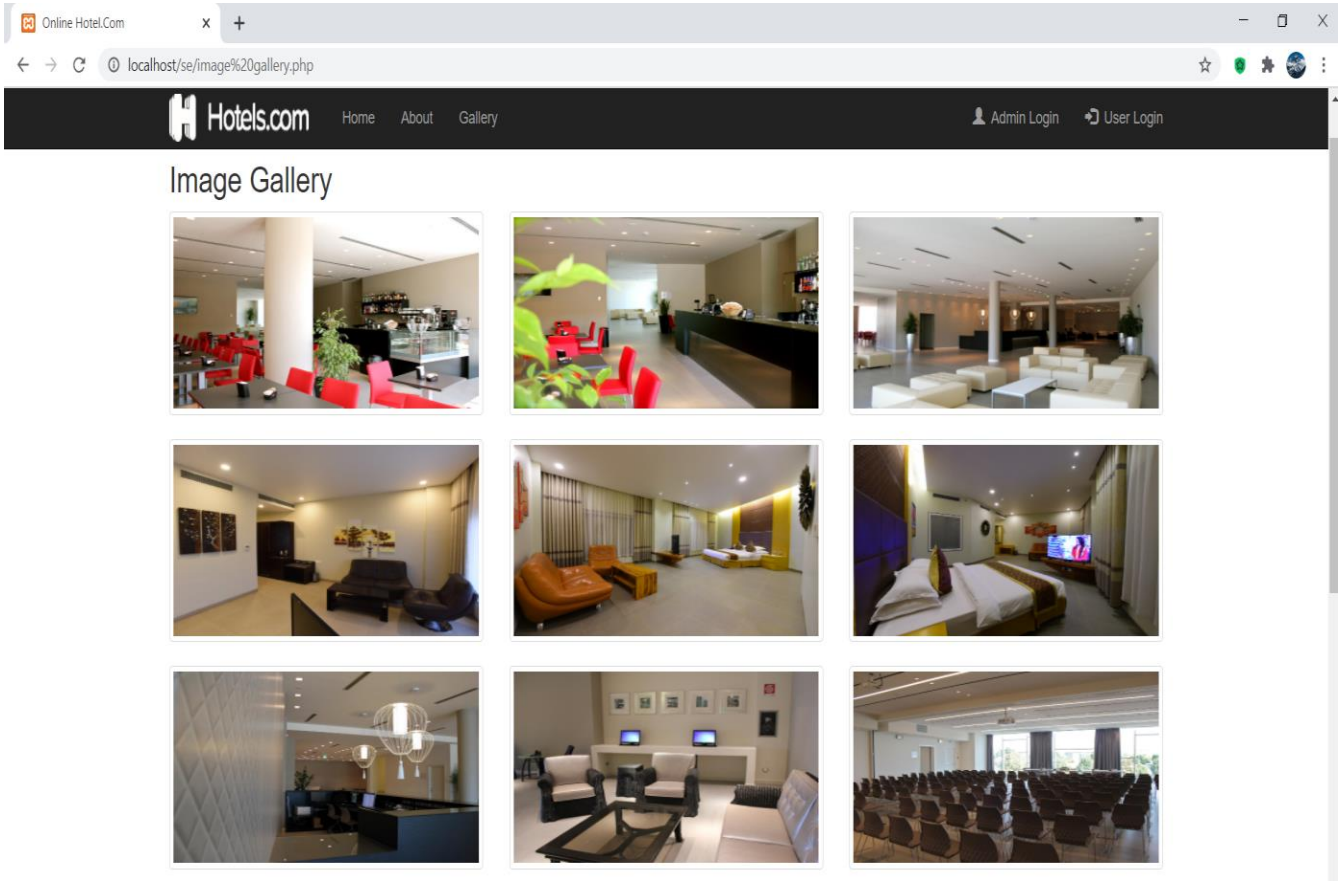
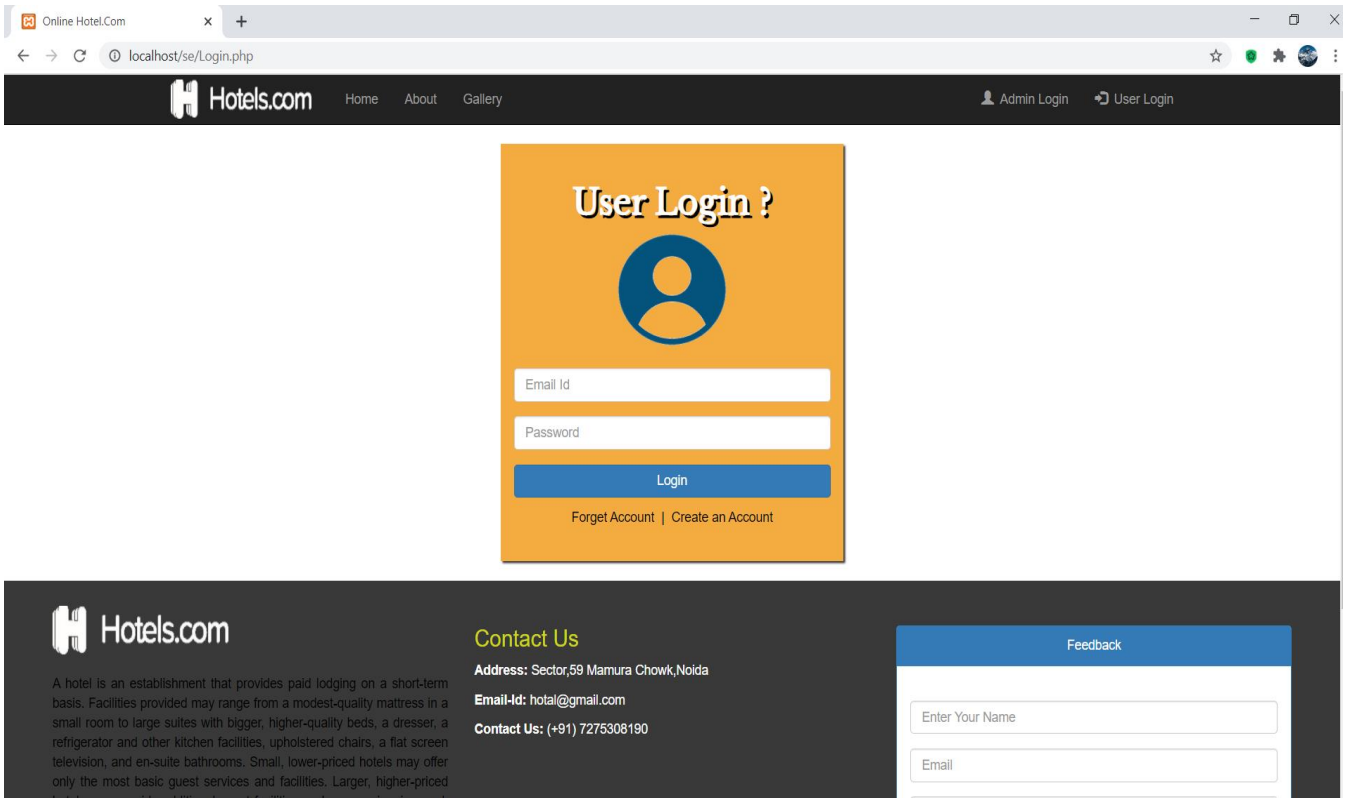


IMAGE GALLERY PAGE:



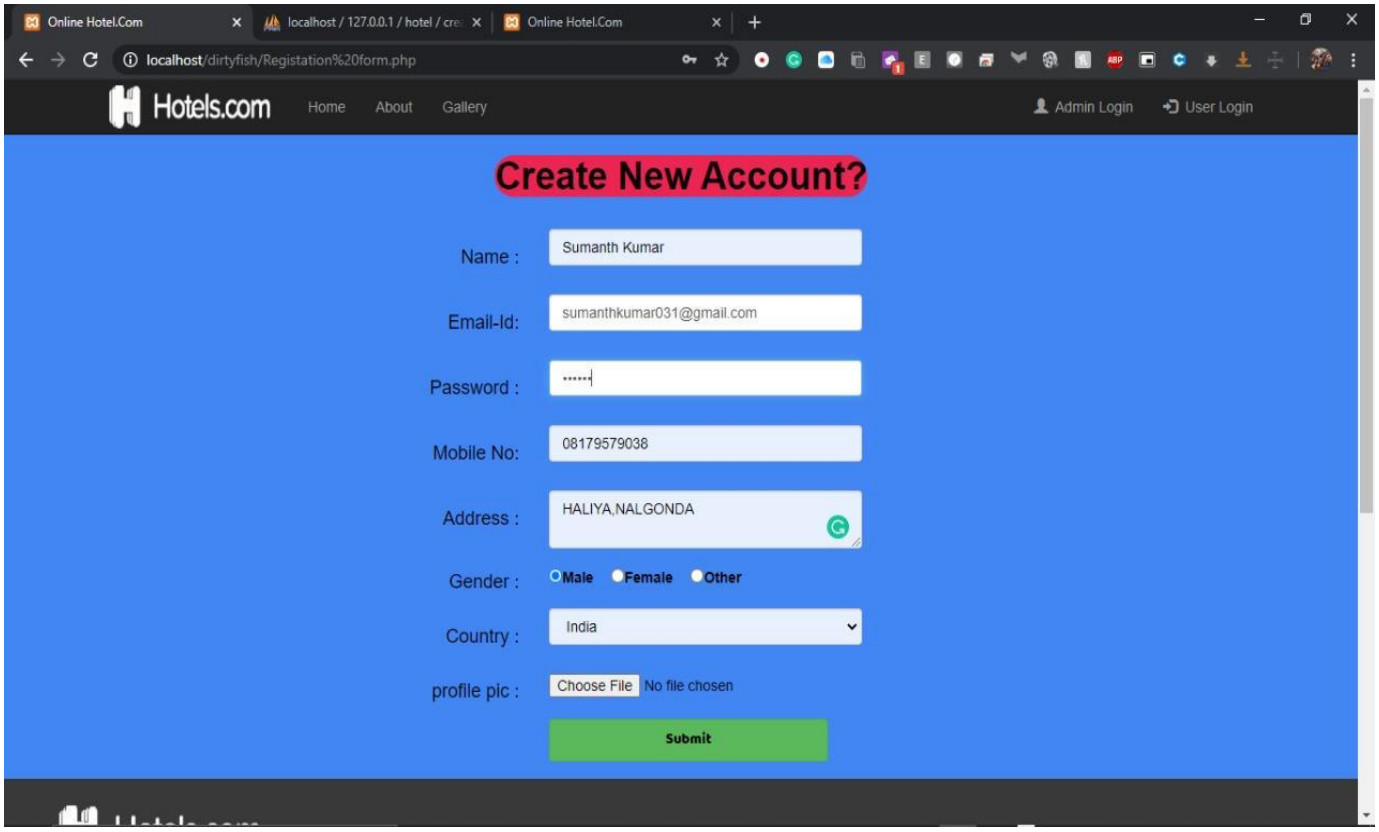
USER LOGIN PAGE:

AFTER ENTERING LOGIN DETAILS REDIRECTS TO BOOKING PAGE



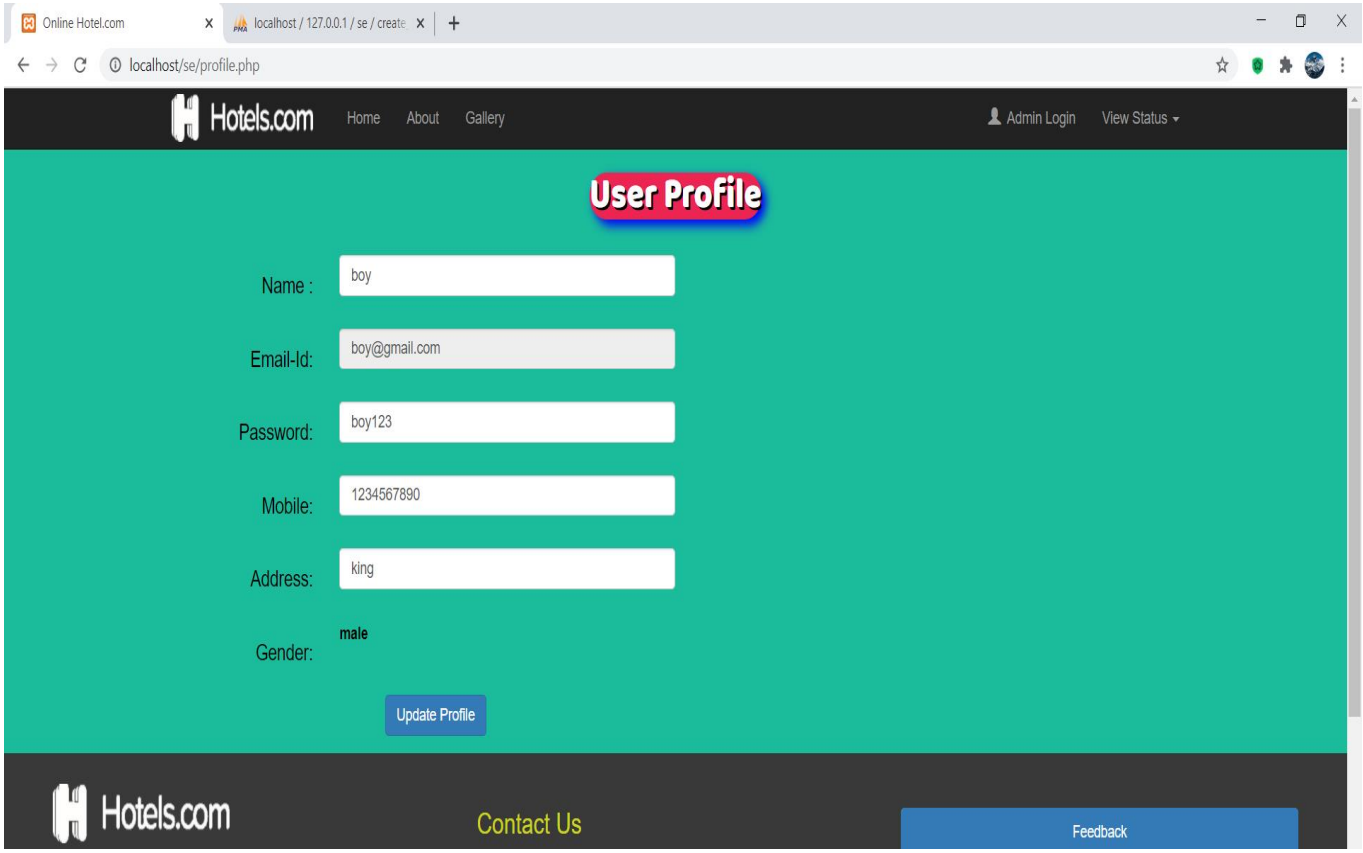
USER CREATE ACCOUNT PAGE:

NEW CUSTOMER CAN CREATE ACCOUNT HERE

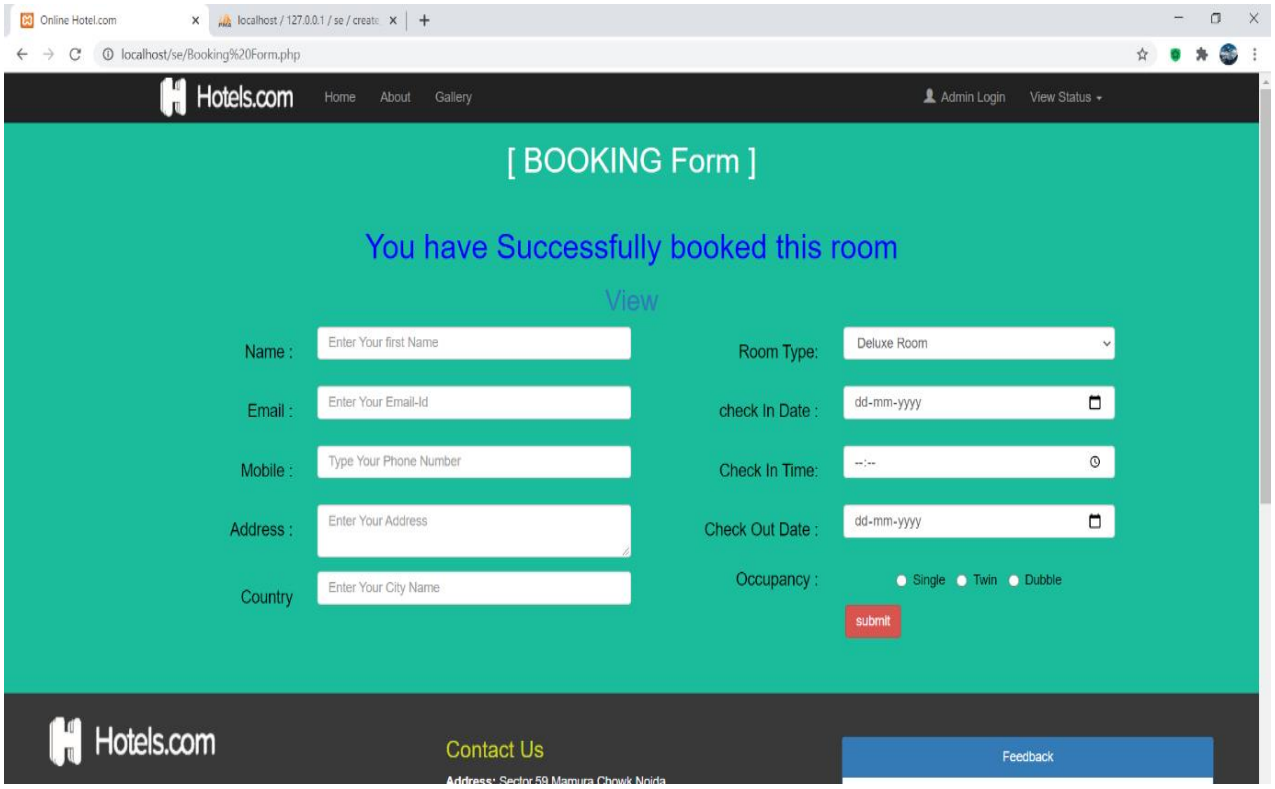


USER PROFILE PAGE:

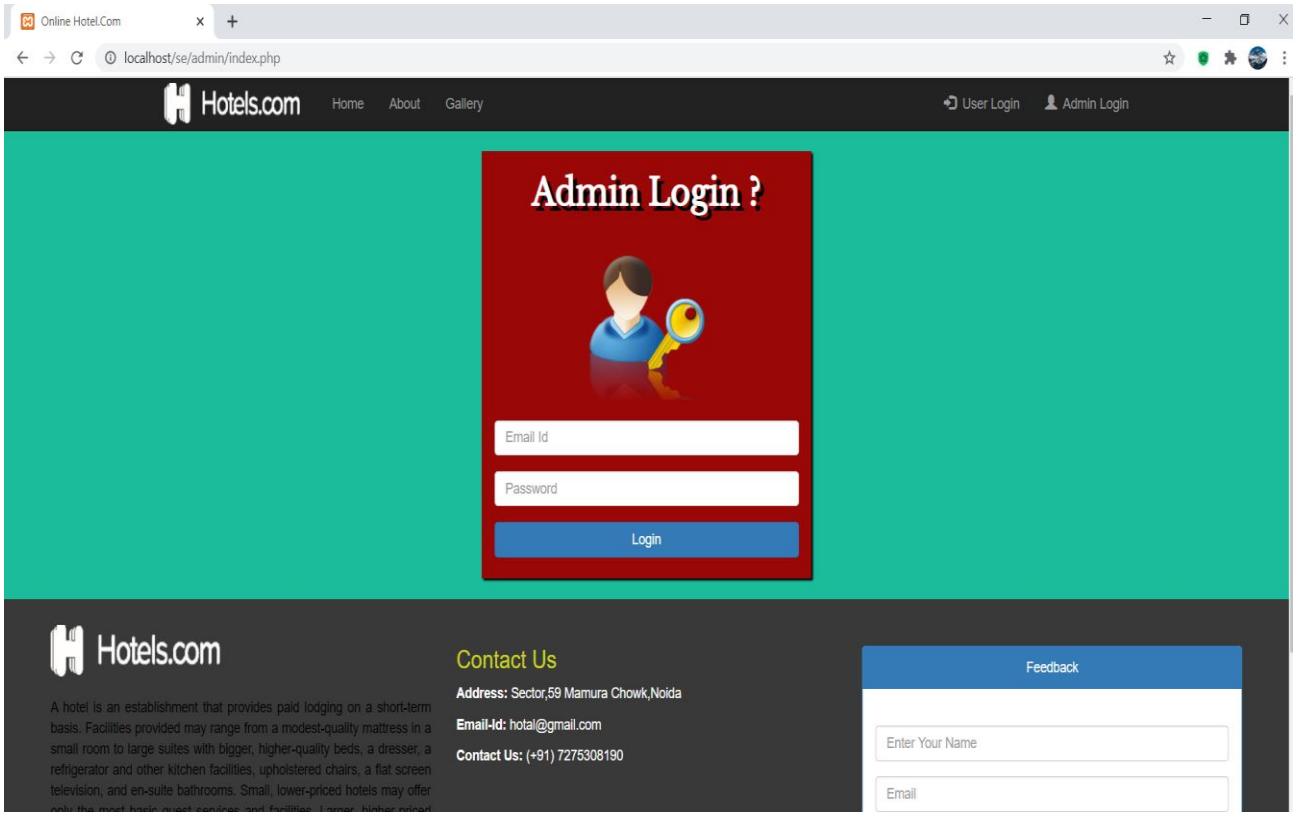
USERS CAN UPDATE THEIR PROFILE



BOOKING FORM PAGE:
AFTER SELECTING THE ROOM USER CAN FILL DETAILS AND SUCCESSFUL BOOKING IS DONE

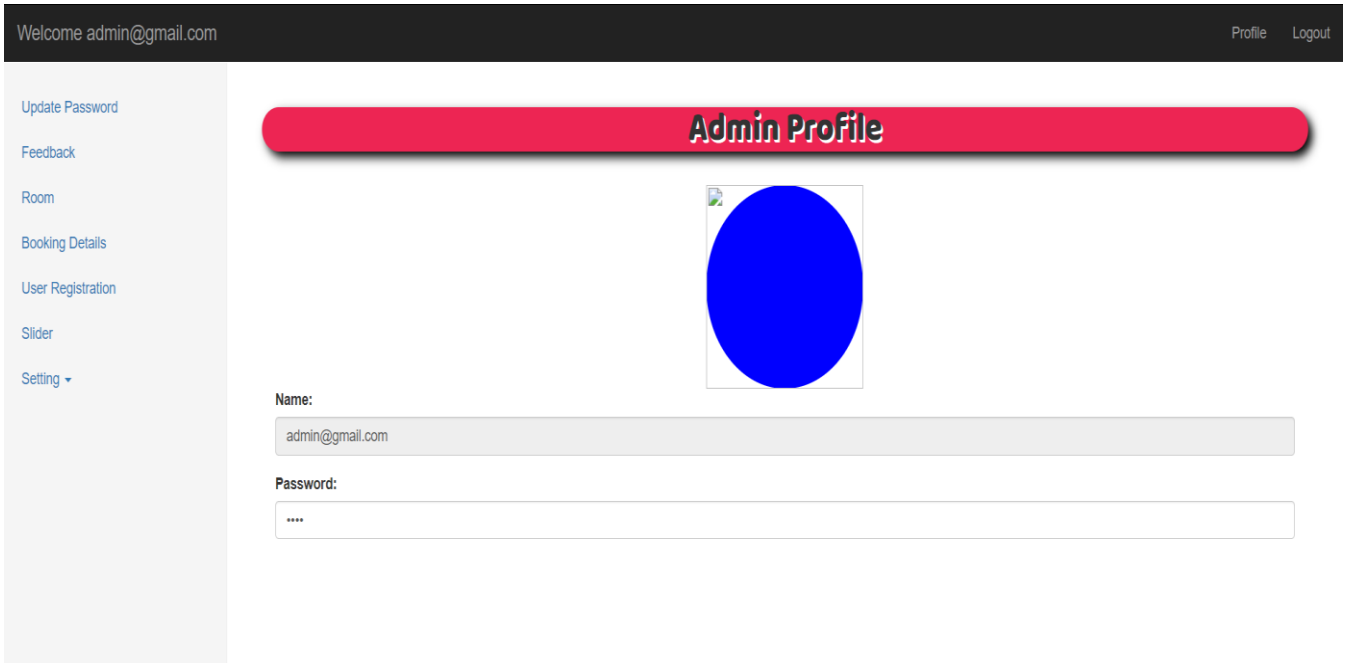


ADMIN LOGIN PAGE:
ADMIN CAN LOGIN HERE BY ENTERING DETAILS



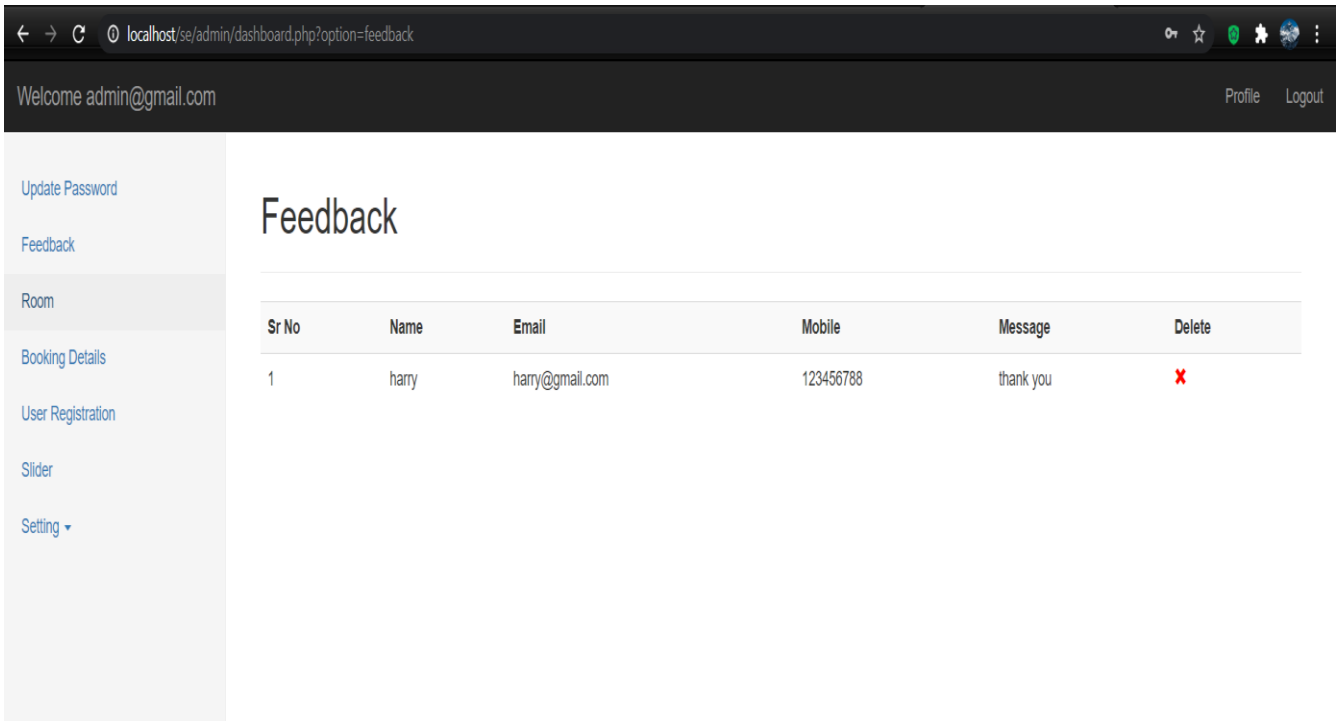
ADMIN PROFILE PAGE:

HE CAN UPDATE IS PROFILE HERE

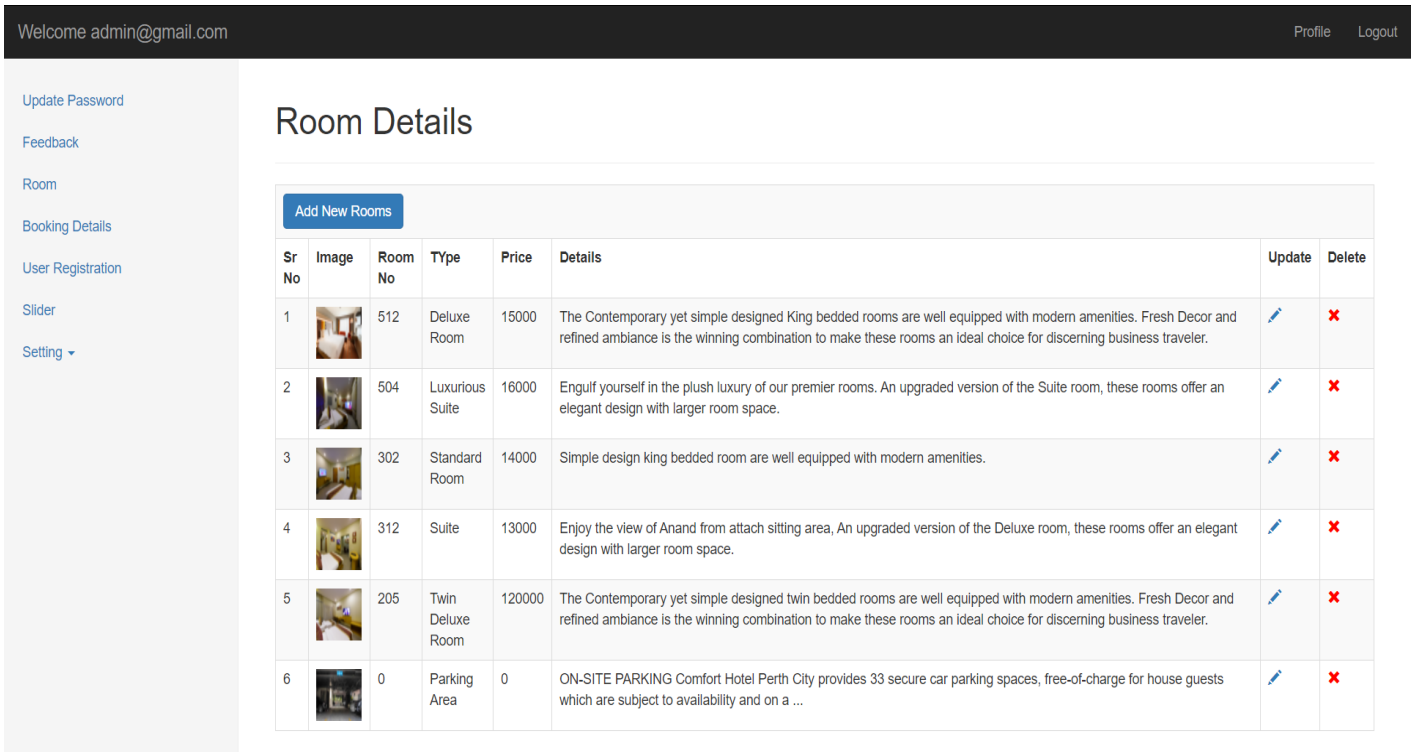


ADMIN FEEDBACK FORM PAGE:

CHECKS THE FEEDBACK RESPONSES

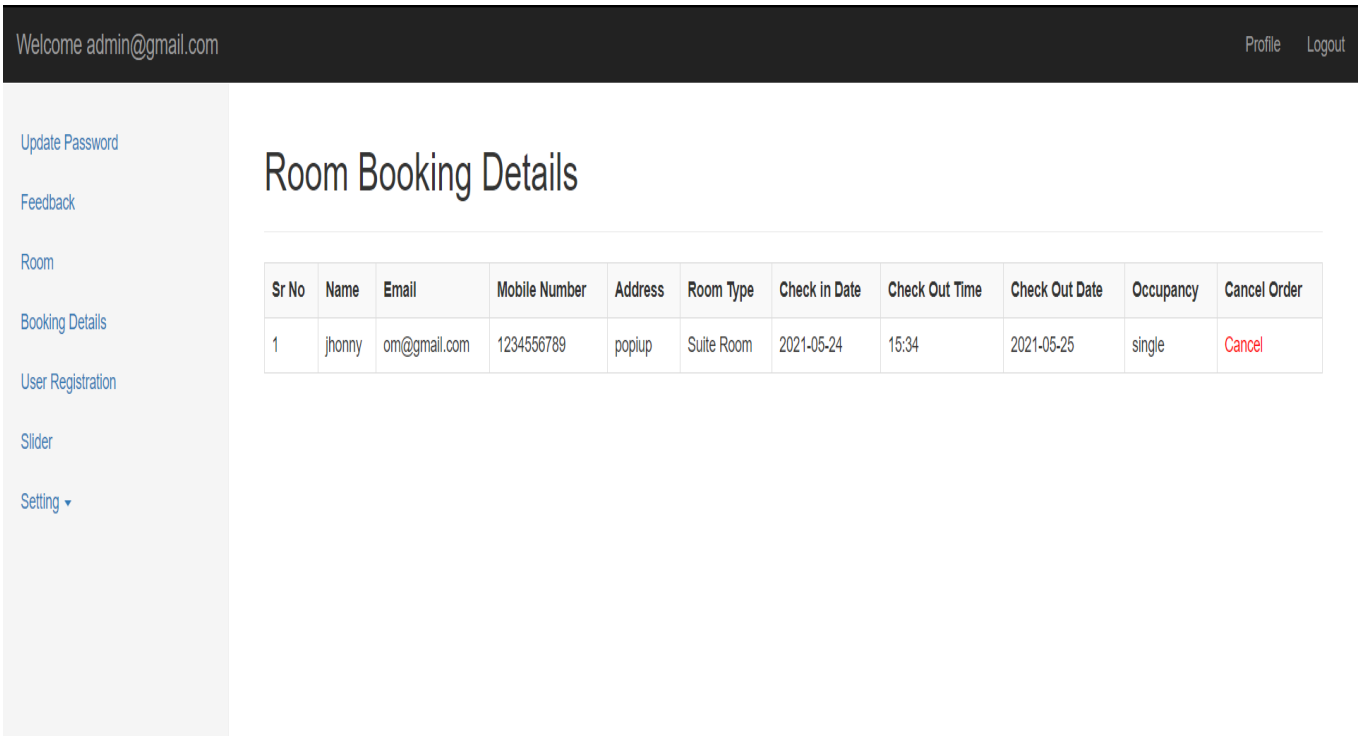


ADMIN ADD ROOM DETAILS:



Sr No	Image	Room No	TYpe	Price	Details	Update	Delete
1		512	Deluxe Room	15000	The Contemporary yet simple designed King bedded rooms are well equipped with modern amenities. Fresh Decor and refined ambiance is the winning combination to make these rooms an ideal choice for discerning business traveler.		
2		504	Luxurious Suite	16000	Engulf yourself in the plush luxury of our premier rooms. An upgraded version of the Suite room, these rooms offer an elegant design with larger room space.		
3		302	Standard Room	14000	Simple design king bedded room are well equipped with modern amenities.		
4		312	Suite	13000	Enjoy the view of Anand from attach sitting area, An upgraded version of the Deluxe room, these rooms offer an elegant design with larger room space.		
5		205	Twin Deluxe Room	120000	The Contemporary yet simple designed twin bedded rooms are well equipped with modern amenities. Fresh Decor and refined ambiance is the winning combination to make these rooms an ideal choice for discerning business traveler.		
6		0	Parking Area	0	ON-SITE PARKING Comfort Hotel Perth City provides 33 secure car parking spaces, free-of-charge for house guests which are subject to availability and on a ...		

ADMIN CAN CHECK BOOKING DETAILS:



Sr No	Name	Email	Mobile Number	Address	Room Type	Check in Date	Check Out Time	Check Out Date	Occupancy	Cancel Order
1	jhonny	om@gmail.com	1234556789	popiup	Suite Room	2021-05-24	15:34	2021-05-25	single	Cancel

ADMIN CHECKS USER REGISTRATION DETAILS:

Update Password
Feedback
Room
Booking Details
User Registration
Slider
Setting

User Registration

Sr No	Name	Email	Password	Mobile	Address	Gender	Country	Pictrure
1	sunil Vishwakarma	amitvish9999@gmail.com	8190	7275308190	kolpanday,azamgarh	male	China	img2.png
2	suraj vishwakarma	suraj@gmail.com	8190	9120140055	kolpanday,azamgarh	male	India	Capture.PNG
3	Om	om@gmail.com	8090	7890809	tpt	male	india	
4	Ragini Vishwakarma	ragini@gmail.com	1234`	7275540965	kolpanday(Kolgghat),Azamgarh	male	India	6cy5bLaei.jpg
5	Anjali Vishwakarma	anjali@gmail.com	123	7275308190	kolpanday azamgarh	male	India	God_Shiva_Wallpaper.jpg
6	mrityunjai	mr8090@gmail.com	8190	71727534567	kolpghta	male	India	amazing-shiv-shankar-images-3d-shiva-on-pinterest-shiv-shankar-images-3d.jpg
7	sanjeev	sanjeevtech2@gmail.com	1234	9015501897	Noida	male	India	20171120_175518.jpg
8	boy	boy@gmail.com	boy123	1234567890	king	male	India	boy.jfif
9	harry	harry@gmail.com	123	1234567890	tpt	male	India	LAB2{1} OUT.png
10	JON	JON@gmail.com	1234	1234567890	tpt	male	India	fibonacci lab 1.png
11	boy	boygmail.com	1234	1234567890	tre	male	India	bmi.png

ADMIN UPDATES SLIDER CHANGES:

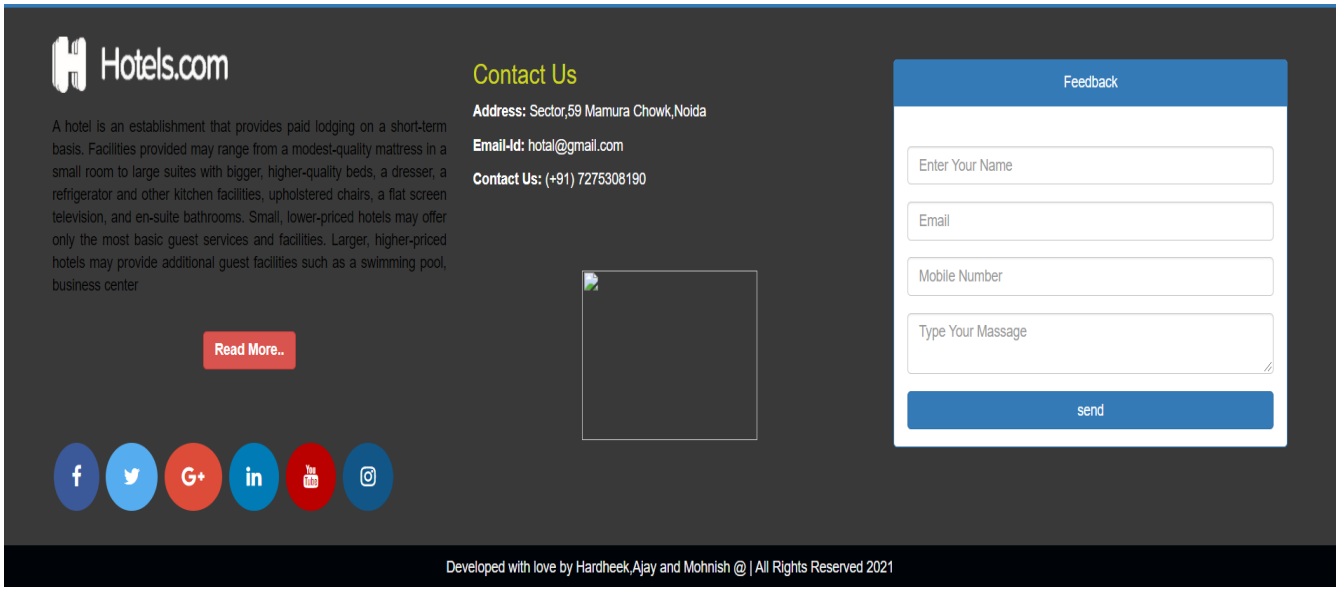
Welcome admin@gmail.com Profile Logout

Update Password
Feedback
Room
Booking Details
User Registration
Slider
Setting

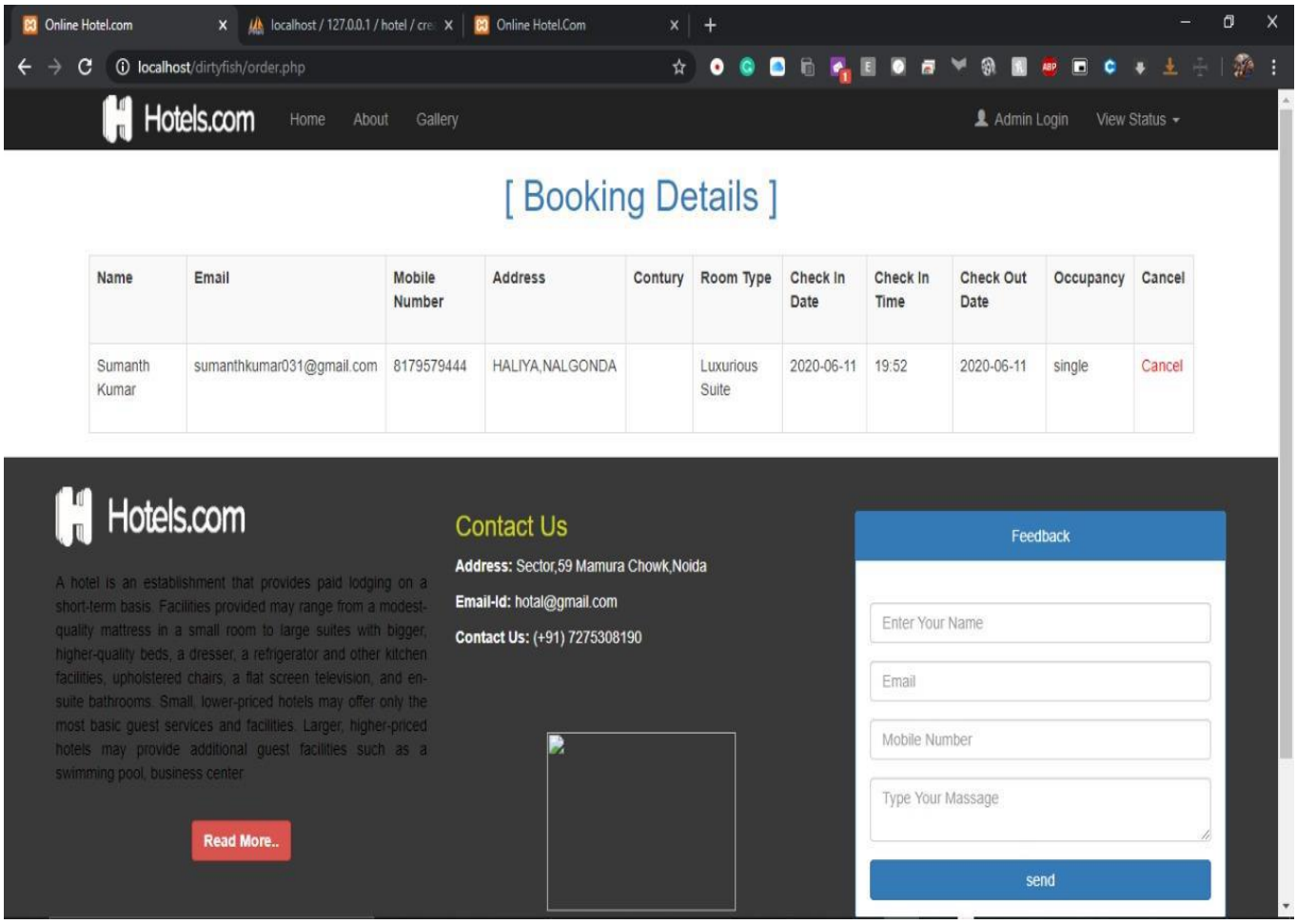
Add New

Sr No	Image	Caption	Update	Delete
1				
2				
3				

USER FEEDBACK FORM FILLUP:



BOOKING STATUS VIEW:



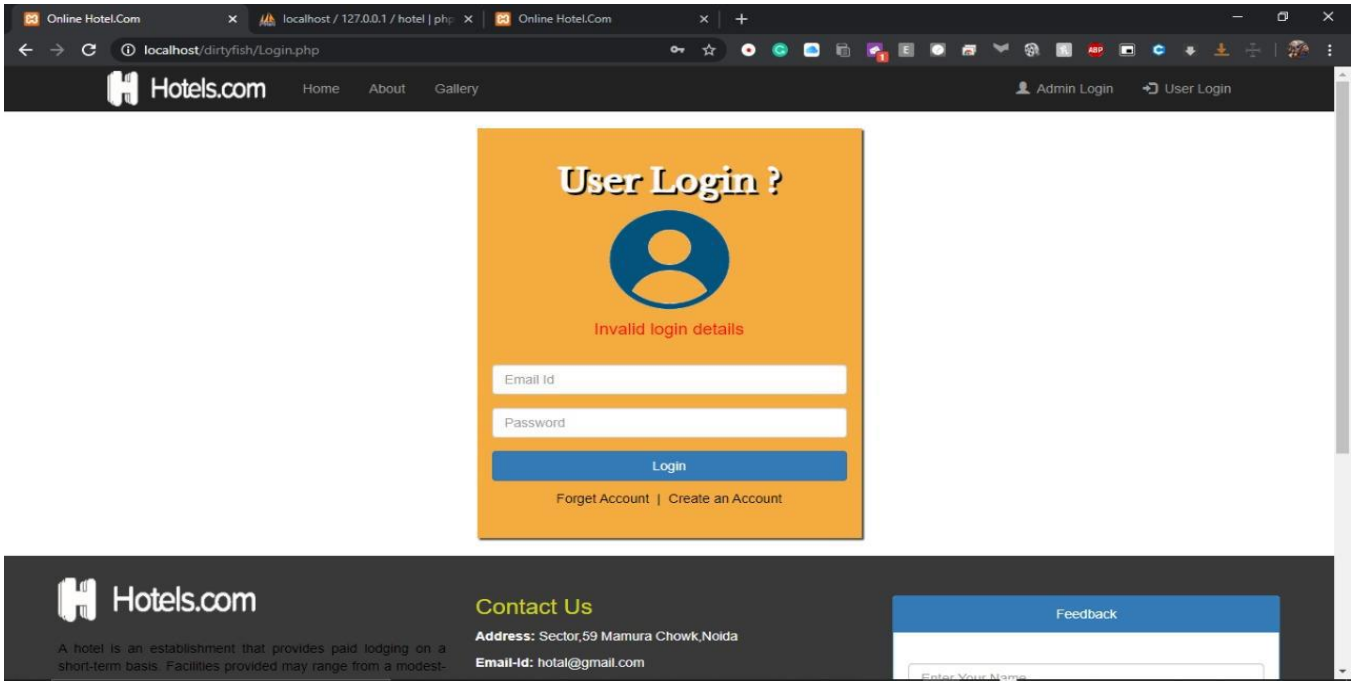
5.2. TESTING:

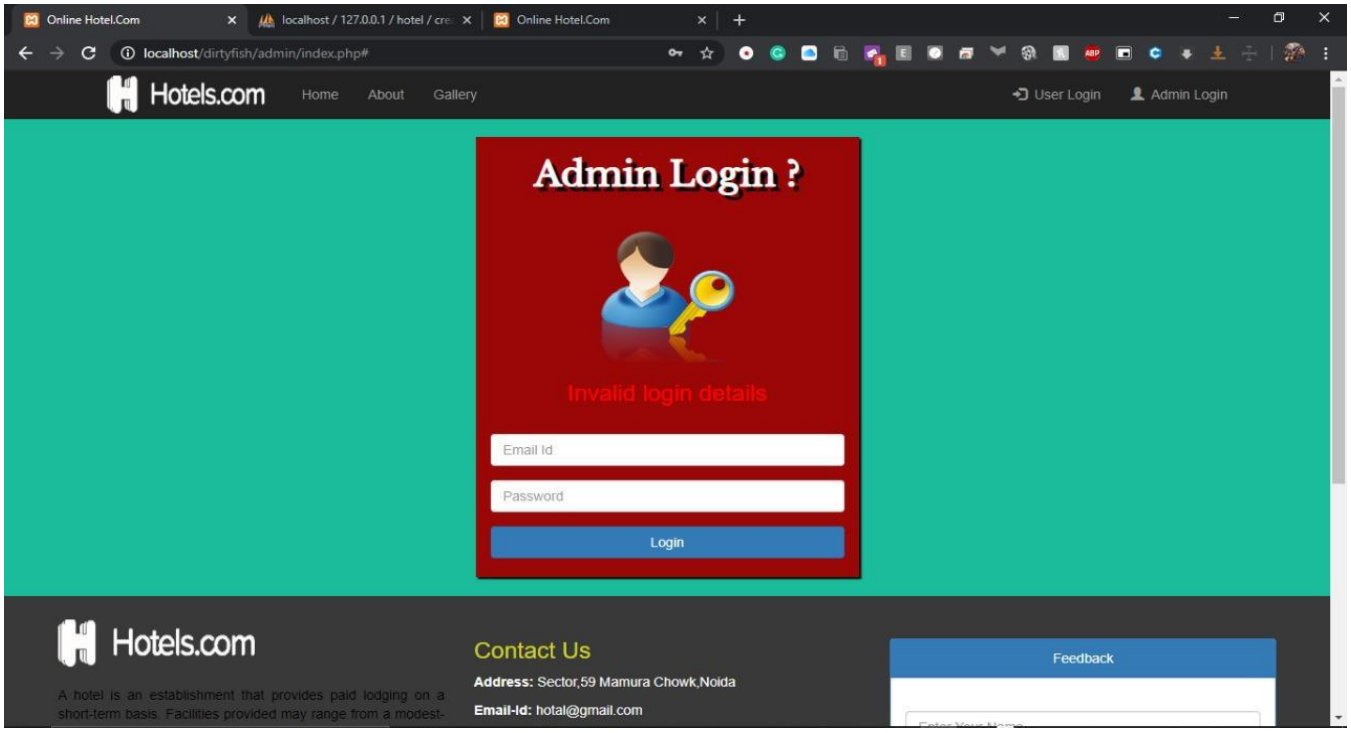
5.2.1. TYPES OF TESTING:

TEST TYPES USED ARE UNIT AND VALIDATING TESTING.

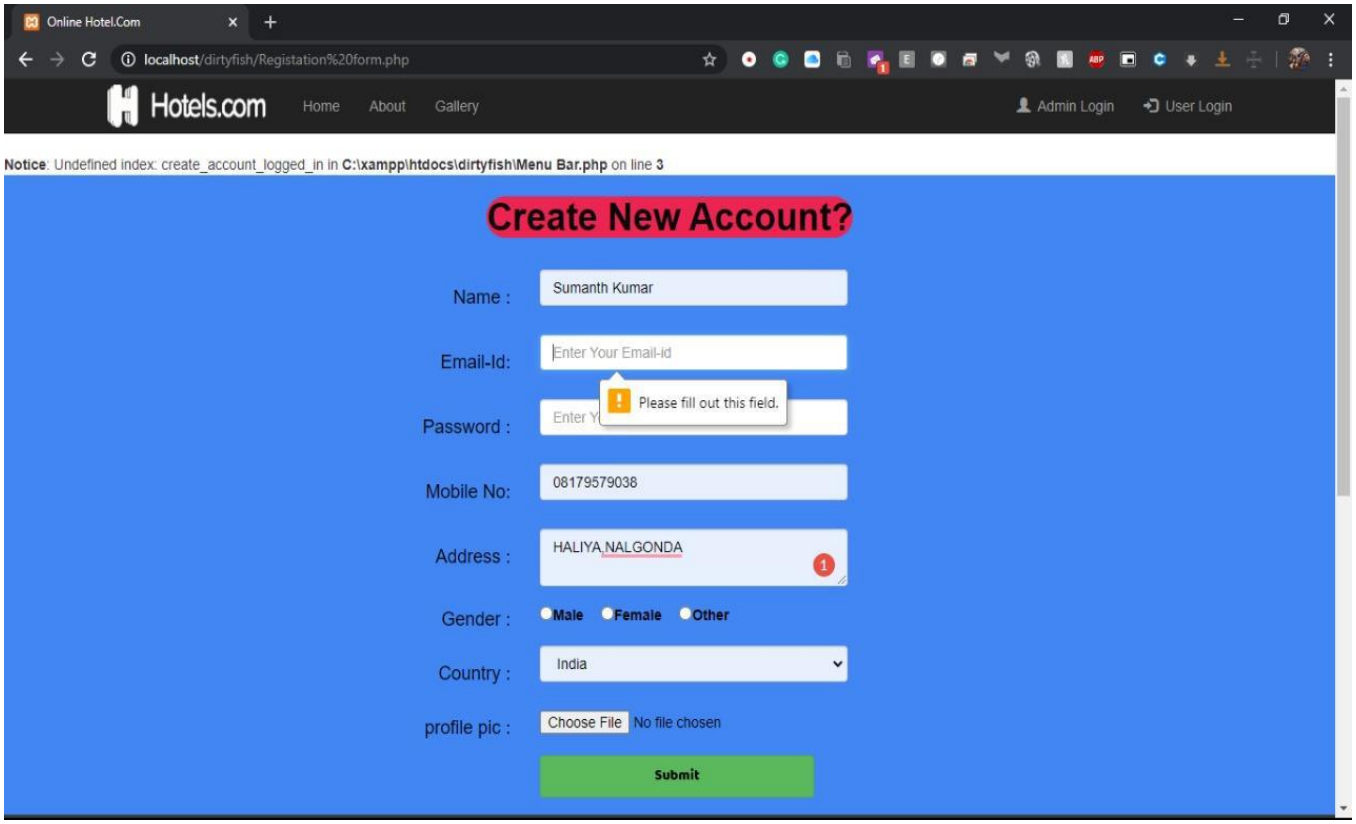
QUERY REPORTS ARE:

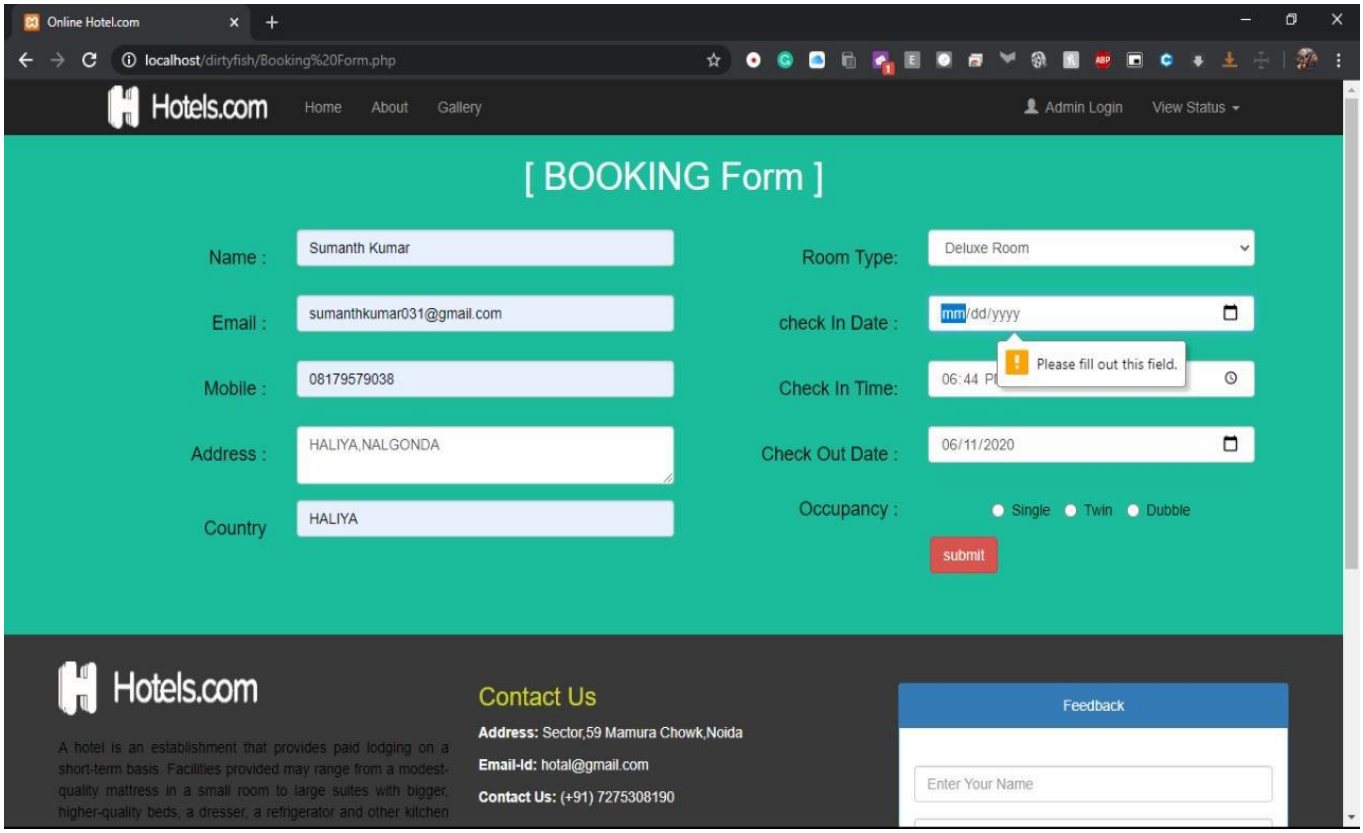
1) INVALID LOGIN





2) FILLOUT DETAILS





5.2.2. TESTCASE:

Different testcases are there to explain in same manner by above query reports and one among them as follows:

Test Case Template

Project Name: HOTEL MANAGEMENT SYSTEM

Test Case ID: TC_01
Test Priority (Low/Medium/High): Medium
Module Name: Create account sign up page
Test Title: Verify all the details without leaving blank
Description: Test the create account sign up page

Test Designed by: <Chinthala Hardheek>
Test Designed date: 18-05-2021
Test Executed by: <Chinthala Hardheek>
Test Execution date: 18-05-2021

Pre-conditions: User has valid username and password should fill all the details without leaving blank.
Dependencies:

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass/Fail)	Notes
1	Navigate to create account page					
2	Provide valid username	Name=xxxxxx				
3	Provide valid gmail	User=example@gmail.com				
4	Click on submit button		User should be able to login	User is navigated to Dashboard with successful creation of account	Pass	

Post-conditions:
User is validated with database and successfully create a account. The account session details are created in database.

6. CONCLUSION, LIMITATIONS AND FUTURE WORK:

The conclusion of this project is A Hotel management system is a computerized management system. This system keeps the records of hardware assets besides software of this organization. The proposed system will keep a track of Workers, Residents, Accounts and generation of report regarding the present status. This project has GUI based software that will help in storing, updating and retrieving the information through various user-friendly menu-driven modules. The project "Hotel Management System" is aimed to develop to maintain the day-to-day state of admission/Vacation of Residents, List of Workers etc.

LIMITATIONS:

This software is desktop based and cannot be assessed advance in any other mode. This project can't be useful for hotel having different branches.

FUTURE WORK:

We are going to make online website application-based system so that customers can books directly from the website well in advance. They can find automatically search for rooms and book on the spot.

7. REFERENCES:

- https://www.tutorialspoint.com/index.html
- https://www.javatpoint.com
- https://www.w3schools.com
- https://html.com
- http://docshare01.docshare.tips/files/5980/59803658.pdf
- https://www.filemakr.com/btech-final-year-project-report-hotel-management-system
- Diagrams constructed in staruml and creately