***Project Proposal:***

***Hotel Management System***

***SARAYE***

*“A House for the Entertainment of Travelers or Wayfarers”*

***Co-Founders:***

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***Introduction***

Effective hotel management is at the heart of delivering exceptional guest experiences and ensuring operational efficiency. Recognizing this, our project is dedicated to crafting a purpose-built Hotel Management System (HMS), a specialized software solution tailored to the unique needs of the hospitality industry. This system aims to streamline and automate core hotel operations, encompassing reservations, check-ins, check-outs, billing, and administrative tasks.

***Objective***

Our goal with the Hotel Management System (HMS) database project is straightforward: we want to create a solution that helps hotels handle their day-to-day tasks more easily. This includes things like booking rooms, dealing with guests, and keeping track of supplies. By using a powerful database, we aim to automate repetitive jobs, make better use of resources, and give managers the information they need right away. In the end, we hope our project will make hotels run more smoothly, help staff work better, and make guests even happier.

***Functionalities***

* **User Registration and Login:** Guests, staff, and administrators will have distinct login credentials to access the system.

* **Reservation Management:** Guests can make, modify, or cancel reservations online. Staff can manage room availability, assign rooms, and view reservation details.
* **Room Inventory:** Maintain an inventory of available rooms, room types, and their current status (occupied, vacant, under maintenance).
* **Check-in/Check-out:** Streamline the check-in and check-out process, generate digital guest registration forms, and manage room keys/cards.
* **Billing and Invoicing:** Generate bills for room charges, additional services, and amenities. Allow guests to view and settle bills digitally.
* **Inventory Management:** Manage hotel inventory, including food and beverage, housekeeping supplies, and other consumables.
* **Feedback and Reviews:** Collect guest feedback and reviews to improve service quality. Allow guests to rate their experience and provide comments.
* **Staff Management:** Manage staff schedules, roles, and permissions. Track employee performance and training requirements.
* **Menu Management:** Develop a comprehensive digital menu system for guests to explore the hotel's dining options conveniently. Allow guests to place food and beverage orders directly through the system
* **Lost and Found Management:** Maintain a record of lost and found items reported by guests or staff. Track items, document claims, and facilitate the return process to ensure guest satisfaction.

***Conclusion:***

The proposed Hotel Management System will serve as a central platform to manage all aspects of hotel operations effectively. By leveraging technology, we aim to elevate the guest experience, streamline workflows, and drive business growth for our hotel clients.