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1. Executive Summary

1.1. Project Overview

The Hotel Management System Web Application is a comprehensive software solution designed to streamline and enhance the operations of a hotel. The overall management of different hotel processes, customer satisfaction, and efficiency are the goals of this web-based platform. Important features including guest services, billing, reporting, room assignment, and reservation management will all be covered by the system.

1.2 Purpose and Scope of this Specification

- Effective Reservation System: Provide a simple online booking experience for visitors, enabling them to check room availability and obtain immediate confirmation.
- Allocating and Managing Rooms: To maximize occupancy rates, control room stock, and fulfill unique requests, put in place a dynamic room allocation system.
- Guest Services: To improve the overall guest experience, offer a variety of guest services, such as room service requests, check-in and check-out, and personalized preferences.
- Billing and Invoicing: For smooth transactions, automate billing procedures, produce accurate invoices, and integrate with payment gateways.
- Analytics and Reporting: Make use of comprehensive reporting tools to keep tabs on occupancy rates, track key performance indicators, and examine revenue streams to help to make wise decisions.
- User management: Manage user roles and permissions to guarantee safe system access and control, with varying degrees of access for staff members.

2. Service Description

2.1. Product Context

Maestral software is a technological advancement that enables hotel operators and owners to increase both short- and long-term bookings while streamlining their administrative duties.

Maestral is an essential component of the entire visitor experience, not just for daily operations.

The hotel management technology must improve the customer experience from the start of the online booking process to the end of the stay and the guests' feedback when they get back home.

The goal of this product is to unite all potential Sandri's and Ria's Kolagji Hotel stakeholders while providing flexibility and streamlining the management process. The primary goals of the product are reliability and ease of use.

2.2. User Characteristics

Web Application: The software's online version offers a variety of functionalities to its numerous users, including:

1. Admin: The proprietor or manager of the company providing this product can view the rooms that are reserved, change the price of the rooms, and make changes to reservations.

- Has the ability to add or remove rooms or potential system users - Can view statistics - Has an inventory

2. Receptionist: This person takes care of guests' check-in and check-out procedures, answers phones, views and prints receipts for cleaned rooms, keeps track of customer rooms, check-in and check-out dates, makes and views reservations, and has access to inventory and balance sheets.

3. Guest: Any user who is interested in the hotel and wants to make a reservation can do so by checking rates, making a reservation, and seeing whether the room has been cleaned while they are there. They can also edit their credentials and make changes to their booking.

2.3.Assumptions

- ✓ All user have knowledge on using smartphones,laptops,etc.
- ✓ All users have basic knowledge in the English language.
- ✓ The hotel must maintain a continuous internet connection.
- ✓ Hotel stakeholders have previous experience with other systems, ensuring basic proficiency in system usage.
- ✓ The hotel is set up to accept credit card payments.
- ✓ The hotel is equipped with a PC, laptop, tablet, printer, and mobile phone.

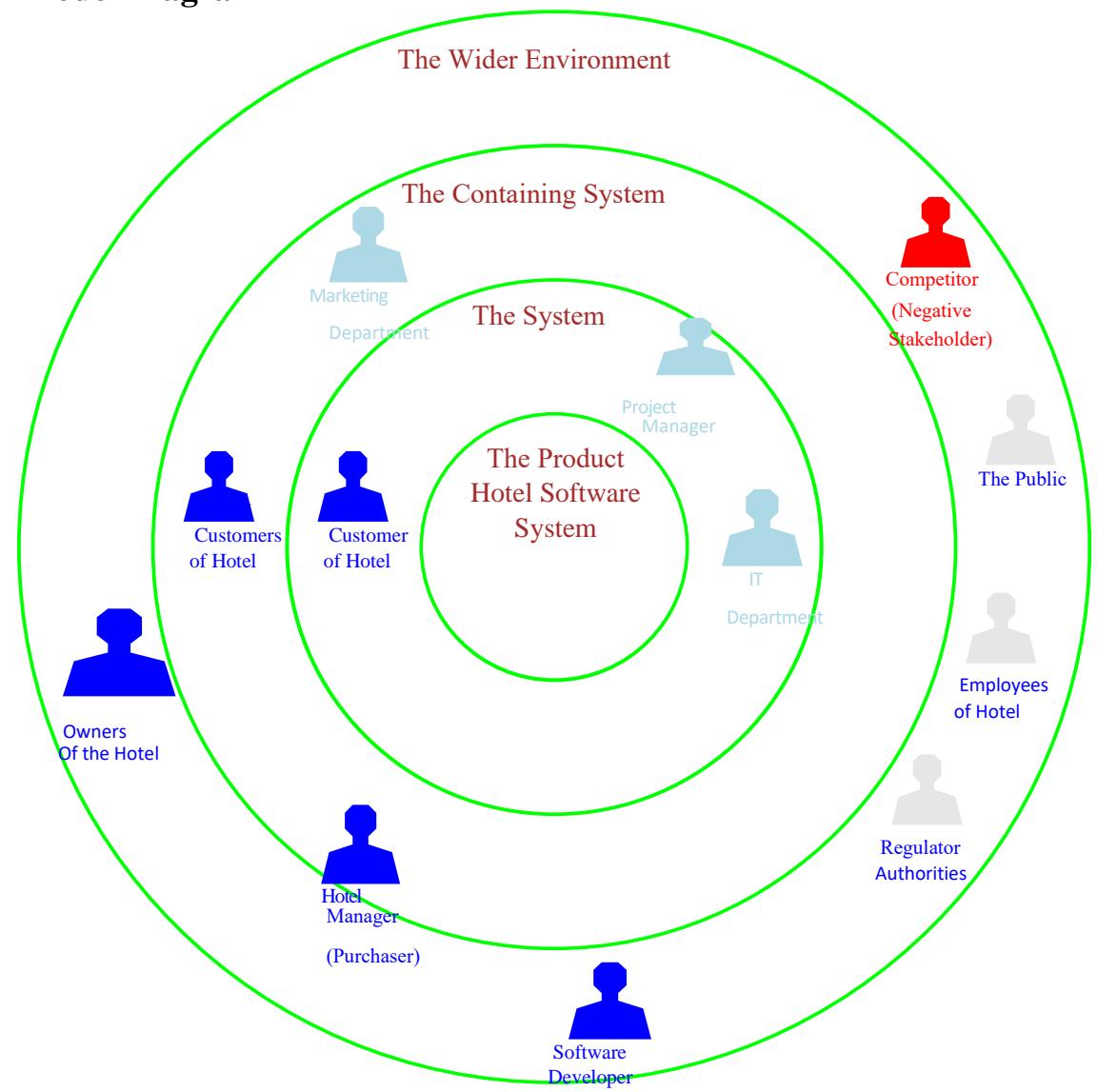
2.4.Constraints

- To use the product and access the information, all users must be logged in.
- Users should be familiar with the basics of the application.
- Another issue is user phone memory; the cost and quality of Android phones vary, and most workers' phones are probably less expensive, which can cause issues when using the application.
- To use the product and access the information, all users must be logged in.

2.5.Dependencies

An internet connection is required to send commands make reservation etc.

2.6.Onion Model Diagram



"HOTEL SOFTWARE SYSTEM"
 "Onion Model of Stakeholders"
 Worked by:
 1.Kleart Adri
 2.Ergysa Gjinika
 3.Klesia Kaca

2.7.Stakeholder Identification Table

Stakeholder	Stakeholder Role/Responsibility	Importance	Influence	Interests/ Positive Impacts	Concerns
Owners and Managers of Hotel	Leadership, Financing	High They have a significant financial and strategic interest in the software's success, as it affects the hotel's operations and profitability.	High They have a strong influence over decision-making and can allocate resources for the project.	Increase hotel's clients and profitability.	Security of their investment.
Employees of Hotel	Users, Feedback	Medium They rely on the software for their daily tasks, so its functionality directly impacts their efficiency and job satisfaction.	Medium While they may provide valuable input, they typically have less influence on the overall project direction.	Improved service and efficiency.	Concerns about role changes.
Customers of Hotel	Engaged Users	High Customers expect a seamless experience, so the software's usability and features are crucial for guest satisfaction and repeat business.	High Customers' influence is mainly indirect through feedback, reviews, and the choice to return or not.	Positive customer experience.	Privacy and security concerns.
Hotel's Finance Department	Financial Monitoring	Medium Financial accuracy, reporting, and cost control are essential for the hotel's financial health and compliance.	Medium They have influence over budget allocation but might not be deeply involved in software development decisions.	Control over expenses and revenues.	Complexity of using the system.
Hotel Marketing Department	Data Utilization	Medium Marketing relies on the	Medium They can provide input	Marketing strategies and personalization.	Customer data security.

		software for promotions, guest data, and customer relationship management, making it crucial for marketing initiatives.	on marketing-related features but may not drive overall software development decisions.		
IT Department	System Development, Maintenance	High IT is responsible for system stability, data security, and integration, making their role essential for the software's success.	High They have significant influence in the selection, implementation, and maintenance of the software and its technical aspects.	System security and reliability.	Lack of proper development resources.
Competitors	Project Monitoring	Medium Competitors' actions may influence the hotel's need for software improvements, but they are not direct stakeholders.	Medium Competitors' influence is mainly through market competition and innovation.	Influence on competitive strategies.	Concerns about losing customers.
Regulatory Authorities	Regulatory Compliance	High Compliance with regulations is crucial, and non-compliance can result in legal issues and financial penalties.	High Regulatory authorities have a significant influence on the software's requirements, data security, legal aspect	Compliance with regulations and laws.	Expenses for registration and compliance.
Software Engineers	The developer of the system software.	High Software engineers are responsible for designing and developing the software, making their expertise critical for the project's	High While they have technical influence, decisions may be driven by other stakeholders' requirements and priorities.	The development of a technically excellent, user-friendly, and secure system that enhances operational efficiency, customer service, and data accuracy.	The concerns include technical challenges, data security, compliance, resource constraints, user acceptance, system

		success.			downtime, maintenance and updates.
Project Software Manager	Overseeing software project development, defining goals, resource allocation, team management, and ensuring the software meets hotel requirements.	High Pivotal role in project success, responsible for project timeline, budget, and alignment with hotel needs.	High Holds a high degree of influence over the project team, key decision-maker, and liaises with various stakeholders.	Successful project completion - Meeting hotel's operational and business requirements - Quality assurance - Team productivity - Smooth implementation	Budget overruns - Project delays - Scope changes - Technical challenges - Communication issues

3. Requirements

3.1. Functional Requirement

Req#	Requirement	Comments	Priority	Date	SME Reviewed/Approved
FR_01	The Welcoming Page	The homepage should be visually appealing, welcoming, and provide a positive first impression to website visitors.	1	14/11/23	Kleart Adri Ergysa Gjinika Klesia Kaca
FR_02	Room Availability Alerts	This function allows guests to set up alerts for room availability during specific dates or for preferred room types.	1	14/11/23	Kleart Adri Ergysa Gjinika Klesia Kaca
FR_03	Rooms Booking	The user here should be able to check rooms if they are available, view the model of the room, details and to make the reservation. Integrating a calendar view for easier selection.	1	14/11/23	Kleart Adri Ergysa Gjinika Klesia Kaca
FR_04	Reservation Management	The Hotel Staff should have the ability to update and to manage all the reservations including the client modifications or the cancellations.	1	14/11/23	Kleart Adri Ergysa Gjinika Klesia Kaca
FR_05	Room Inventory	The system must maintain an accurate and up-to-date inventory of available rooms, including room types and rates. Here should be considered implementing automatic updates based on cleaning status.	1	14/11/23	Kleart Adri Ergysa Gjinika Klesia Kaca
FR_06	Online Payment	Guests should be able to make a online secure payment for their reservation, meanwhile the system should provide various payment methods like for example Paypal.	1	14/11/23	Kleart Adri Ergysa Gjinika Klesia Kaca
FR_07	Check-In/Check-Out	This function should facilitate smooth check-in and check-out processes with options for express check-in and keyless entry, this could be done also within using a QR	2	14/11/23	Kleart Adri Ergysa Gjinika Klesia Kaca

		code.			
FR_08	Room Services Ordering	The clients should be able to place orders for room service through the website.	1	14/11/23	Klear Adri Ergysa Gjinika Klesia Kaca
FR_09	Event Management	On the web-page it should be provided a space on the headline that the clients could book events or different conferences and meeting rooms, the system should provide customization options for the events (like the number of participants etc).	2	14/11/23	Klear Adri Ergysa Gjinika Klesia Kaca
FR_10	SPA services reservation	The web should provide to the client the detailed information about available SPA treatments and the price.	2	14/11/2023	Klear Adri Ergysa Gjinika Klesia Kaca
FR_11	Private Beach Access Reservation	This should be integrated with the overall reservation system so it will be an extra for the client if they want based on the price they want.			
FR_11	Reporting and Analytics	The system should provide to the staff of the hotel the reports and analytics such as occupancy rates, revenue, and guest satisfaction surveys.	2	14/11/23	Klear Adri Ergysa Gjinika Klesia Kaca
FR_12	Multi-Language Website	The website should support multiple languages to cater to an international audience.	3	14/11/23	Klear Adri Ergysa Gjinika Klesia Kaca
FR_13	Mobile Responsive	The website must be responsive and user-friendly on various devices including smartphones etc.	1	14/11/23	Klear Adri Ergysa Gjinika Klesia Kaca
FR_14	Customer Support	The website should provide an online chat or support ticket system for guests to contact hotel staff or assistance.	2	14/11/23	Klear Adri Ergysa Gjinika Klesia Kaca
FR_15	Loyalty Program Integration	Offering exclusive discounts and perks for loyal clients.	1	14/11/23	Klear Adri Ergysa Gjinika Klesia Kaca

FR_16	Social Media Integration	This function allows the clients to also view the prices or to get the feedbacks on social media directly from the website.	2	14/11/23	Klear Adri Ergysa Gjinika Klesia Kaca
FR_17	Feedback and Reviews	Implement a system for guests to leave feedback and reviews, and for hotel management to respond to reviews.	2	14/11/23	Klear Adri Ergysa Gjinika Klesia Kaca
FR_18	Virtual Tool/Videos	On the website maybe in the welcoming page it should be presented a 360-degree of rooms and facilities.	2	14/11/23	Klear Adri Ergysa Gjinika Klesia Kaca
FR_19	Contact Us	This section should provide essential contact information for the hotel, including phone numbers, email addresses and physical addresses. The visitors should submit the inquiries or messages through this contact form.	2	14/11/23	Klear Adri Ergysa Gjinika Klesia Kaca
FR_20	Homepage Features	This should be included in main homepage and to ensure these services are prominently featured like: -Parking Services Section -Free Wifi Section -Airport Transfer Services Section	2	14/11/23	Klear Adri Ergysa Gjinika Klesia Kaca

3.2. Nonfunctional Requirement

3.3. Product Requirement

3.3.1-User Interface Requirement

- A simple and responsive system in a short time.
- Web app, consistent in all devices.
- Details of any user (Client, Admin, Receptionist) will be displayed in the database real quick.

3.3.2- Performance

Availability:

- 1)Web application can be used by everyone wherever they are.
- 2) Web application will be able every day 24 hours.
- 3)System data are automatically saved in the database and backed up daily.
- 4)The system must be connected to the internet in order to communicate with the database.

3.3.3-Security

The first important thing is to keep the software up to date. It is important to be used strong passwords with at least eight characters, with numbers, lower case and upper case letter. Only authorized users should have access to sensitive information.

3.3.4-Monitoring and Maintenance

Our predictions indicate that system failures will be rare due to our diligent efforts to ensure system functionality. The primary cause of system failure is poor internet connection. In case of other failures, we will provide users with guidance on handling them, contact numbers for assistance, and regular updates to improve the system and make it easier for users.

The only thing we can do to keep our program maintained is to release updates that improves its functionality. Users won't have any trouble maintaining the program if it's simple and just needs capabilities that everyone in today's world have. We'll ensure that everything functions properly each and every time.

3.4.External Requirement

3.4.1- Security Requirements

Not everyone will be able to access the system. To keep safe the information the staff and admin will have a username and also a password. the admin will be the only one who will access all systems and subsystems. Receptionist will have access on personal info systems and reservation stuff. The system should detect unauthorized access, protect personal information, prevent attacks on applications and interfaces, and prevent interference in staff information.

3.4.2.Authorization/ Authentication:

Authorization-There will be different type of users. Each one of them will have access constraints. Users can not modify any information except their personal information. Only admin can modify information and access the database.

Authentication- each user will login with a username and password.

3.4.3.Legislative:

The system must adhere to consumer protection laws to ensure transparency, fair practices, and clear communication of terms and conditions. The system should handle customer data ethically and transparently, ensuring that data is not misused or shared without proper consent.

3.4.4- Ethical Requirement:

Any additional fees, taxes, or resort fees should be made clear. Prior to gathering and using a customer's personal information, get their express consent. Permit reviews and ratings from users. Create procedures for responding to data breaches in an open and responsible manner.

3.4.5- Consumer Protection Laws:

Adhere to consumer protection laws that govern online transactions and the rights of consumers. Provide transparent information about terms and conditions, cancellation policies, and pricing.

3.4.5-Domain Requirements

Only admin can create, update and delete employees. If sign up option is clicked in the web application the user will be of type “Guest” of the hotel. Rooms to be cleaned are automatically assigned to the worker by the system, if the worker is absent in a specific day, its work will be distributed to its coworkers. The user interface will be standard for all types of users. System should take into account the exact time of check-out of the leaving guest and check-in of the new guest in order to avoid collisions between bookings. The system should also take into account that there will be different currencies for online payments.

3.5.Organizational Requirements

3.5.1- Environmental Requirement

- ✓ The hotel's webapp will be accessible 24-hours per day, every day.
- ✓ Everyone with an Internet-connected device, such as a smartphone, computer, or laptop, will be able to view the webapp, allowing users to access their reservations and bookings from any location.
- ✓ The webapp ought to be housed on a dependable server that guarantees optimal speed and availability.
- ✓ Establish a Content Delivery Network (CDN) to guarantee that users across the globe can access the website swiftly.
- ✓ The webapp should run smoothly on widely used web browsers and in different languages, offering a consistent experience for users.

3.5.2- Operational Requirement

- ✓ Through an easy-to-use interface, guests should have no trouble checking room availability, making reservations, and changing existing ones.
- ✓ The system should give the employees the resources they need to effectively handle changes, room assignments, and room statuses (clean, occupied, vacant).
- ✓ Dynamic pricing based on events, seasons, and occupancy should be supported by the system.
- ✓ Allow for a variety of payment options to give guests the best option.
- ✓ Establish a system that is easy to use so that visitors may leave evaluations and feedback.
- ✓ Assist in the planning and administration of events held in the hotel's property.
- ✓ Give our housekeeping team the tools they need to efficiently manage cleaning jobs and timetables.

3.5.3- Development Requirement

- Maestral WebApp is going to be developed by using Symfony 4.2 Framework with MVC architecture. It was simpler to remove strict dependencies from the architecture by utilizing Bundles and Components, two of Symphony's most notable technological advantages.
- We are going to use Twig, a contemporary PHP template engine, for the templating part. Despite being a template engine in and of itself, PHP has not evolved as much as the other template engines in recent years. To support this statement based on the actual facts as well PHP template lacks some features that the modern template must have:
 - **Concise**(has a very concise syntax, which make templates more readable)
 - **Template oriented syntax**(Twig has shortcuts for common patterns)
 - **Full Featured**(multiple inheritance, blocks, automatic output-escaping, and much more)
 - **Easy to learn**
 - **Have more security** etc..

4. Software Analysis and Design

4.1. User Scenarios

Number	User Scenario	Description
1	Admin logins into the system	Admin user insert his/her own credentials (username/email and password) to login into the system
2	Admin fails to login into the system	Admin provides wrong username/email or password thus the login will fail
3	Admin changes his/her credentials	Admin changes his/her stored information on the system (email, username, password etc.)
4	Admin logs out of the system	Admin clicks the logout button to initiate logout process. Then the home page will be displayed
5	Admin views room details of the system	Admin can check all room details that exist on the system including their number, price, type etc.
6	Admin adds new room to the system	Admin can add new rooms on the system by providing room number, price, type and other specification
7	Admin modifies room properties	Admin can modify room specification if there is such a need
8	Admin deletes room from the system	Admin can delete room from the system. He will be demanded to confirm the removal process if he/she clicks the delete room button.
9	Admin views staff/employee details	Admin can view all the details defined on the system for the registered staff/employee
10	Admin adds new staff/employee to the system	Admin can add new employee on the system. She/he will enter her/his information and give the login credentials to the new registered staff for her/his account
11	Admin modifies staff/employee credentials	Admin can modify insights for the staff. Most of the time it will be the salary that the admin chooses to change.
12	Admin deletes staff/employee from the system	Admin removes an employee from the system after she/he leaves the job
13	Admin views product details	Admin can check details of the products that exists on the system.
14	Admin adds product to the inventory	Admin can add specific product to the inventory so it will be easier to keep track of the hotel's product.

15	Admin modifies product	Admin can modify the available products.
16	Admin deletes products	Admin can delete a specific product from the system's inventory.
17	Admin views financial report	Admin views the financial report of his/her hotel for a specific time that he/she can choose
18	Admin views guest details	Admin views the details provided by the guests that has made a reservation at his/her hotel
19	Admin views rooms availability	Admin views rooms availability at a specific time for each room
20	Admin views booking details	Admin will be notified for every new booking, booking modification and booking cancellation that will be done.
21	Admin modifies booked rooms	Admin will be notified will an email or notification changes that have to be done for a reservation. This taking into the consideration that the guest and receptionist are not available to modify it.
22	Admin views guest reviews	Admin checks reviews done from the guest after their staying in the hotel and also can leave a reply to their comments if he wants to
23	Admin prints room cleanliness status	Admin can see which of the cleanser has to clean each specific room and have a printed receipt with these information
24	Admin leaves notes for the employees	Admin can send a message to other staff members of the system for a specific reason
25	Admin assigns and controls tasks	Admin can assign different tasks related to the hotel issues which have to be done and later approved by the staff member.
26	Receptionist logs in into the system	Receptionist user insert his/her own credentials (username/email and password) to login into the system
27	Receptionist fails to login into the system	Receptionist provides wrong username/email or password thus the login will fail
28	Receptionist changes his/her credentials	Receptionist can changes his/her stored information on the system (email, username, password etc.)
29	Receptionist logs out of the system	Receptionist clicks the logout button to initiate logout process.

30	Receptionist makes a reservation	Receptionist can make a reservation to the system by entering guests credentials and clicking 'Book' button
31	Receptionist replies to guest messages	Receptionist gets messages of the guests in the system and replies in the real time.
32	Receptionist can check who is Checking-in/ Checking-out of the hotel.	Receptionist can view check-in/check-out, in the dashboard of the system. So he can provide specific attention to the client
33	Receptionist is notified by the system for new bookings	Receptionist assures that the booking is done correctly, by being in touch with the client
34	Receptionist views booked rooms and availability	Receptionist looks at availability in case of reservations from phone call.
35	Receptionist clicks settings	Receptionist can edit its credentials and can also upload a profile picture
36	Guest logs in the system	Guest insert his/her own credentials (username/email and password) to login into the system
37	Guest fails to login into the system	Guest provides wrong username/email or password thus the login will fail
38	Guest logs out of the system	Guest clicks the logout button to initiate logout process. Then the web page of Hotel Enera will be displayed.
39	Guest opens Profile	Guest receives a welcoming message.
40	Guest enters check-in, check-out dates and clicks 'Check availability' button	Guest can see room types available in the dates entered in the system
41	Guest clicks Book Now	Guest will have to fill out its credentials to make the request valid
42	Guest clicks Send Message	Guest can Contact in real time with the receptionist or manager of the hotel
43	Guest clicks setting	Guest can modify its credentials and also it can upload a picture.
44	Cleaner logs in the system	Cleaner is asked to insert his/her own credentials (username/email and password) to login into the system
45	Cleaner logs out of the system	Cleaner clicks the logout button to initiate logout process. Then the home page will be displayed

46	Cleaner views Dashboard	The information with the rooms he is assigned to clean is shown
47	Cleaner clicks setting	Cleaner can modify its credentials and also it can upload a picture.
48	Cleaner clicks tick or cross button in the rooms to be cleaned section	Cleaner changes the state of the room as clean or unclean due to certain reasons.
49	Cleaner clicks print	If there is a printer connected Cleaner can get the receipt with the information.

4.2. User Scenarios Extended

1. Admin logins into the system

- a. Admin opens the login page of the system
- b. Admin is asked to enter his/her credentials (username/password)
- c. Admin proves that he/she is not a robot by checking the Captcha
- d. Admin clicks Login button
- e. If his/her credentials matches with any of the data in the current database, the admin is successfully logged in
- f. Admin gets redirected to the main view (dashboard) of the web page

2. Admin fails to login into the system

- a. Admin opens the login page of the system
- b. Admin is asked to enter his/her credentials (username/password)
- c. Admin proves that he/she is not a robot by checking the Captcha
- d. Admin clicks Login button
- e. Admin types one of his/her credentials wrong therefore these data are not found on the database.
- f. Admin will get a message error telling him/her that he has typed wrong credentials thus he will have to try to login again
- g. Admin can click forgot password if the password is wrong or type his credentials again

3. Admin changes his/her credentials

- a. Admin is first logged in
- b. Admin clicks on the profile tab under settings which will open the current profile of the logged in user in this case Admin
- c. Admin can view all his/her information on this page
- d. Admin edits or changes all the information that he/she wants to modify
- e. Admin clicks Save button
- f. The changed information is stored now on database and the page is refreshed with the new entered information

4. Admin logs out of the system

- a. Admin is logged in
- b. Admin clicks the logout button under Settings tab
- c. Admin's session is over, and he will be successfully logged out
- d. The system is directed to the login page
- e. If Admin wants to login again, he has to write his credentials again otherwise a successful login will not be executed.
- f.

5. Admin views room details of the system

- a. Admin is logged in the system
- b. Admin clicks on the settings tab in the navigation bar
- c. Admin clicks the view Room details button in the settings tab
- d. Admin will be redirected to the Room's page where he can check all details of a specific room

6. Admin adds new room to the system

- a. Admin is logged in the system
- b. Admin clicks Add Room button in the settings tab
- c. Admin fills the form for the new Room with the proper information about the new room
- d. Admin clicks Submit button in order to add the new room or Cancel button if he/she wants to abort the action
- e. If Submit is clicked the new room with the given information will be added on the database
- f. The page will be refreshed and the room will be shown on the room details.

7. Admin modifies room properties

- a. Admin is logged in
- b. Admin clicks view Rooms button on the settings tab in the navigation bar
- c. Admin clicks on the room that he/she wants to modify
- d. Admin updates the new information by filling the form which already contains the current information about the room.
- e. Admin clicks save button to save the new entered information
- f. The new information will now be stored in the database by replacing the old one and the page will be refreshed showing the new information about the room

8. Admin deletes room from the system

- a. Admin is logged in
- b. Admin clicks Remove Room button in the settings tab

- c. Admin selects the Room that he/she wants to remove and click on the remove room button
- d. A confirmation dialog will be showed asking if he/she is sure to remove the specific room
- e. If yes is clicked the room will be removed from database together with all its information
- f. The page will be refreshed and the deleted room will not be shown there anymore.

9. Admin views staff/employee details

- a. Admin is logged in the system
- b. Admin clicks on the settings tab in the navigation bar
- c. Admin clicks the view Staffdetails button in the settings tab
- d. Admin will be redirected to the Staff's page where he can check all details for a specific employee

10. Admin adds new staff/employee to the system

- a. Admin is logged in the system
- b. Admin clicks Add Staff/Employee button in the settings tab
- c. Admin fills the form for the new employee with the proper information about him/her
- d. Admin clicks Submit button in order to add the new employee
- e. The new employee will be added on the database with the given information
- f. The page will be refreshed and the employee will be shown on the employees' view.

11. Admin modifies staff/employee credentials

- a. Admin is logged in
- b. Admin clicks on the view employees button on the settings tab in the navigation bar
- c. Admin clicks on the employee that he/she wants to modify
- d. Admin updates the new information by filling the form which already contains the current information about the employee.
- e. Admin clicks save button to save the new entered information
- f. The new information will now be stored in the database by replacing the old one and the page will be refreshed showing the new information about the employee

12. Admin deletes staff/employee from the system

- a. Admin is logged in
- b. Admin clicks Remove Employee button in the settings tab

- c. Admin selects the Employee that he/she wants to remove and click on the remove Employee button
- d. A confirmation dialog will be showed asking if he/she is sure to remove the specific employee
- e. If yes is clicked the employee will be removed from database together with all his/her information
- f. The page will be refreshed and the deleted employee will not be shown there anymore.

13. Admin views product details

- a. Admin is logged in the system
- b. Admin clicks on the settings tab in the navigation bar
- c. Admin clicks the view Staffdetails button in the settings tab
- d. Admin will be redirected to the Staff's page where he can check all details for a specific employee

14. Admin adds product to the inventory

- a. Admin is logged in
- b. Admin clicks Inventory button on the navigation bar
- c. Admin clicks Add Product button and will be redirected to a fillable empty form where he/she can add information about the new entered product (name, amount, type etc.)
- d. Admin clicks Submit button in order to add the new product in the inventory
- e. The new product will be added on the inventory database with the given information
- f. The page will be refreshed, and the product will now be shown on the inventory's page.

15. Admin modifies product's information

- a. Admin is logged in
- b. Admin clicks Inventory button on the navigation bar
- c. Admin clicks Edit Product button and is redirected to a form which contains the information for the current product from where he can update that information
- d. Admin clicks Save button to save the new entered information for the product
- e. The new information is stored in the database and the old information now is being replaced
- f. The inventory page is refreshed, and the product will now be shown on the inventory's page with the new information

16. Admin deletes product

- a. Admin is logged in
- b. Admin clicks Inventory button on the navigation bar
- c. Admin points to the product that he wants to remove and clicks Remove button from the products view page
- d. A confirmation dialog will be showed asking if he/she is sure to remove the specific product
- e. If yes is clicked the product will be removed from database together with all its information
- f. The inventory page will be refreshed, and the deleted product will not be shown there anymore.

17. Admin views financial report

- a. Admin is logged in
- b. Admin clicks on the Statistics Tab in the navigation bar
- c. Admin Clicks on Reports tab
- d. Admin can choose two date (first date indicated from which date the report will be calculated and the second date indicates until what day the report will be calculated).
- e. The report will be shown with different models (Line graph, Pie charts, Bar graph etc.) and with normal numbers as well.
- f. Print financial report

18. Admin views guest details

- a. Admin is logged in
- b. Admin clicks on Booked Rooms tab in the navigation bar
- c. Admin can view the name/surname of the guest who has booked a specific room in the schedule viewer
- d. Admin clicks on the active guest view or all guests history to view details for each registered guest.

19. Admin views rooms availability

- a. Admin is logged in
- b. Admin clicks on Booked Rooms tab in the navigation bar
- c. Admin can view the availability of each room on the schedule located in the Booked Rooms page
- d. Admin can choose Booked Room list view from where he can see all rooms and their availability on specific days

- e. Admin searches for a specific room number or type to filter the rooms availability view

20. Admin view booking details

- a. Admin is logged in
- b. Admin clicks on the Booking details button in the dashboard page
- c. Admin will have a list view for each booking that is made
- d. Admin can click on any of the transactions to have a more details view about that specific booking (guest, number of days, price etc.)

21. Admin modifies booked rooms

- a. Admin is logged in
- b. Admin clicks on Booked Rooms tab in the navigation bar
- c. Admin can click in one of the booked rooms on the schedule view or he/she can search for the room they want to apply changes on the search bar
- d. Admin makes the proper changes of the booking and an automatic email claiming about this change is sent to the guest who has booked that room

22. Admin views guest reviews

- a. Admin is logged in
- b. Admin clicks on Guest Reviews in the dashboard page
- c. Admin can view all the reviews sorted by date as default or he/she can sort them based on other criteria
- d. Admin can reply to any of the reviews and the guest will be modified that his review is being replied by the admin

23. Admin prints room cleanliness status

- a. Admin is logged in
- b. Admin clicks on Booked rooms tab in the navigation bar
- c. Admin can see the cleanliness status in the schedule view in the right corner of the room or in the list view.
- d. Admin click print room cleanliness status to get an overview of the rooms that have to be cleaned and the cleaner to who it is assigned

24. Admin leaves notes for the employees

- a. Admin is logged in
- b. Admin clicks on assign tasks in the dashboard page
- c. Admin can assign task to each of the employees if he/she is not available to reach them in other ways
- d. The tasks are shown on the dashboard of each user

25. Admin assigns and controls tasks

- a. Admin is logged in
- b. Admin clicks on assign tasks in the dashboard page
- c. Admin can assign task to each of the employees if he/she is not available to reach them in other ways
- d. The tasks are shown on the dashboard of each user

26. Receptionist logs in into the system

- a. Receptionist opens the login page of the system
- b. Receptionist is asked to enter his/her credentials (username/password)
- c. Receptionist proves that he/she is not a robot by checking the Captcha
- d. Receptionist clicks Login button
- e. If his/her credentials matches with any of the data in the current database, the Receptionist is successfully logged in
- f. Receptionist gets redirected to the main view (dashboard) of the web page adapted for the receptionist only

27. Receptionist fails to login into the system

- a. Receptionist opens the login page of the system
- b. Receptionist is asked to enter his/her credentials (username/password)
- c. Receptionist proves that he/she is not a robot by checking the Captcha
- d. Receptionist clicks Login button
- e. Receptionist types one of his/her credentials wrong therefore these data are not found on the database.
- f. Receptionist will get a message error telling him/her that he has typed wrong credentials thus he will have to try to login again
- g. Receptionist can click forgot password if the password is wrong or type his credentials again

28. Receptionist changes his/her credentials

- a. Receptionist is first logged in
- b. Receptionist clicks on the profile tab under settings which will open the current profile of the logged in user in this case Receptionist
- c. Receptionist can view all his/her information on this page

- d. Receptionist edits or changes all the information that he/she wants to modify
- e. Receptionist clicks Save button
- f. The changed information is stored now on database and the page is refreshed with the new entered information

29. Receptionist logs out of the system

- a. Receptionist is logged in
- b. Receptionist clicks the logout button under Settings tab
- c. Receptionist's session is over, and he/she will be successfully logged out
- d. The system is directed to the login page
- e. If the receptionist wants to login again, he/she has to write his credentials again otherwise a successful login will not be executed.

30. Receptionist makes a reservation

- a. Receptionist is logged in
- b. Receptionist has taken a notification or message from a specific guest to complete his/her booking
- c. Receptionist clicks on Booked Rooms tab in the navigation bar
- d. Receptionist clicks on add new Booking button or he/she can directly click on the schedule view in one of the rooms for a specific date
- e. Receptionist fills the booking with the guest information and requirements
- f. Receptionist clicks on Book Now button and the room is booked with the information provided by the receptionist
- g. An email is sent to the guest who requested this booking that the room is booked successfully

31. Receptionist replies to guest messages

- a. Receptionist is logged in
- b. Receptionist sees that he/she has received a new message and clicks on the messages panel in the dashboard page
- c. Receptionist sees all the messages and clicks on the guest that he/she wants to reply
- d. Receptionist writes a reply message for the guest and clicks Send Message button

32. Receptionist can check who is Checking-in/Checking-out of the hotel

- a. Receptionist is logged in
- b. Receptionist clicks on Today Check-in/Check-out panel to view all the guests that are coming on that day at the hotel or are leaving that day from the hotel

- c. Receptionists can also view who has checked-in/checked-out of the hotel for other days that he/she wants to check.

33. Receptionist is notified by the system for new bookings

- a. Receptionist is logged in
- b. The notifications icon badge will show the receptionist the number of unread notifications
- c. Receptionist clicks on the notification icon and checks the notifications for the new bookings that are processed
- d. The receptionist can also check the new bookings on the booking details panel

34. Receptionist views booked rooms and availability

- a. Receptionist is logged in
- b. Receptionist clicks on Booked Rooms tab in the navigation bar
- c. Receptionist can view the availability of each room on the schedule located in the Booked Rooms page
- d. Receptionist can choose Booked Room list view from where he can see all rooms and their availability on specific days
- e. Receptionist searches for a specific room number or type to filter the rooms availability view

35. Receptionist clicks settings (change credentials)

- a. Receptionist is logged in
- b. Receptionist clicks on the profile tab under settings which will open the current profile of the logged in user in this case the guest view.
- c. Receptionist can view all his/her information on this page
- d. Receptionist edits or changes all the information that he/she wants to modify
- e. Receptionist clicks Save button
- f. The changed information is stored now on database and the page is refreshed with the new entered information

36. Guest logs in the system

- a. Guest opens the login page of the system
- b. Guest is asked to enter his/her credentials (username/password)
- c. Guest proves that he/she is not a robot by checking the Captcha
- d. Guest clicks Login button
- e. If his/her credentials matches with any of the data in the current database, the guest is successfully logged in

- f. Guest gets redirected to the main view of the web page adapted for the guest only

37. Guest fails to login into the system

- a. Guest opens the login page of the system
- b. Guest is asked to enter his/her credentials (username/password)
- c. Guest proves that he/she is not a robot by checking the Captcha
- d. Guest clicks Login button
- e. Guest types one of his/her credentials wrong therefore these data are not found on the database.
- f. Guest will get a message error telling him/her that he has typed wrong credentials thus he will have to try to login again
- g. Guest can click forgot password if the password is wrong or type his credentials again

38. Guest logs out of the system

- a. Guest is logged in
- b. Guest clicks the logout button under Settings tab
- c. Guest session is over, and he/she will be successfully logged out
- d. The system is directed to the login page
- e. If the guest wants to login again, he/she has to write his credentials again otherwise a successful login will not be executed.

39. Guest opens profile

- a. Guest is not registered yet on the system thus he opens the sign up page of the system
- b. Guest fills the registration form with all his/her information
- c. Guest will take a confirmation email to confirm his/her account
- d. Guest will be directed on the login page to enter his credentials to login on the system
- e. The 35 Scenario will take part from now

40. Guest checks room availability

- a. Guest is logged in
- b. Guest chooses two dates (check-in and check-out) which defines the period that he wants to stay in the hotel
- c. Guest will have a list of rooms that are available during these days with some information about the room
- d. Guest can click in one of the rooms available on these dates to view full details of that room

41. Guest books one or several rooms

- a. Guest is logged in
- b. Guest performs scenario 40 to view rooms availability for the period that he/she wants to stay on the hotel
- c. Guest clicks book room within the dates that he/she has chosen
- d. Guest will be notified that the room is successfully booked

42. Guest sends message

- a. Guest is logged in
- b. Guest clicks on send message button to open an text area where he/she can write his/her message
- c. Guest types the message with any issue or need that he/she has and clicks on the send button to send the message to the receptionist.
- d.

43. Guest clicks settings (change his/her credentials)

- a. Guest is logged in
- b. Guest clicks on the profile tab under settings which will open the current profile of the logged in user in this case the guest view.
- c. Guest can view all his/her information on this page
- d. Guest edits or changes all the information that he/she wants to modify
- e. Guest clicks Save button
- f. The changed information is stored now on database and the page is refreshed with the new entered information

44. Cleaner logs in the system

- a. Cleaner opens the login page of the system
- b. Cleaner is asked to enter his/her credentials (username/password)
- c. Cleaner proves that he/she is not a robot by checking the Captcha
- d. Cleaner clicks Login button
- e. If his/her credentials match with any of the data in the current database, the cleaner is successfully logged in
- f. Cleaner gets redirected to the main view of the web page adapted for the cleaner only

45. Cleaner logs out of the system

- a. Cleaner is logged in
- b. Cleaner clicks the logout button under Settings tab
- c. Cleaner session is over, and he/she will be successfully logged out
- d. The system is directed to the login page
- e. If the cleaner wants to login again, he/she has to write his credentials again otherwise a successful login will not be executed.

46. Cleaner views Dashboard(checks room status)

- a. Cleaner is logged in
- b. Cleaner clicks on the Rooms to be Cleaned panel
- c. Cleaner views which rooms are assigned to him/her for cleaning

47. Cleaner clicks settings (change his/her credentials)

- a. Cleaner is logged in
- b. Cleaner clicks on the profile tab under settings which will open the current profile of the logged in user in this case the cleaner view.
- c. Cleaner can view all his/her information on this page
- d. Cleaner edits or changes all the information that he/she wants to modify
- e. Cleaner clicks Save button
- f. The changed information is stored now on database and the page is refreshed with the new entered information

48. Cleaner sets room status to cleaned

- a. Cleaner is logged in
- b. Cleaner performs scenario 46 to check for the rooms that he/she has to clean
- c. After cleaning one of the assigned rooms he/she sets the status of the room to cleaned

49. Cleaner clicks print room status

- a. Cleaner is logged in
- b. Cleaner clicks on The Rooms to be cleaner panel
- c. Cleaner views the rooms that are assigned to him/her for cleaning
- d. Cleaner clicks print report button to have a more transparent view of the room status

4.2.Use Cases

4.2.1.Use Case 1

Name	User Login
Summary	User is successfully logged in after he/she provides correct credentials to the system
Actor	Admin, Receptionist, Guest, Cleaner
Description	<p>The user opens login page and in order to gain access to the main page of the system and other features offered, he/she must provide his/her valid credentials to the login page or can directly sign in using Google Sign-in. The user will later be directed to the main page which is different for different types of user.</p> <ul style="list-style-type: none"> a. User opens the login page of the system b. User is asked by the system to enter his/her credentials (username/password) c. User proves that he/she is not a robot by checking the Captcha . d. User clicks Login button e. If his/her credentials matches with any of the data in the current database, the user is successfully logged in f. User gets redirected to the main view (dashboard) of the web page
Precondition	The user must first have been registered in the software using his/her personal credentials
Alternatives	There are no alternative options
Post Condition	The user gains access to their profile which differs from the user's role

4.2.2. Use Case 2

Name	User manages his/her profile
Summary	User goes to Profile and edit data
Actor	Admin, receptionist, guest, cleaner
Description	<ul style="list-style-type: none"> • User click settings, under which will find the button Profile. There user can edit his/her details: name, surname, email, password, birthdate, address, edit picture, upload a new picture. • User edits or changes all the information that he/she wants to modify • User clicks Save button • The changed information is stored now on database and the page is refreshed with the new entered information
Precondition	User must be logged in
Alternatives	User types his/her credentials wrong so user will get a message error telling him/her that he has typed wrong credentials thus he will have to try to login again
Post Condition	The changed information is stored now on database and the page is refreshed with the new entered information.

4.2.3. Use Case 3

Name	Admin manages inventory
Summary	Admin can add, modify or delete a product.
Actor	Admin
Description	<p>Admin clicks Inventory button on the navigation bar</p> <ul style="list-style-type: none"> a. Admin clicks Add Product button and will be redirected to a fillable empty form where he/she can add information about the new entered product (name, amount, type etc.) Admin clicks Submit button in order to add the new product in the inventory b. Admin clicks Edit Product button and is redirected to a form which contains the information for the current product from where he can update that information Admin clicks Save button to save the new entered information for the product c. Admin points to the product that he wants to remove and clicks Remove button from the products view page <p>A confirmation dialog will be showed asking if he/she is sure to remove the specific product</p>
Precondition	Admin must be logged in
Alternatives	None
Post Condition	The inventory page is refreshed, and the product change(added, modified or deleted) will be shown on the inventory's page with the new information

4.2.4. Use Case 4

Name	Booking
Summary	User can book a room after checking its availability.
Actor	Guest, receptionist
Description	<ul style="list-style-type: none"> a. User chooses two dates (check-in and checkout) which defines the period that he wants to stay in the hotel b. User will have a list of rooms that are available during these days with some information about the room c. User can click in one of the rooms available on these dates to view full details of that room d. User clicks book room within the dates that he/she has chosen
Precondition	<p>User has to be logged in and room has to be available in order to be booked.</p> <p>If the guest make reservation by himself receptionist is just notified.</p>
Alternatives	Guest can call receptionist.
Post Condition	Guest will be notified that the room is successfully booked

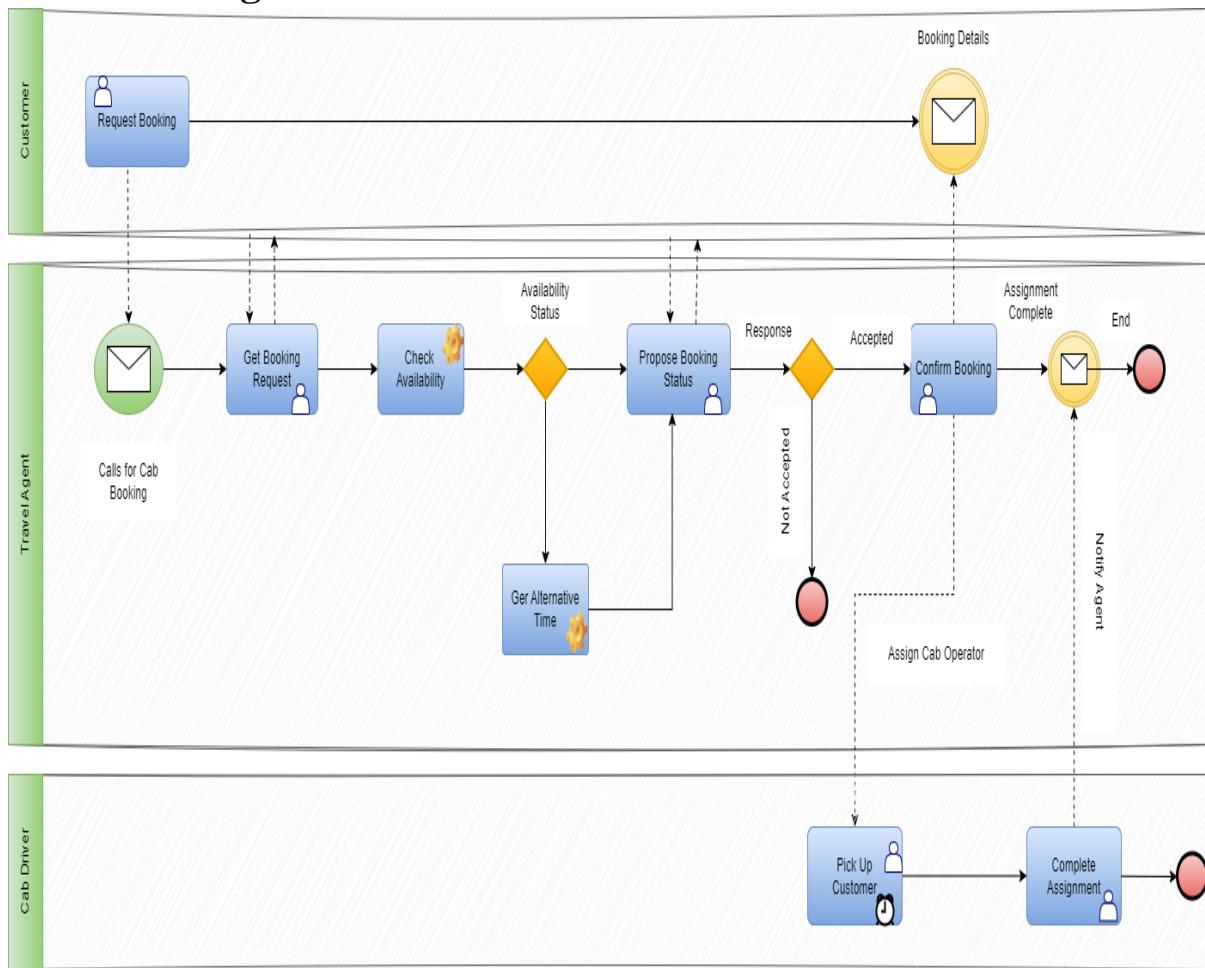
4.2.5.Use Case 5

Name	Guest messages
Summary	System makes possible the communication between guest and receptionist.
Actor	Guest, Receptionist
Description	<ul style="list-style-type: none"> a. Guest clicks on send message button to open an text area where he/she can write his/her message b. Guest types the message with any issue or need that he/she has and clicks on the send button to send the message to the receptionist c. Receptionist sees that he/she has received a new message and clicks on the messages panel in the dashboard page d. Receptionist sees all the messages and clicks on the guest that he/she wants to reply e. Receptionist writes a reply message for the guest and clicks Send Message button
Precondition	User has to be logged in
Alternatives	Guest can call receptionist.
Post Condition	Guest is notified for the message from receptionist.

4.2.6. Use Case 6

Name	Booking
Summary	User can book a room after checking its availability.
Actor	Guest, receptionist
Description	<ul style="list-style-type: none"> a. User chooses two dates (check-in and checkout) which defines the period that he wants to stay in the hotel b. User will have a list of rooms that are available during these days with some information about the room c. User can click in one of the rooms available on these dates to view full details of that room d. User clicks book room within the dates that he/she has chosen
Precondition	<p>User has to be logged in and room has to be available in order to be booked.</p> <p>If the guest make reservation by himself receptionist is just notified.</p>
Alternatives	Guest can call receptionist.
Post Condition	Guest will be notified that the room is successfully booked.

5.BPMN Diagram



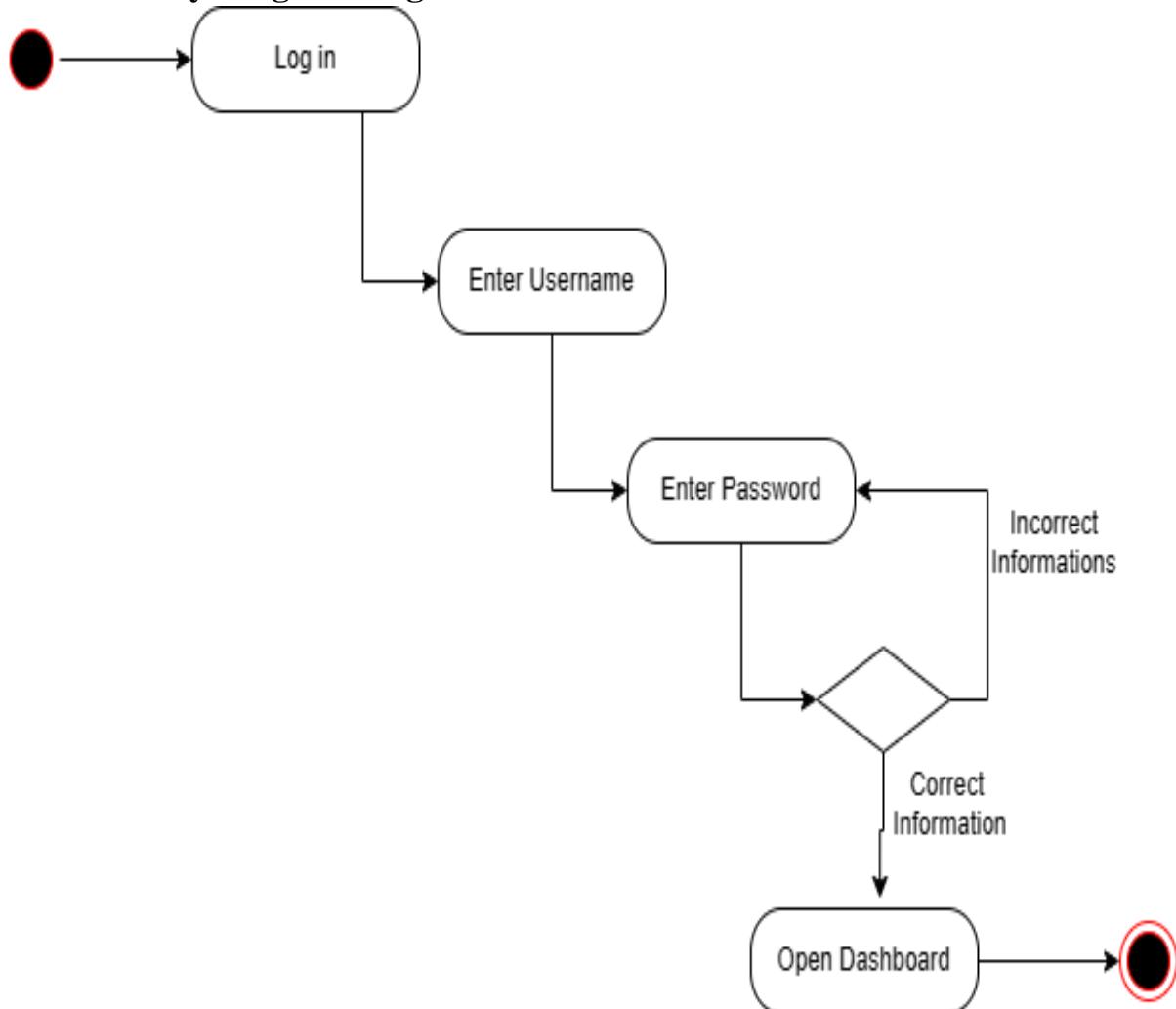
6.UML Diagram Documentation

6.1.Use Case Diagram

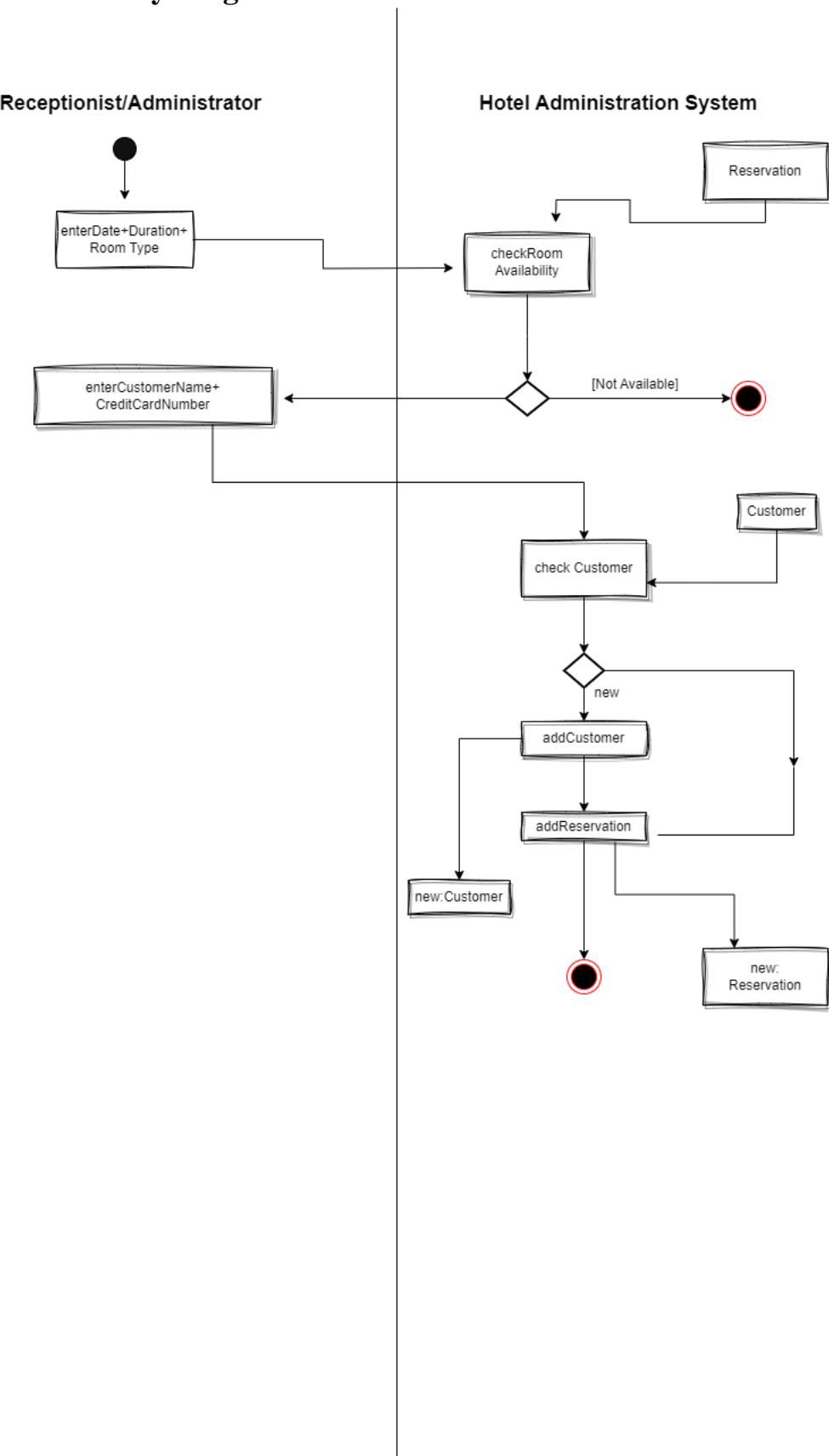


6.2. Activity Diagram

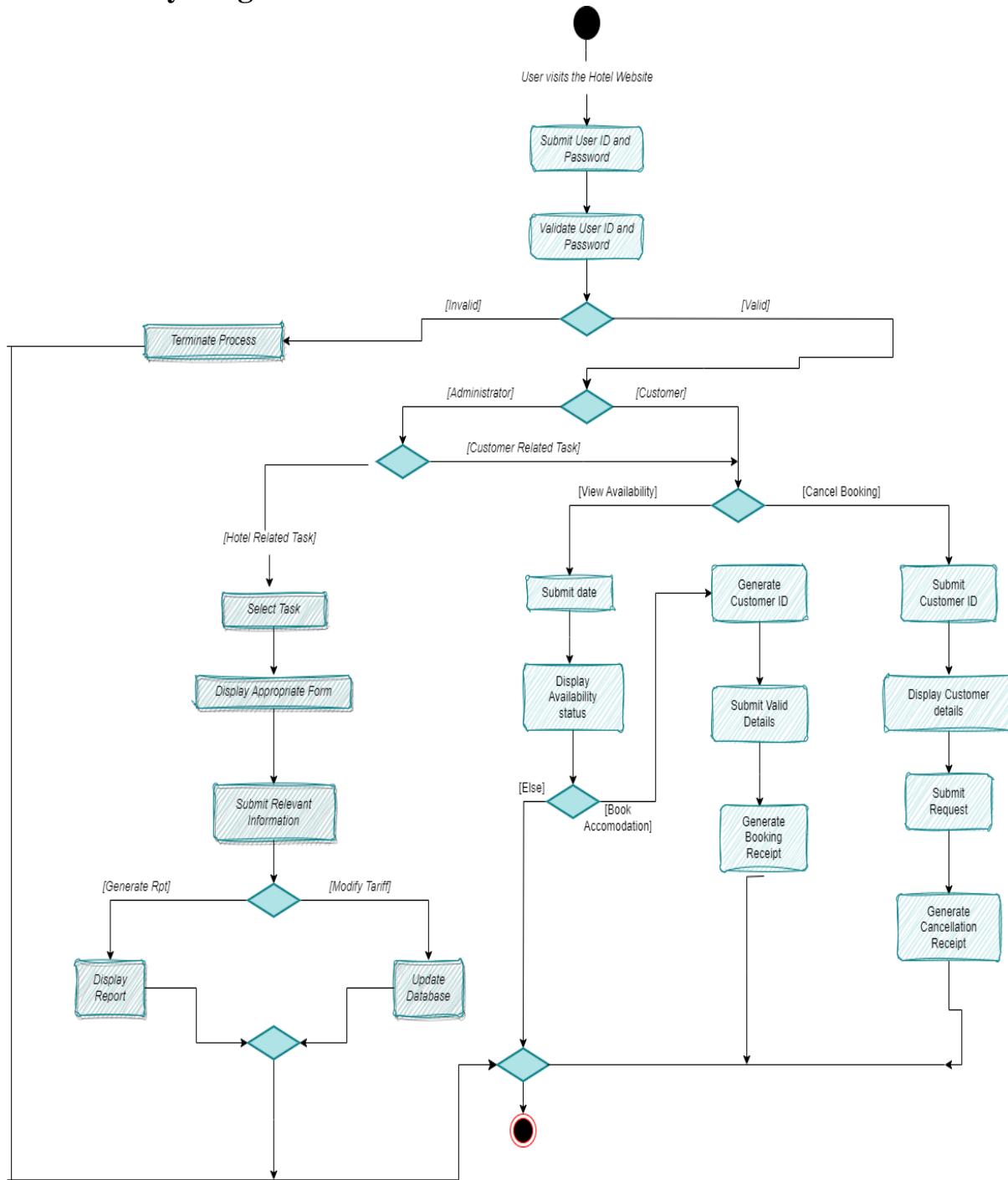
6.2.1. Activity Diagram Log in



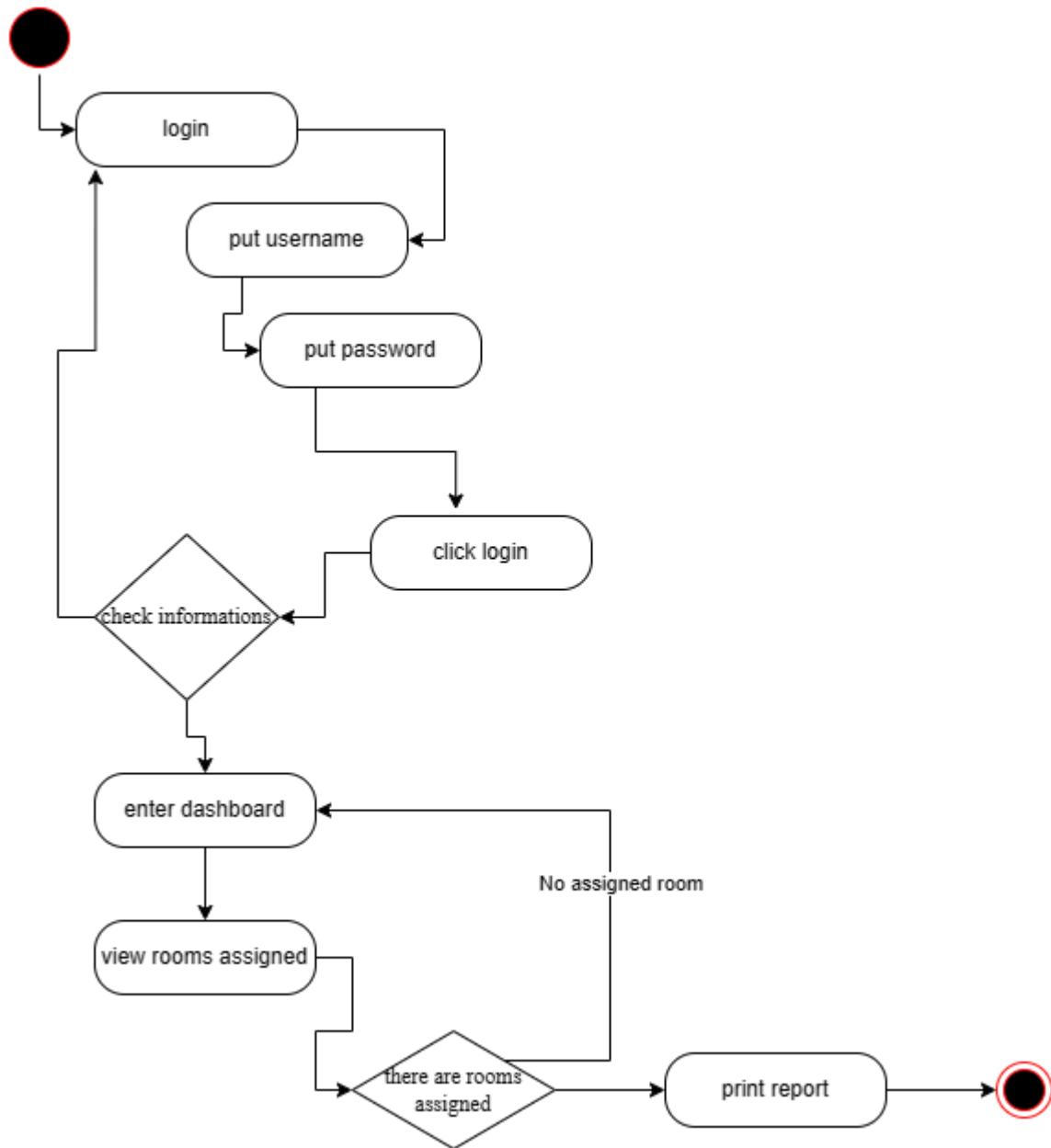
6.2.2. Activity Diagram Reservation Process



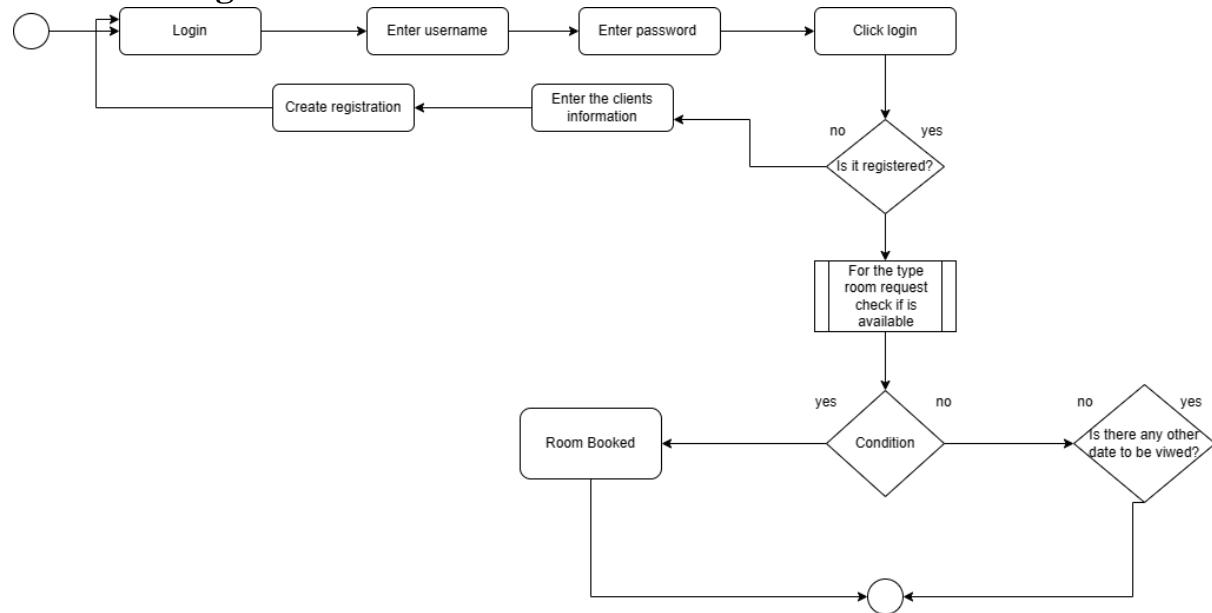
6.2.3. Activity Diagram USER



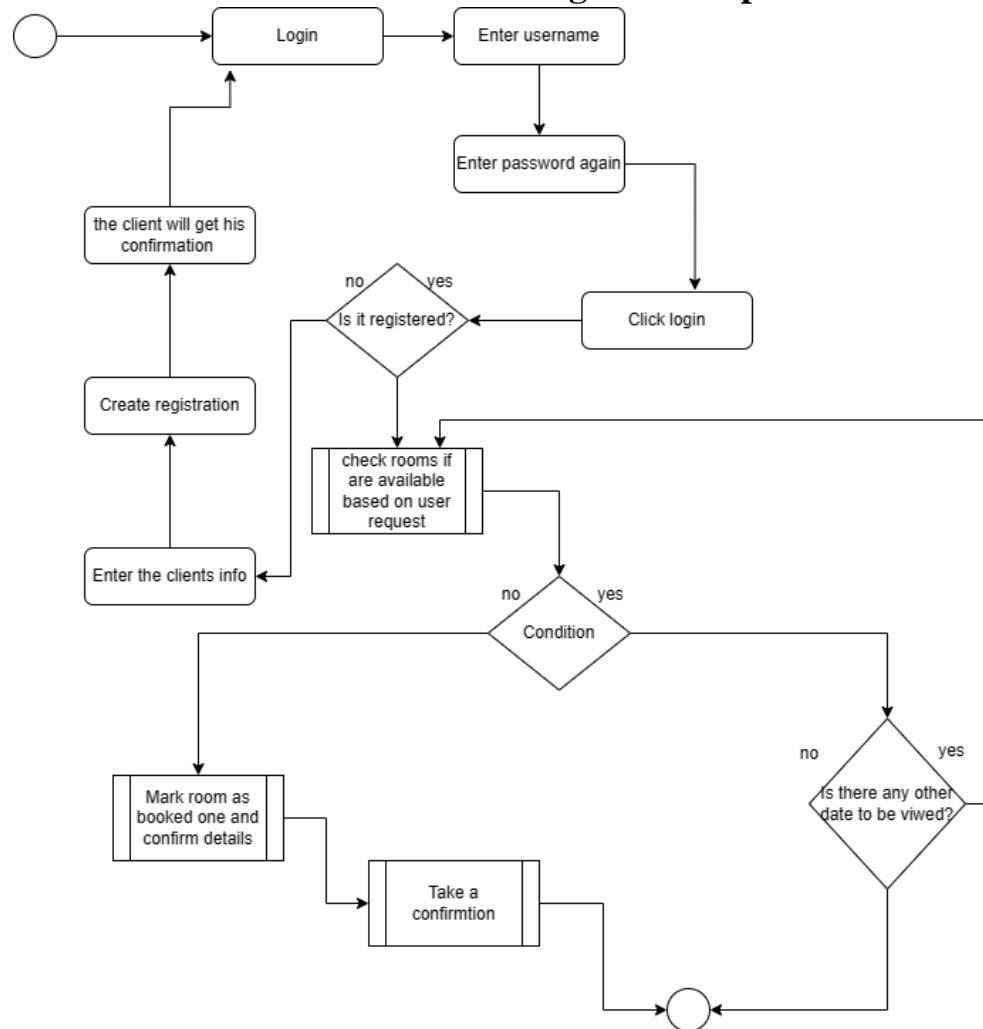
6.2.4. Activity Diagram Housekeeping



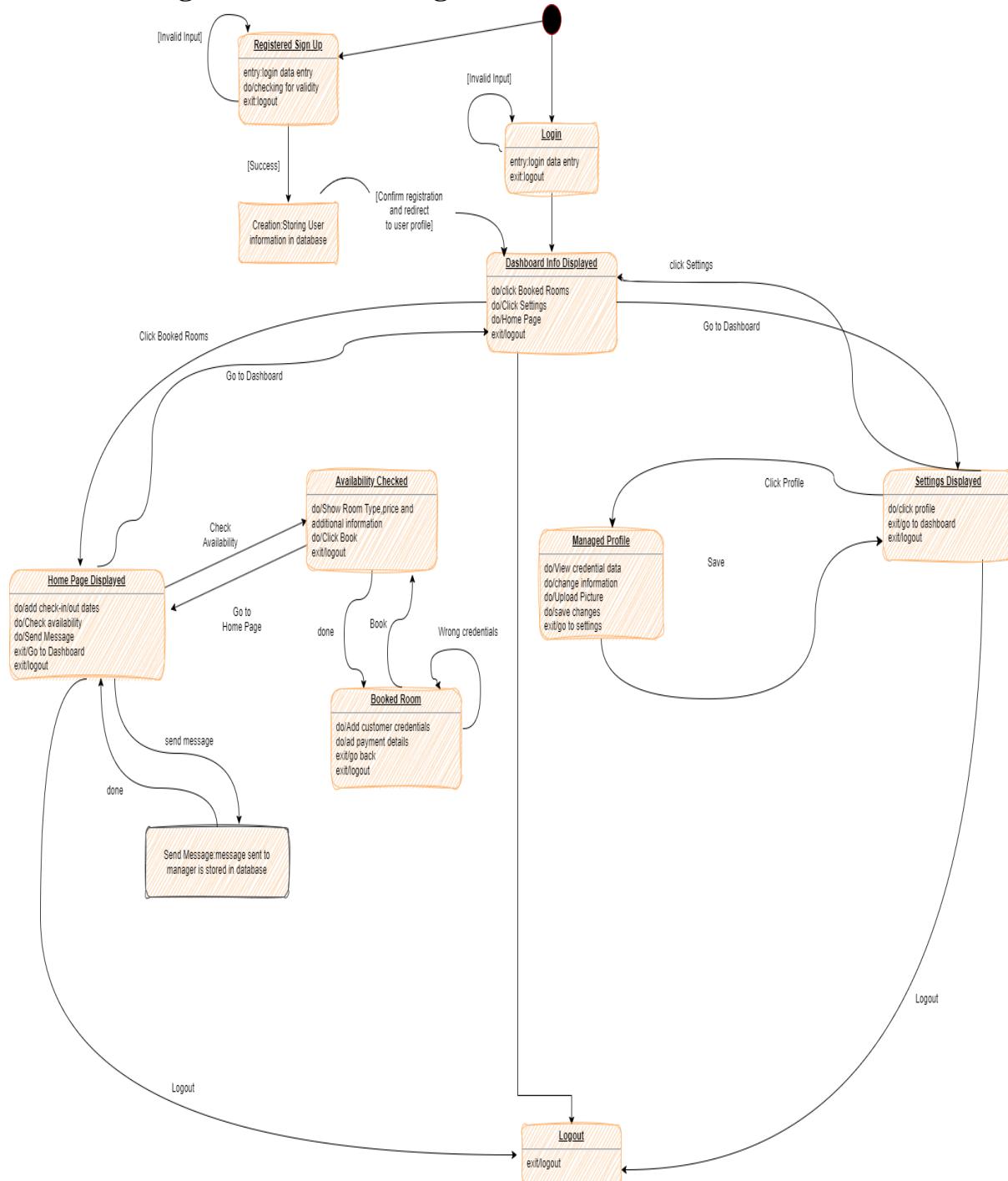
6.3.State Diagram/Client



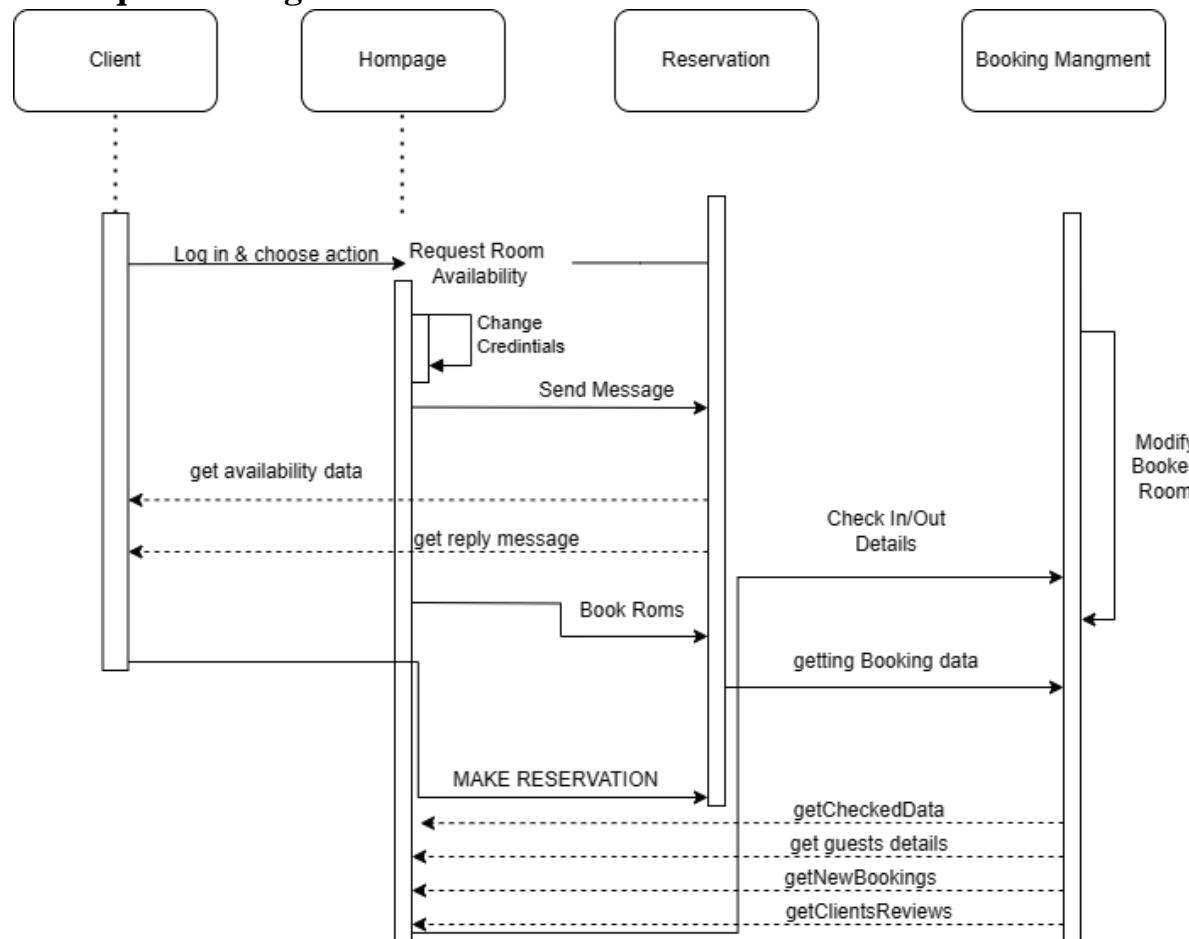
6.4.State Diagram/Receptionist



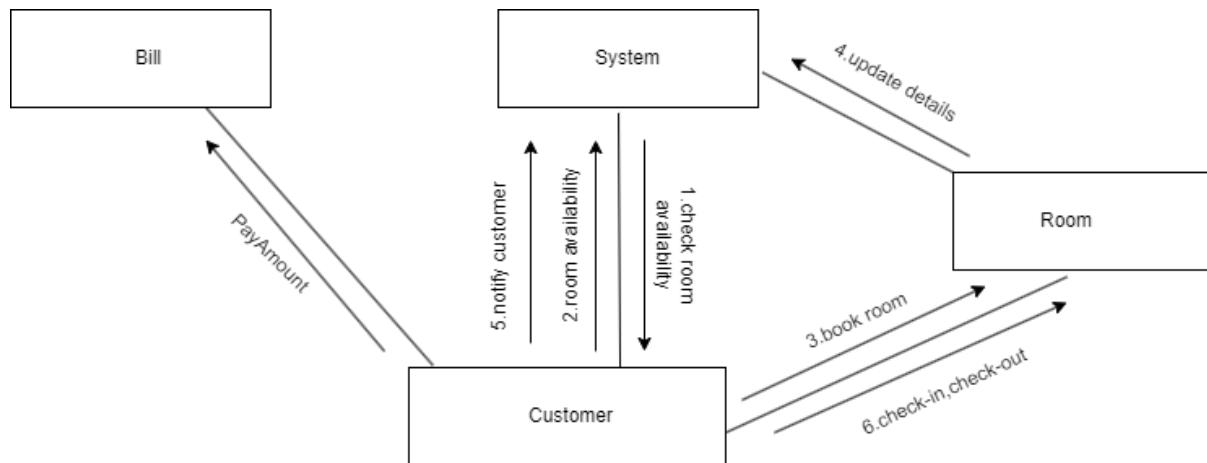
6.5.State Diagram-Customer-High Level



6.6.Sequence Diagram

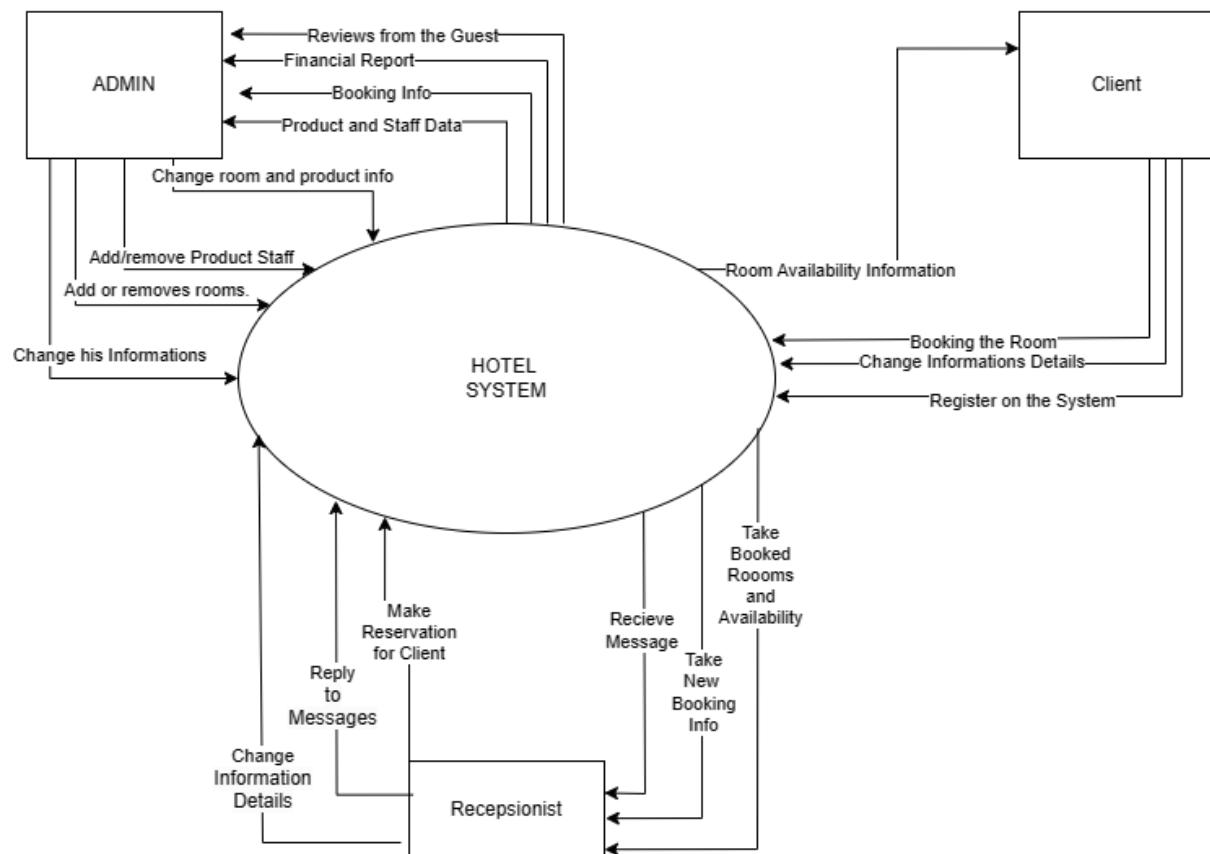


6.7. Communication Diagram

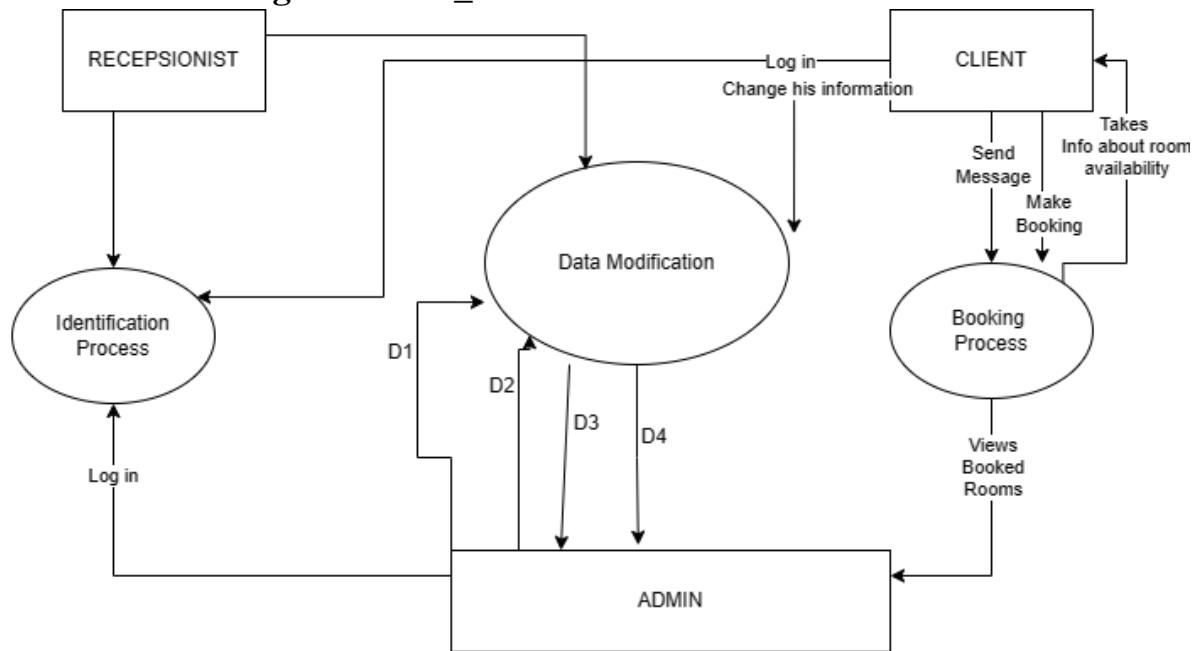


7.DFD & ERD

7.1.Data Flow Diagram Level 0



7.2.Data Flow Diagram Level_1



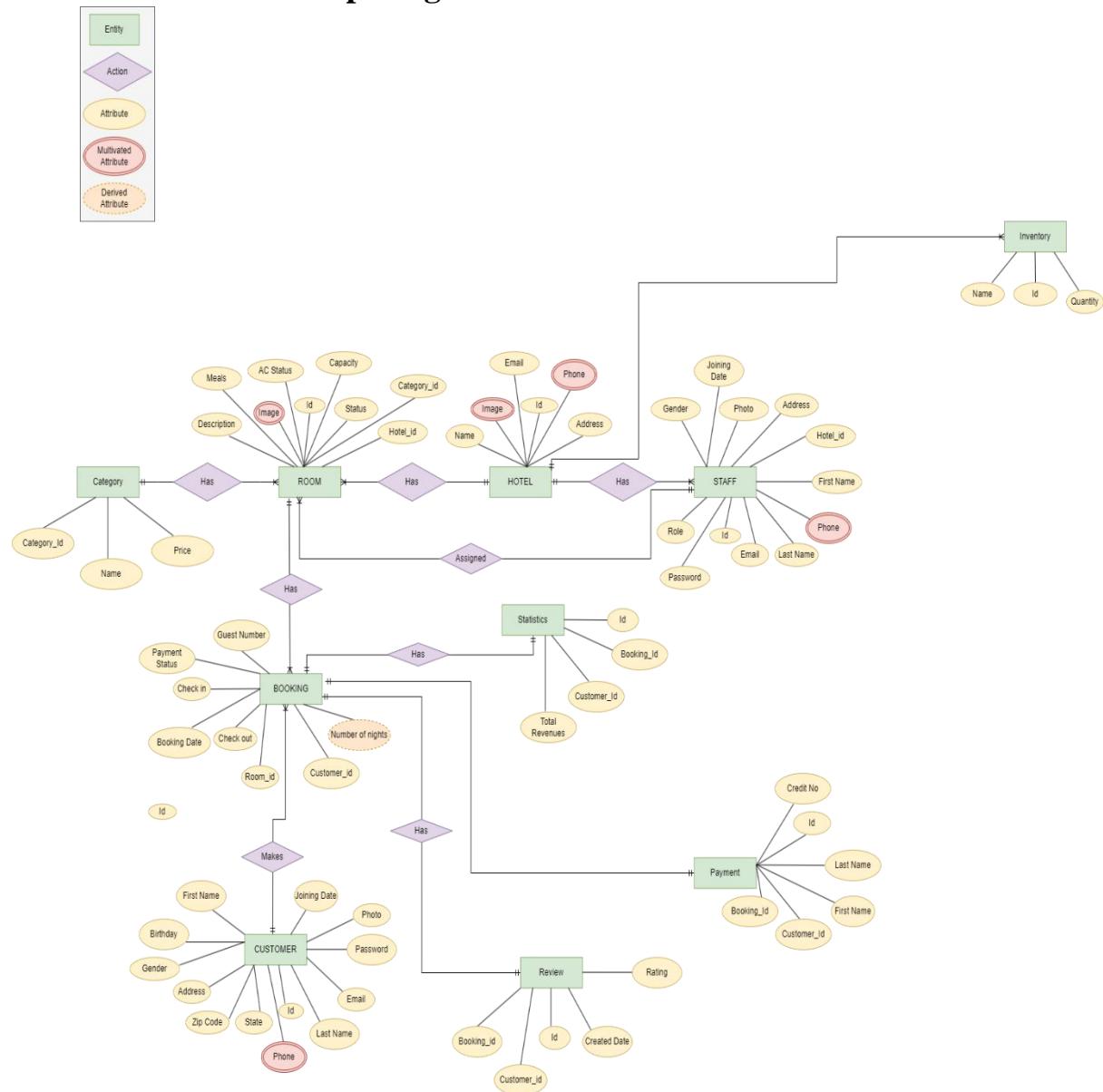
D1=Change his information.

D2=Add/Delete room and change prices.

D3=View Room Information

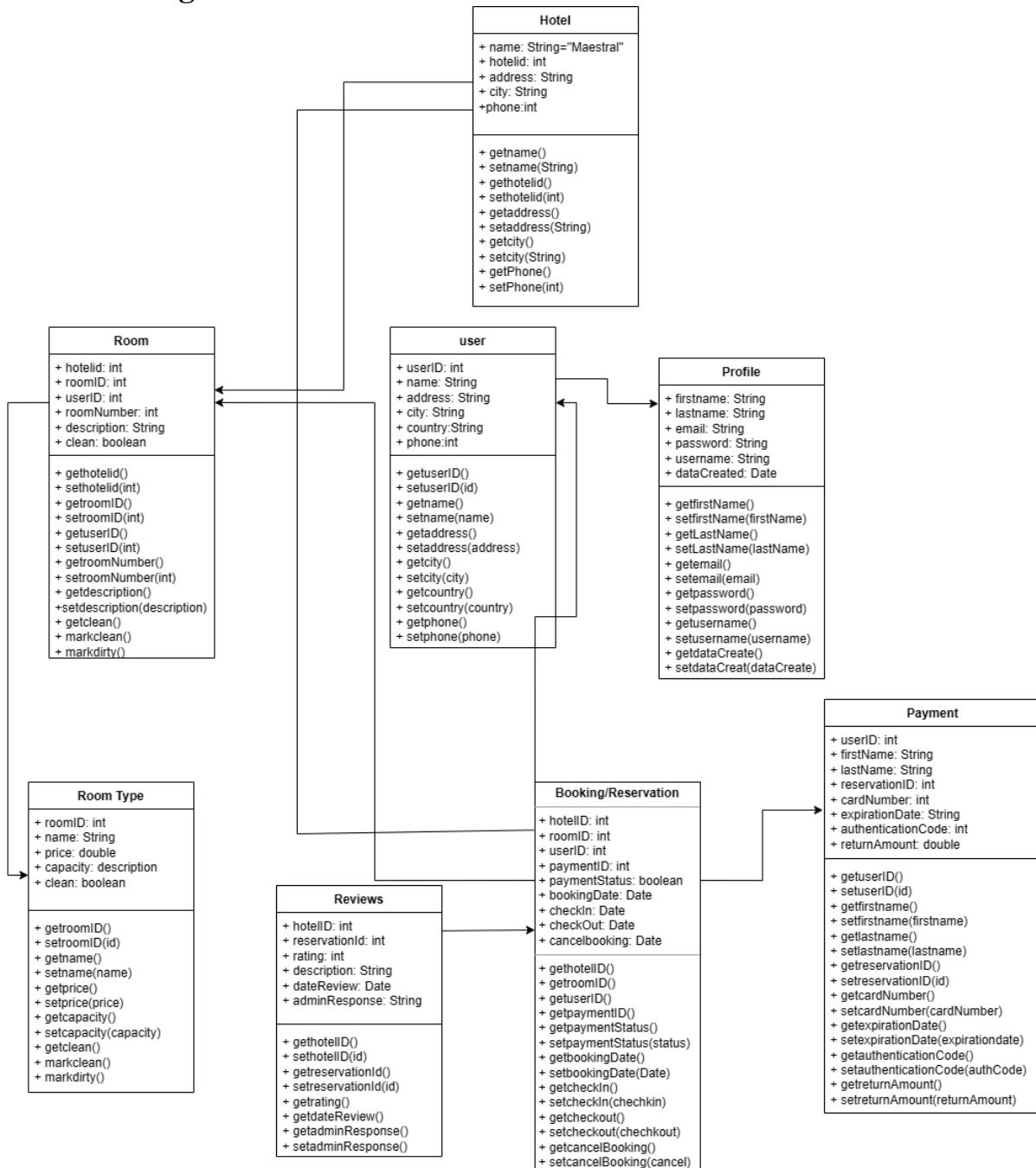
D4=Get client Information

7.3. Entities Relationship Diagram

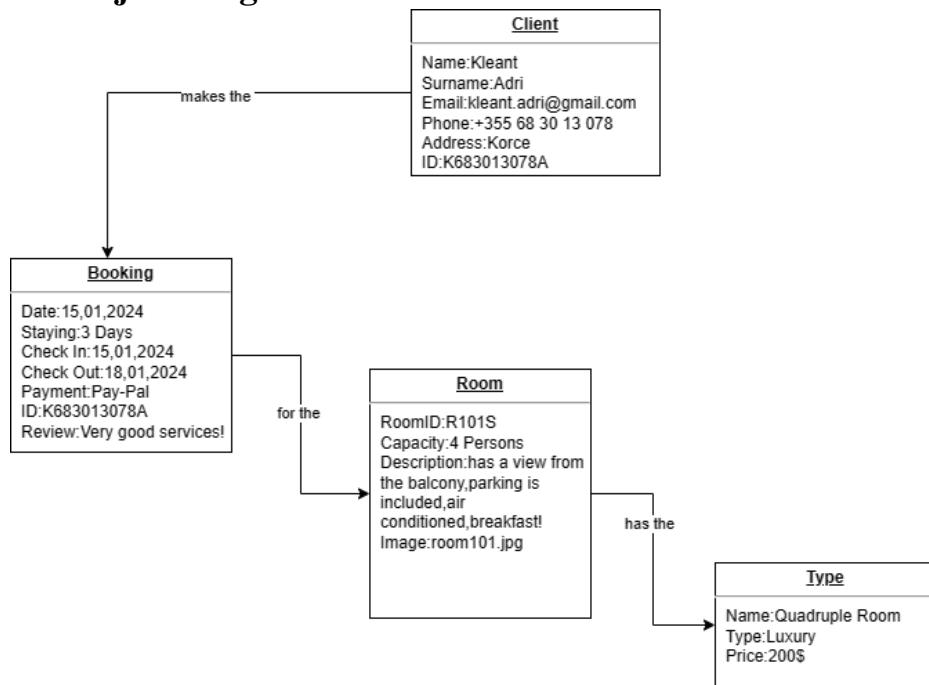


8.Structural Diagrams

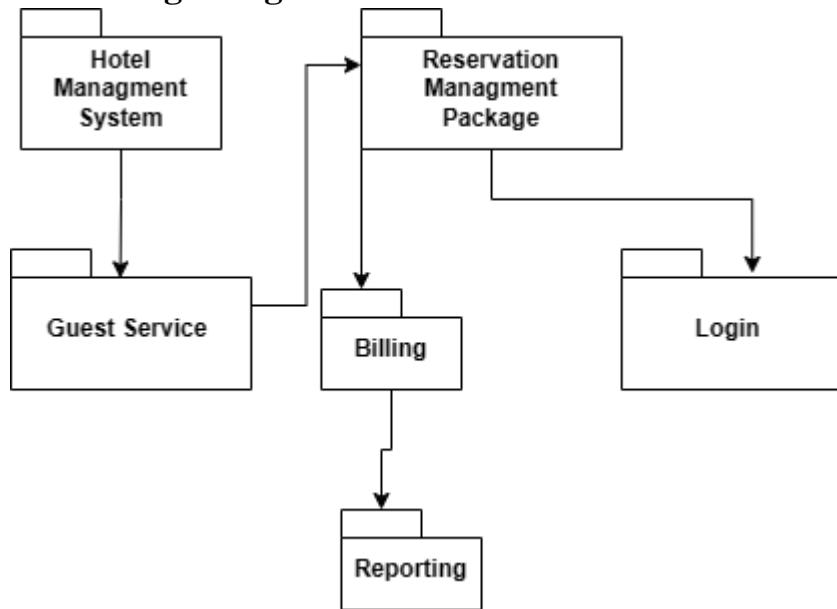
8.1.Class Diagram



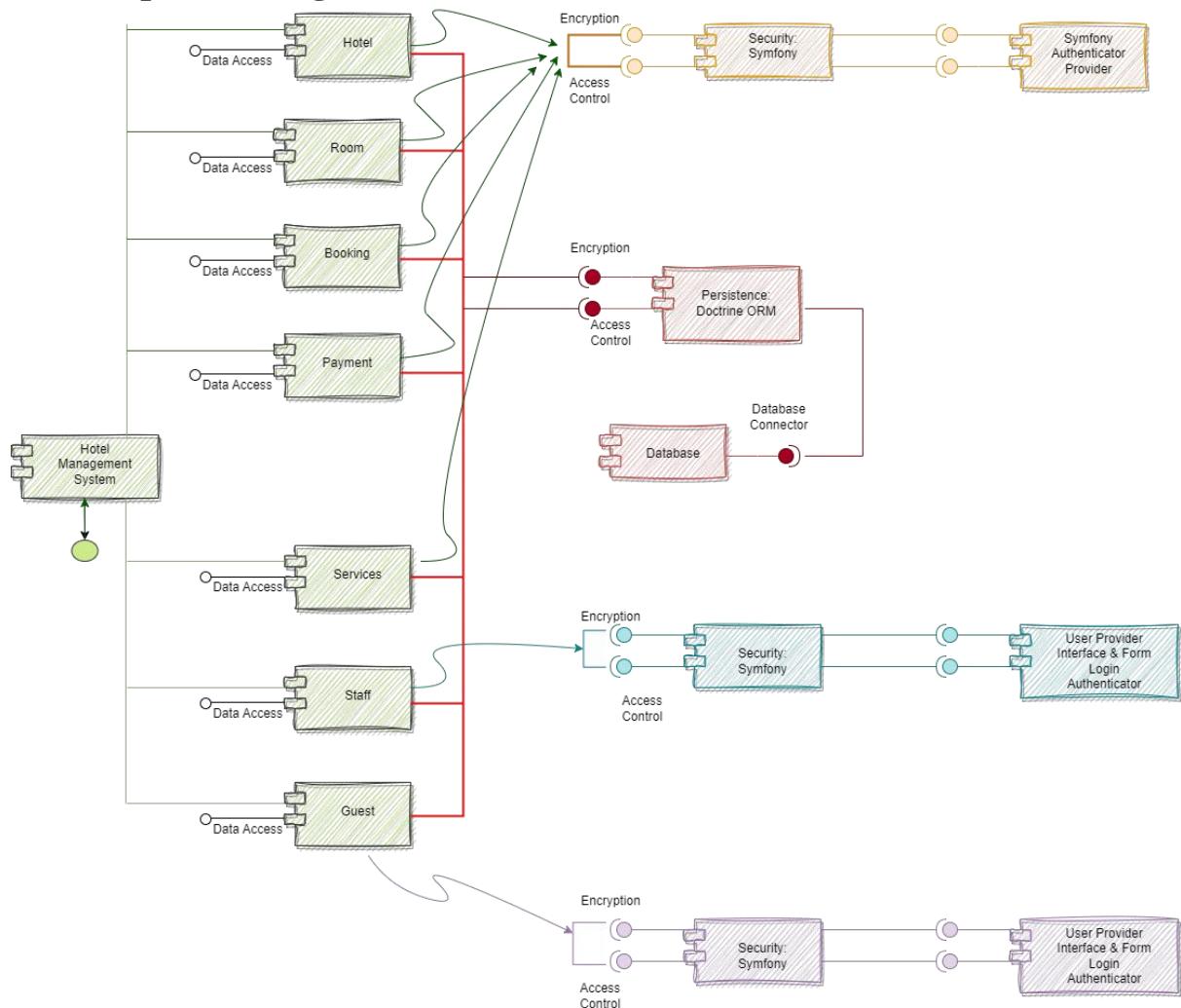
8.2.Object Diagram



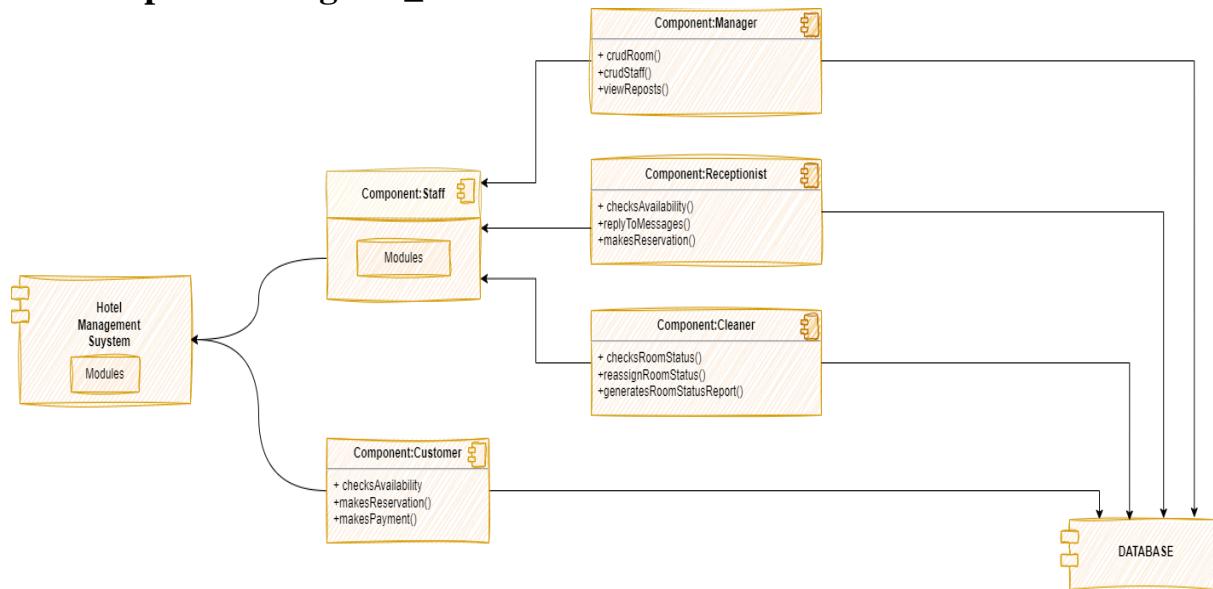
8.3.Package Diagram



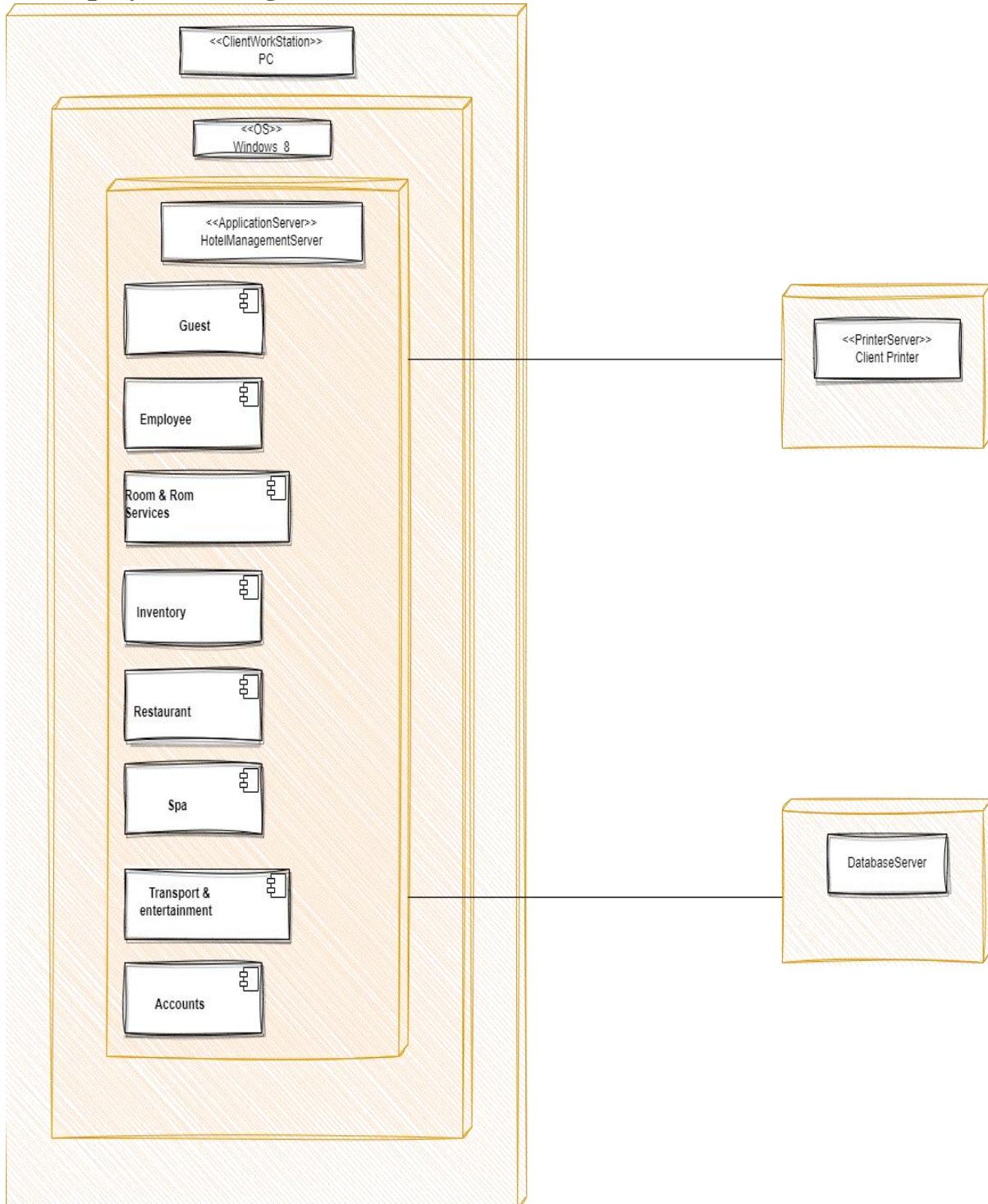
8.4.Component Diagram_1



8.5.Component Diagram_2

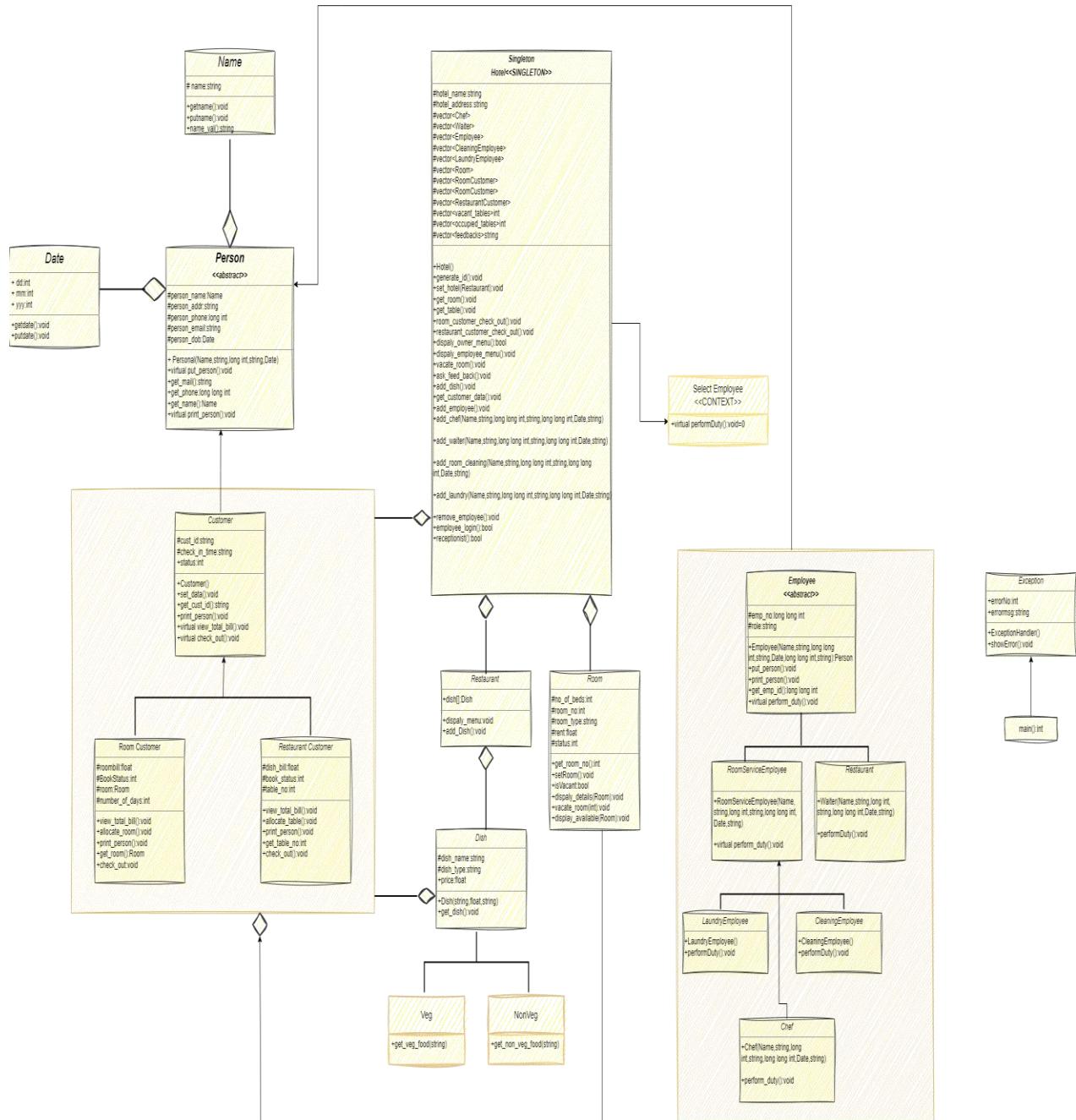


8.6.Deployment Diagram

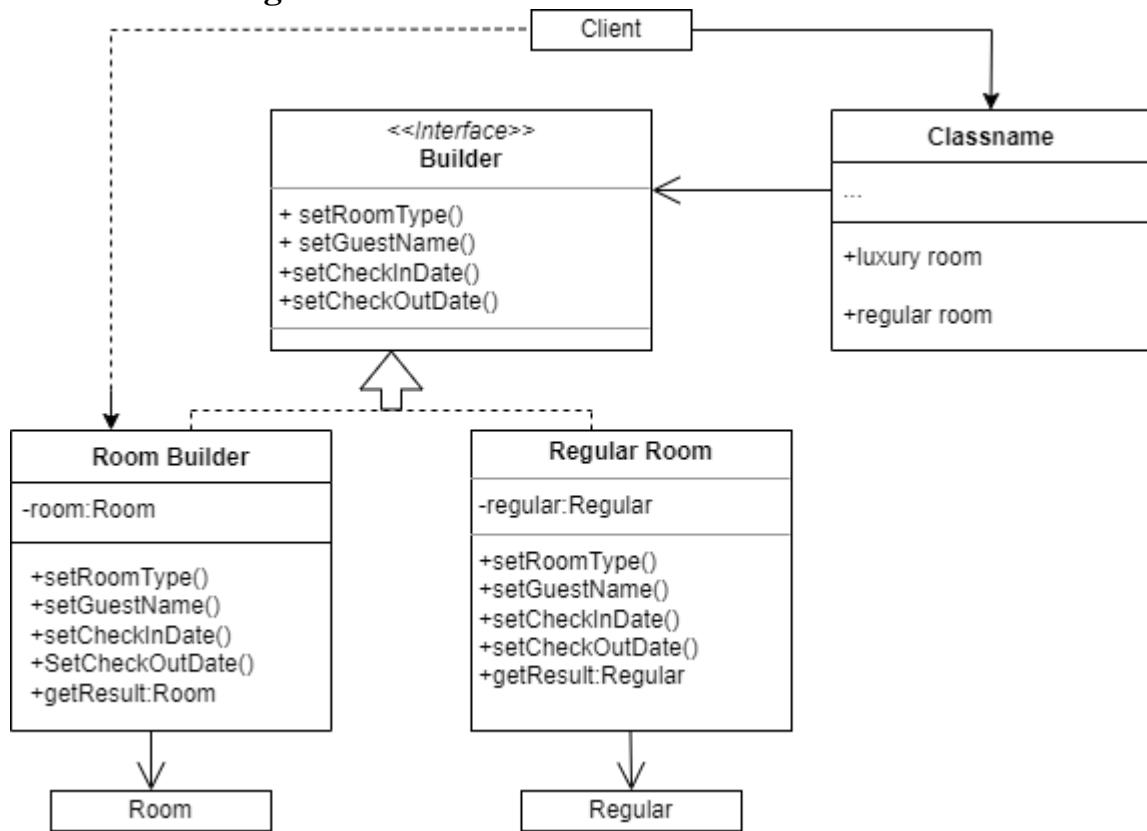


9.Design Patterns

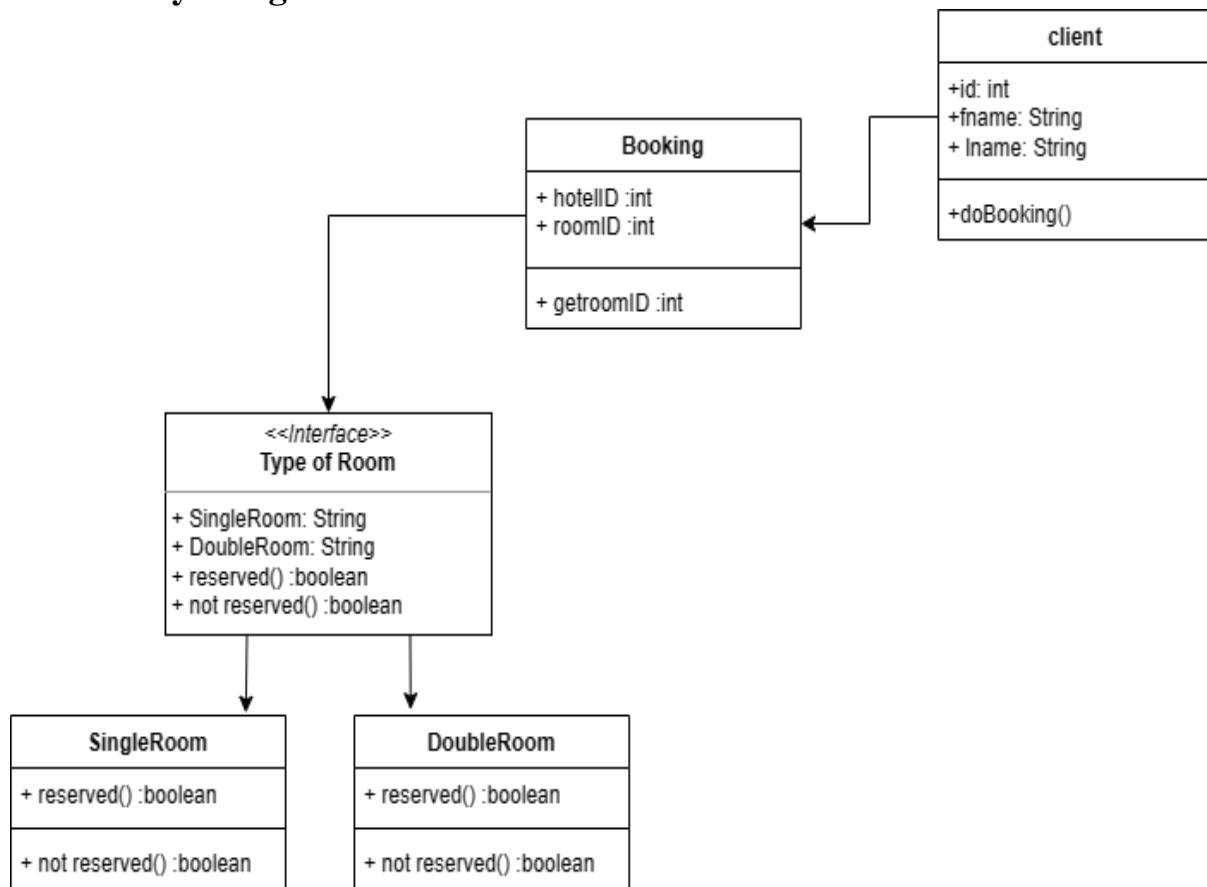
9.1.Abstract Design Pattern



9.2. Builder Design Pattern



9.3.Factory Design Pattern



10. User Analysis

1. Are users trained professionals, technician, clerical, or manufacturing workers?

Yes they are because the hotel users of management software come from a variety of backgrounds, including IT specialists, front desk employees, housekeeping, managers, and housekeeping. In order to ensure efficiency and effectiveness in the use of the hotel management software across various departments and responsibilities, training programs must be customized to meet the unique needs of each user group.

2. What level of formal education does the average user have?

Each user of the software system for hotel management has different levels of education. For example, an IT has a bachelor's degree while a receptionist may have a university degree of the type of professional programs. But this will not bring difficulty in using of the software, because it is created in a simple and understandable way for everyone, their responsibility in their work is needed for the level of their work.

3. Are users expert typists or keyboard phobic?

This applies to special users, so to say, because normally the IT employee must be an expert typist and receptionist as well, because they are all the time using the software. This in this case may not be very necessary for the employee of housekeeping.

4. What is the age range of the user community?

This depends mainly in the work the user community do for example the IT employ must be younger and receptionist. This is also dependant to the hotel HR, but this is not very much problem for the usage of the software hotel system.

5. Will the users be represented predominately by one gender?

No, the software system will be used by both genders!

6. How are users compensated for the work they perform?

By receiving their work wages for as many working hours as they perform in agreement with HR and the finance department.

7. Do users work normal office hours or do they work until the job is done?

Not mainly the employees work in regular working hours, but we must mainly emphasize that in cases when it is seasonal vacation time, the work flow increases and this can affect the greater use of the software, which requires more parameters in terms of functionality. .

8. Is the software to be an integral part of the work users do or will it be used only occasionally?

Yes, of course, this will be an integral part of the work, because in order for the work to be as effective as possible for each of the members of the hotel, they must cooperate with each other, and the software for this will serve as a communication bridge between them. we take the case of housekeeping that informs the receptionist that the room is clean or not through the software, which will save more time and more work is done.

9. What is the primary spoken language among users?

The primary spoken language is Albania language.

10. What are the consequences if a user makes a mistake using the system?

For example if a user makes a mistake on:

- ✓ Reservation Errors: Mistakes can lead to double bookings or forgotten reservations.
- ✓ Inventory Issues: Errors in updating room availability can cause overbooking.
- ✓ Housekeeping Miscommunication: Incorrect room status can occur due to communication errors.
- ✓ Accounting Mistakes: Errors in billing can impact the hotel's brand image.

These mistakes can lead to revenue loss and damage to the hotel's reputation.

11. Are users experts in the subject matter that is addressed by the system?

Users of hotel management software are typically professionals in the hospitality industry, such as front desk staff, hotel managers, and owners. They have expertise in hotel operations, which is the subject matter addressed by the system. However, the software also has a technical aspect, so while users are experts in the hospitality industry, they also need to be trained on how to use the specific software system effectively. This ensures they can leverage all the features of the software to streamline operations and enhance guest experience.

12. Do users want to know about the technology the sits behind the interface?

While some users of a hotel management software system, particularly those with a technical inclination, might be interested in understanding the technology behind the interface, the majority of users are typically more focused on the system's functionality and ease of use.

11.Implementation

The Main page consists of basic information about the hotel such as about, features, Contact information, Login and Register redirecting.

Register: This part is only for the customers which want to reserve a room for a specific time in our hotel. They can get registered using their Google Account or provide their information manually and to Sign up.

Login: With their own login credentials, each user—Admin, Receptionist, Cleaner, and Customer—can log in here. After a successful login or registration the user will be redirected to their corresponding dashboard page based on their access. If they have already stored an image for their account in the database their account will show that picture to the related user.

Example:

Customer will be allowed to check Room availability for specific dates, book or cancel premade booked rooms, make payments and change his/her credentials.

Receptionist will be allowed to check Room availability for specific dates, book or cancel premade booked rooms for customers, set payment status,etc.

Admin will have access on everything that is provided by the system.

As we mentioned in the development requirements:

- Maestral WebApp is going to be developed by using Symfony 4.2 Framework with MVC architecture. It was simpler to remove strict dependencies from the architecture by utilizing Bundles and Components, two of Symphony's most notable technological advantages.
- We are going to use Twig, a contemporary PHP template engine, for the templating part. Despite being a template engine in and of itself, PHP has not evolved as much as the other template engines in recent years. To support this statement based on the actual facts as well PHP template lacks some features that the modern template must have:
 - **Concise**(has a very concise syntax, which make templates more readable)
 - **Template oriented syntax**(Twig has shortcuts for common patterns)
 - **Full Featured**(multiple inheritance, blocks, automatic output-escaping, and much more)
 - **Easy to learn**
 - **Have more security** etc..

11.1.Prototype

Hotel Maestral

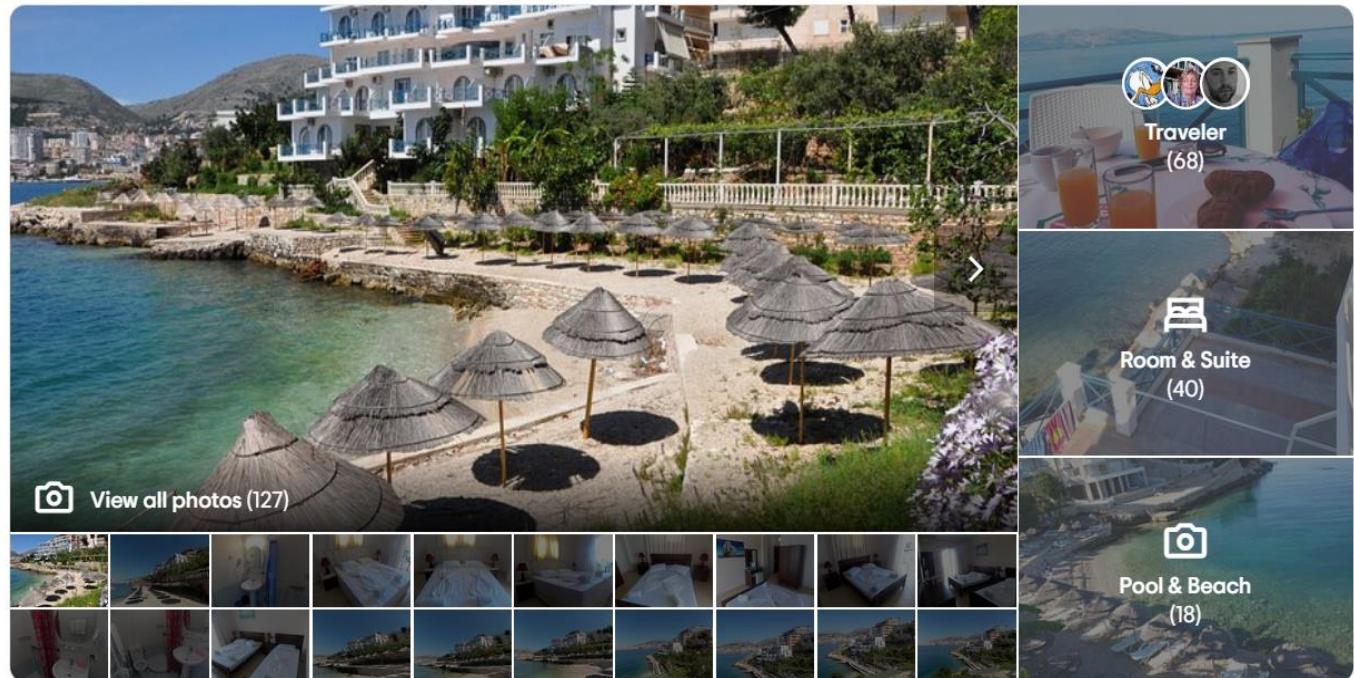


56 reviews | #7 of 148 hotels in Saranda

Ruga Butrinti 32 Lagja No. 1, Saranda 9701 Albania

[Write a review](#)

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[View all photos \(127\)](#)

[Hotel Maestral](#) [Deals](#) [About](#) [Location](#) [Reviews](#)

View prices for your travel dates

Check In
- / - / -

Check Out
- / - / -

Guests
1 room, 2 adults, 0 children

Select dates to find the best prices for your trip

< February 2024

March 2024 >

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3				
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

SUN	MON	TUE	WED	THU	FRI	SAT
1	2					
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Cheaper Average Higher

Average prices for 1-night stay

Tonight

This weekend

Next weekend

Free High Speed Internet (WiFi)

Beach

4.5 Excellent  56 reviews

#7 of 148 hotels in Saranda

Location	 4.5
Cleanliness	 4.4
Service	 4.1
Value	 4.5

Maestral Hotel only 500 meters from the center of Saranda, where you will find a sea view from our spectacle and a wonderful beach that is in full service clients. Maestral Hotel has 24 rooms arredura more subtlety and completed in a/c conditioning, refrigerator, etc.. The restaurant of Hotel Maestral are all options to be fed with different specialties such as those of foreign and domestic.

Suggest edits to improve what we show.

[Improve this listing](#)

Property amenities

 Free parking	 Free High Speed Internet (WiFi)
 Free breakfast	 Beach
 Children Activities (Kid / Family Friendly)	 Business Center with Internet Access
 BBQ facilities	 Concierge
Show more	

Room features

 Air conditioning	 Private beach
 Room service	 Refrigerator

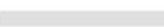
Room types

 Non-smoking rooms	 Family rooms
---	--

Good to know

HOTEL CLASS 	LANGUAGES SPOKEN
	English, Greek

Traveler rating

<input type="checkbox"/> Excellent	 21	<input type="checkbox"/> Mar-May
<input type="checkbox"/> Very Good	 29	<input type="checkbox"/> Jun-Aug
<input type="checkbox"/> Average	 6	<input type="checkbox"/> Sep-Nov
<input type="checkbox"/> Poor	 0	<input type="checkbox"/> Dec-Feb
<input type="checkbox"/> Terrible	 0	

Traveler type

<input type="checkbox"/> Families	<input checked="" type="radio"/> All languages (56)
<input type="checkbox"/> Couples	<input checked="" type="radio"/> English (22)
<input type="checkbox"/> Solo	<input type="radio"/> Swedish (12)
<input type="checkbox"/> Business	<input type="radio"/> Italian (10)
<input type="checkbox"/> Friends	More

 Search reviews

Sort by: [Most Recent](#)



Stine K wrote a review Aug 2023

Aarhus, Denmark • 12 contributions • 15 helpful votes

...





Amazing

Wonderful hotel right at the beautiful beach! Nice clean rooms with stunning seaview from the balcony. Lovely, friendly and helpful staff. Located just a few minutes walking distance from the busy beach promenade which made the hotel a more quiet and comfortable stay. I really enjoyed my stay and would definitely

Photos of Hotel Maestral

Albums
Photos from everyone (33) 
All Room/Suite (33) 
See all filters 
Featured 

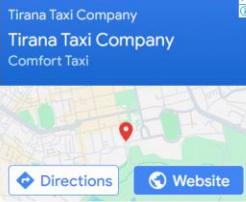
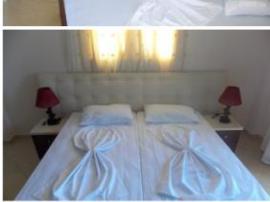
All photos (127)
Traveler (68)






Tirana Taxi Company
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 Directions
  Website



Photos of Hotel Maestral

Albums
Photos from everyone (16) 
All Pool & Beach (16) 
Featured 

All photos (127)
Traveler (68)






Tirana Taxi Company
 Comfort Taxi

 Directions
  Website

