

Website Report

Crown Palace Hotel

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Introduction:

The Crown Palace Hotel is a modern hotel located in Hamra, Emille Edde Street, Beirut. The hotel with its 50 spacious different rooms, provides a variety of ultrapractical services. The hotel offers 15 Classic King Rooms, 15 Classic Twin Rooms, 15 Deluxe Suites, and 5 Family and Sharing Rooms. Guests can revel working out in the hotel's luxurious fitness center, relaxing in the pleasant spa, and enjoying swimming in the fancy pool. In addition, Crown's Palace restaurant offers a wide range of delicious cuisines that guests can relish. Crown's Palace website allow guests to search for their desired rooms and book the available ones after logging in, paying through their credit card. Also, it provides guests with an online menu allowing them to order any tasty dishes they desire and paying using their credit card. Moreover, regarding hotel managers and administrators, the website allows managers to approve or disapprove any customer's booking, change the rooms' status, assign the weekly tasks, and shifts for staff, and reward or promote any staff member. Furthermore, the hotel staff through the website can keep track of the guests' orders and record the schedule of maintenance and the services that were offered to the customers. This report will discuss the different functionalities the hotel's website offer for both guests and employees.

Background:

After searching for the most-important existing websites that are similar to our website, the following two well-known websites were chosen to be compared with our website.

Boutique Hotel: This website is not organized in its information placement. For instance, this website does not include any footer which is one of the main features of websites to guide the users through the main pages and improve their experience. Moreover, this website does not include a reviews page which hinder sharing people experience. This may affect people preferences when trying to find a hotel to visit since there is no previous real experience to take into consideration. (<https://www.boutiquehotel.com.lb/>)

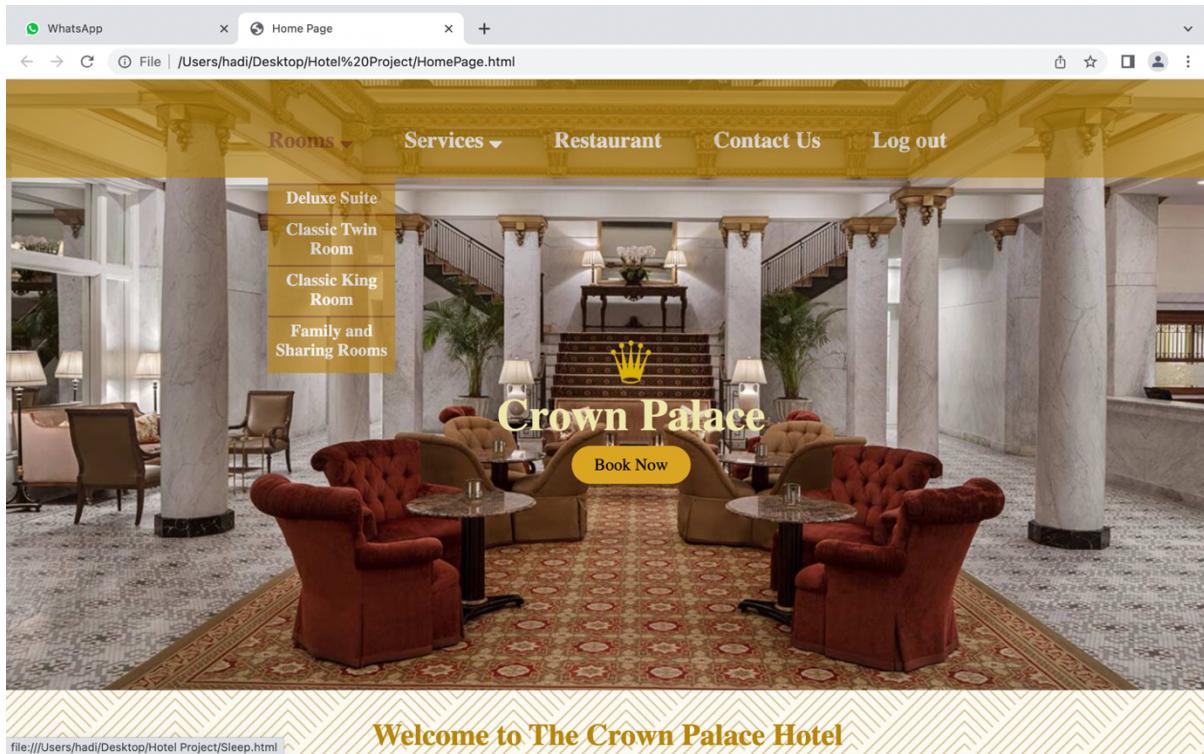
Dangle Terre hotel: This website does not include a frequently asked questions page. Instead of contacting the hotel's staff and waiting for a response, this page allows guests to find answers more quickly, and on their own, and ultimately save time and money.

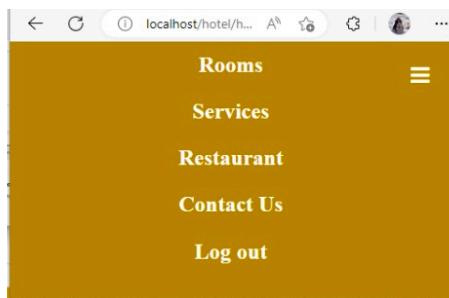
(<https://dangleterrehotel.com/>)

However, our website includes all the above features that most hotel websites overlook. Crown Palace hotel website presents a clear footer, a review page, and FAQs page to provide the user with a friendly and guided visit to our website.

Home Page Description:

The Home Page consists of a navigation bar, 4 sections, and a footer:





Welcome mahmoud to The Crown Palace Hotel
In The Heart of Beirut

About Us

A modern, art deco stylish hotel located off Hamra Street in Beirut, one of the coolest places to stay in Beirut due to its proximity to all the major attractions in Beirut city. At The Crown Palace Hotel, with its 50 spacious, fresh, contemporary bedrooms. You are in for a treat staying with us.

- The “About Us” section provides an overview about the location and different services of the hotel.

WhatsApp Home Page

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Rooms ▾ Services ▾ Restaurant Contact Us Log out

Welcome to The Crown Palace Hotel
In The Heart of Beirut

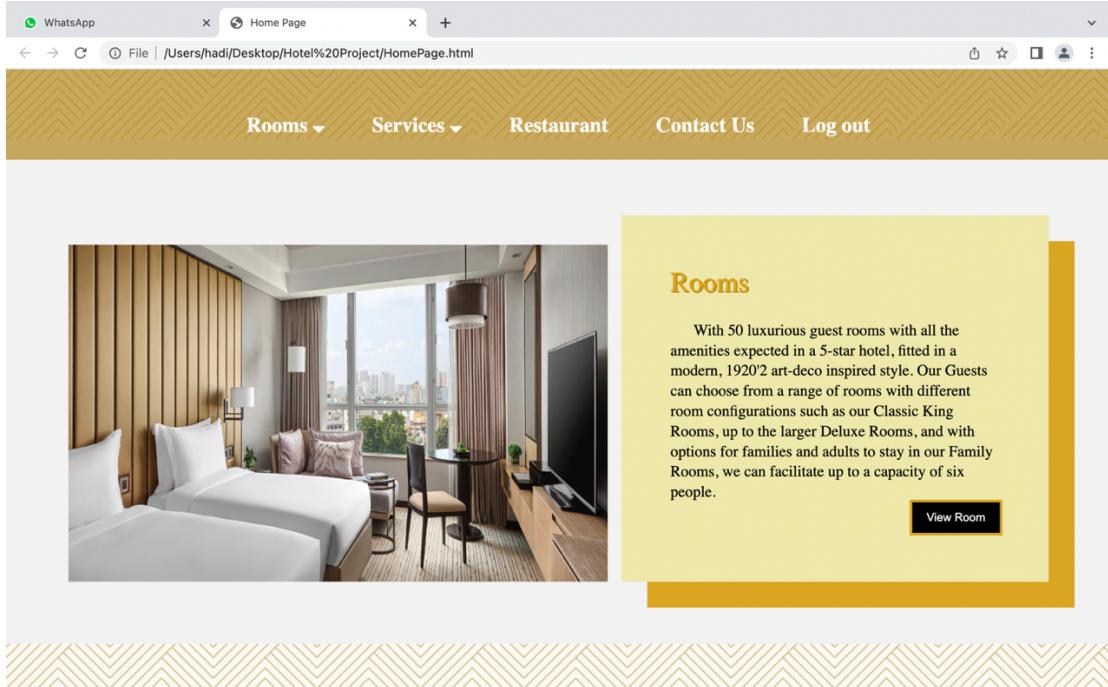
About Us

A modern, art deco stylish hotel located off Hamra Street in Beirut, one of the coolest places to stay in Beirut due to its proximity to all the major attractions in Beirut city. At The Crown Palace Hotel, with its 50 spacious, fresh, contemporary bedrooms. You are in for a treat staying with us.

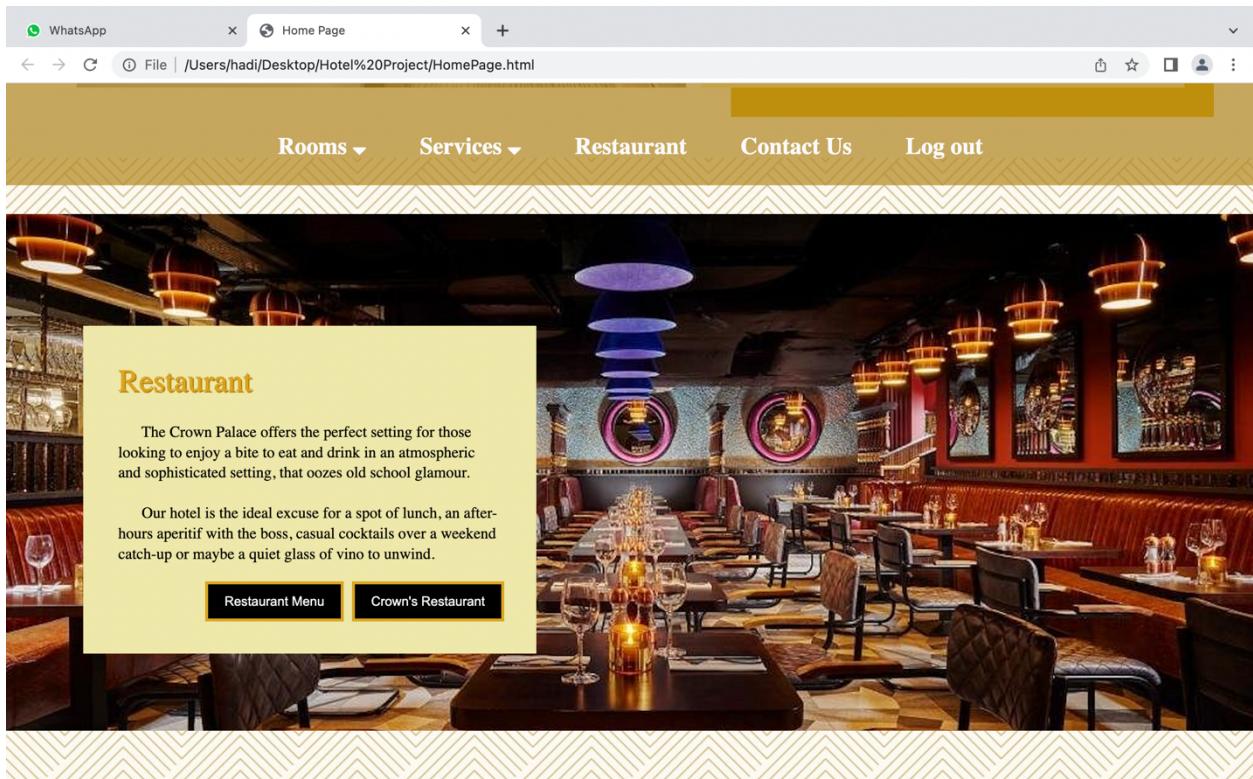
Our Hotel is perfectly suited for your family or business requirements with a pool, fitness center, private dining and equipped meeting rooms.

All of us are very proud that we are a friendly, family owned and run hotel with a long-standing team and when guests return they know we will make them feel welcome and at home.

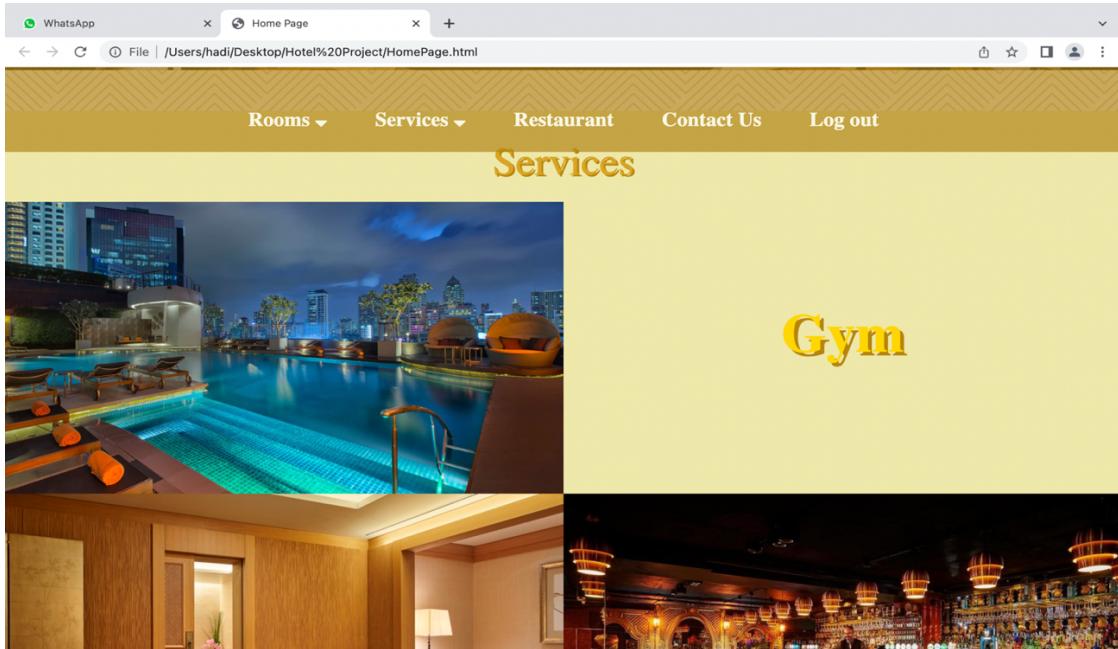
- The “Rooms” section provides a general description of the hotel rooms and links the user to the rooms page.



- The “Restaurant” section provides a general idea about the restaurant and links the user to the restaurant page or to the menu pdf.



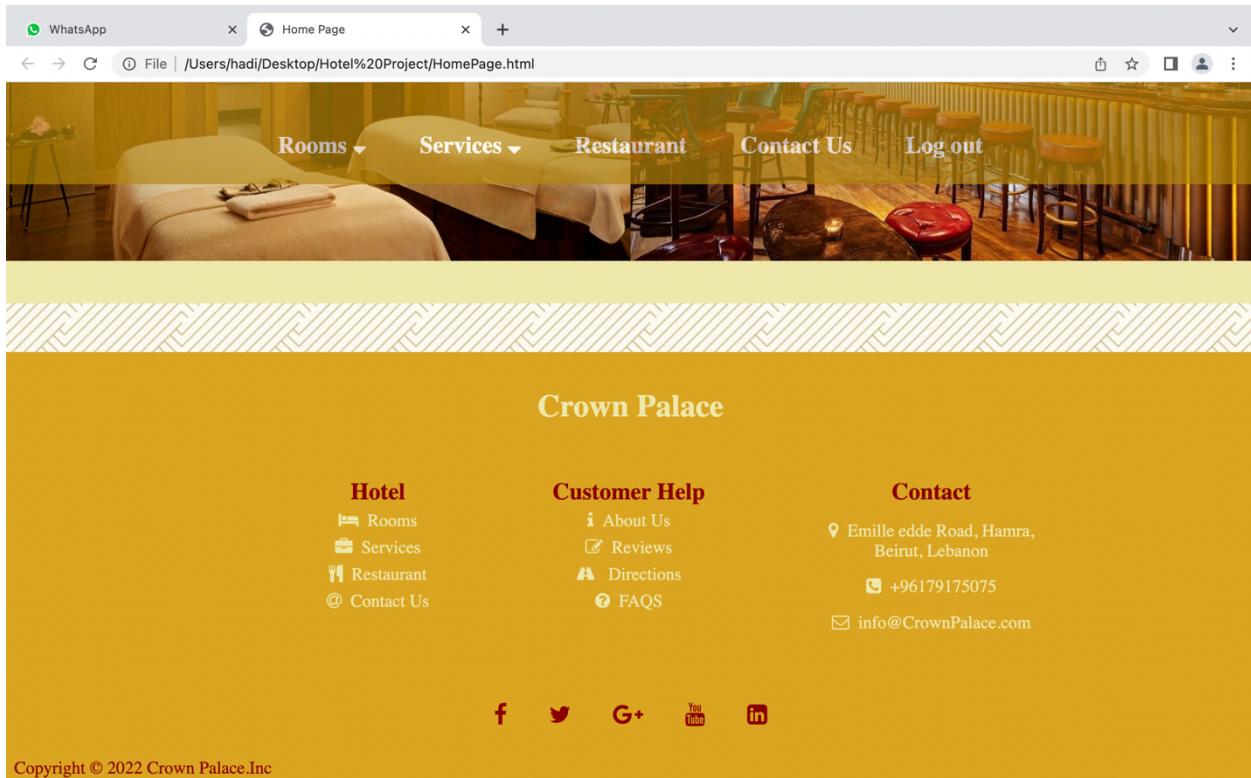
- The “Services” section provides a glimpse of the different services the hotel offers (fitness center, pool, restaurant, and spa).



- Through the navigation bar, the user can access the different pages mentioned above or sections of these pages.
- In addition, he/she can log out if he/she is logged in or log in if he/she is logged out, or press “contact Us” to be redirected to the “Contact us” page if he/she is registered or will be redirected to log in page otherwise.
- Also, the user can be redirected directly to the booking page by pressing on the “book now” button if registered or will be redirected to log in page otherwise.
- Furthermore, clicking on the crown icon or the hotel name will redirect the user to the homepage in any other page.

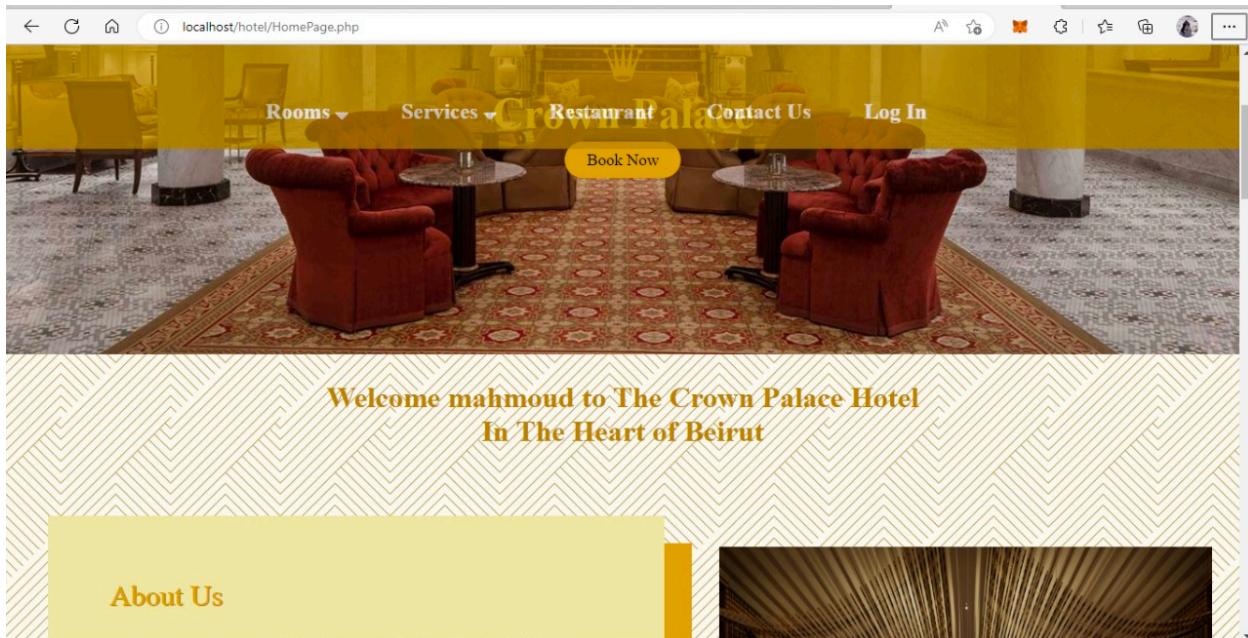
The footer, as the navigation bar, allow the user to be redirected to other pages. For example, the user can be redirected to google maps to know the location of the hotel or access the review page as a visitor who can view previous reviews or add a review if registered. Moreover, he/she can be redirected to the FAQs page and view the different asked and answered questions.

P.S.: The navigation bar and footer provides the same functionalities in all the pages, depending on whether the user is logged in or not.



Logged In User Vs Guest:

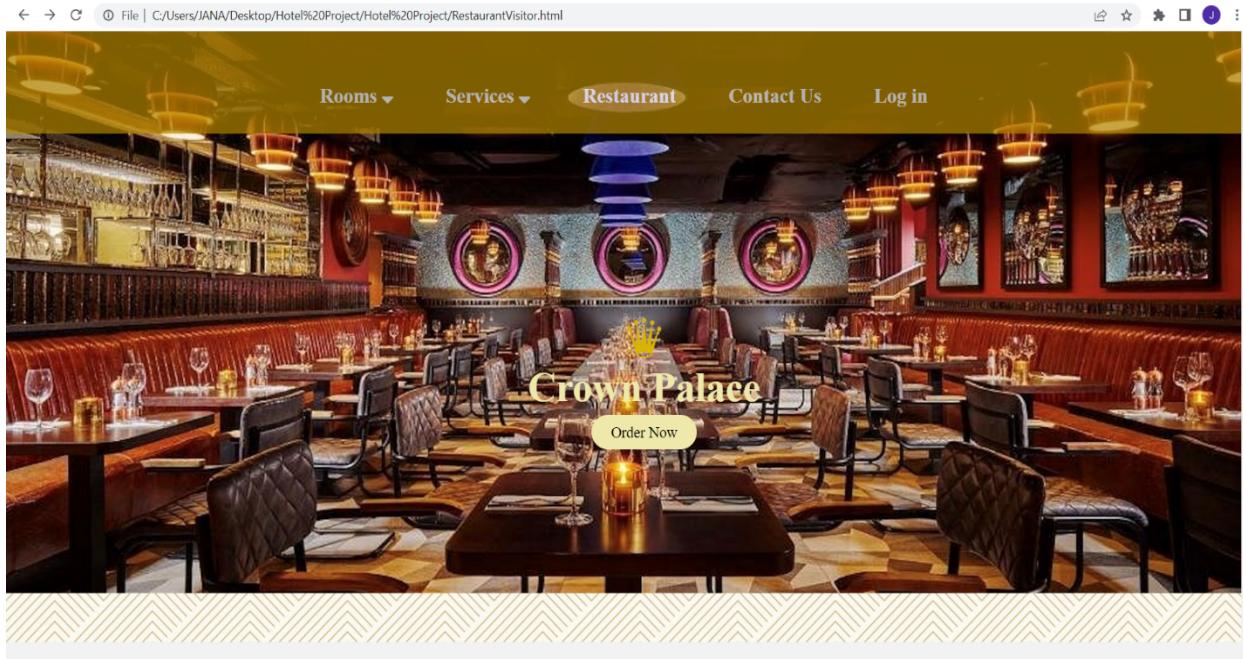
- A logged in user can benefit from different features a guest cannot benefit from. Both users can view general information about the rooms, restaurant, and services provided. However, a guest cannot book a room, order food, and write a review.
- To achieve that, a session is set when the user is logged in. This session is checked if it is set at the beginning of each page, so that if it is set, the user will be able to book a room, order food, and write reviews, in addition to all other features a guest can benefit from.
- In addition, a logged in user will be welcomed in the home page mentioning his username after setting a cookie for it once logged in.



Restaurant Page:

The Restaurant page is divided into 4 sections:

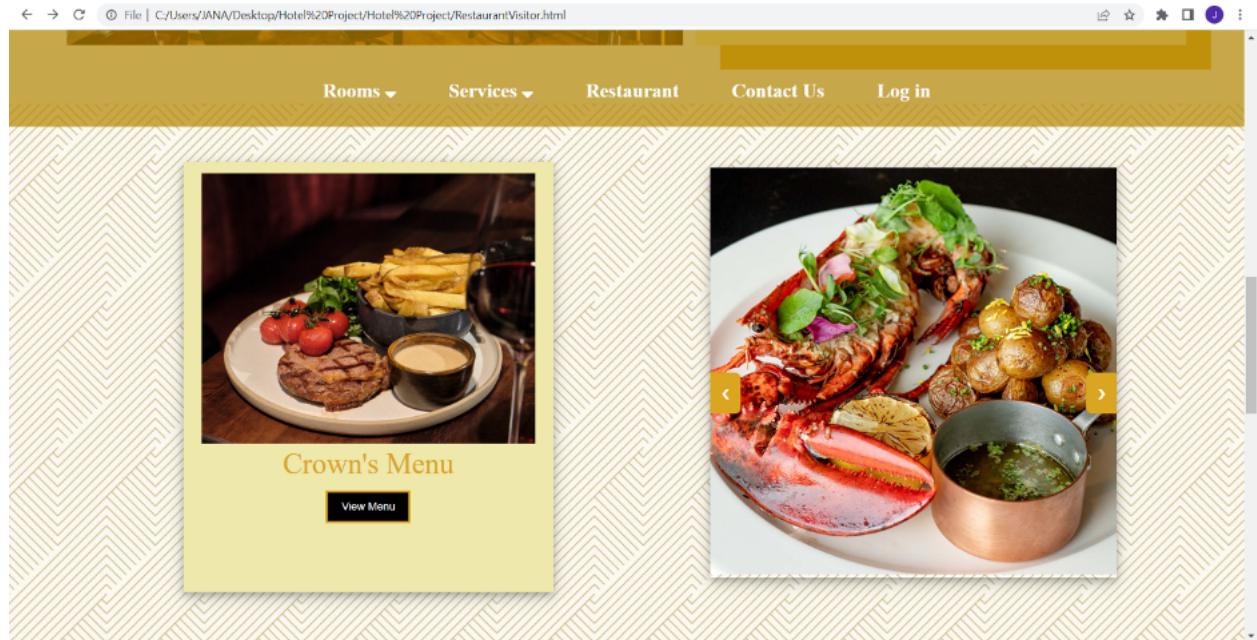
- The first section is in common with all the pages including the navigation bar and a button "Order now". This section may differ if the user is a guest or a Logged in customer. The main difference is the "Order now" button, if this button is pressed by a guest, he/she is redirected to the Login page. If the button is pressed by a logged in customer, he/she is redirected to the menu page and can immediately choose and order from the restaurant's menu.



- The second section "Eat & Drink" includes a brief description of the hotel's restaurant indicating the variety of meals and drinks offered.

A screenshot of the "Eat & Drink" section of the website. The top navigation bar is identical to the homepage. The main content area features a photograph of the restaurant's bar and seating area. To the right, a yellow sidebar contains the section title "Eat & Drink" and two descriptive paragraphs. The first paragraph describes the atmosphere and offerings of the restaurant, while the second paragraph highlights the quality of the cocktails and service.

- The third section is a user friendly section to capture and require the users' interaction. A "view menu" button is present where when pressed, the user is redirected to a pdf of the entire menu of Crown's Hotel.



File | C:/Users/IANA/Desktop/Hotel%20Project/Hotel%20Project/Dinner-Menu.pdf

Gmail YouTube Maps Translate

1 of 5

CROWN'S MENU

Snacks

Harissa spiced olives	\$5
Smoked almonds	\$5
Fried Whitebait, lemon aioli	\$6
Toasted sourdough baguette with whipped garlic butter	\$5

Starters & Light bites

Our soup of the day with stout loaf	\$8
Seafood Chowder with stout loaf	\$9.50
Wild mushroom arancini, goats cheese mousse	\$9.18
Falafels, red pepper & walnut paste	\$9
Fresh Irish Mussels, white wine cream	\$14
Crispy BBQ chicken wings	\$12

Salads

Superfood- Bulgur Wheat, Sprouting Broccoli, Mixed Seeds, Avocado & Pomegranate	\$13.50
Sweet Beets- Beetroot, Carrot, Orange, Fennel, and Feta	\$14
Rice Bowl- Red Rice, Curried Chickpeas, Squash & Chard	\$13
Classic Caesar- Crisp Baby Gem, Bacon, Croutons & Parmesan Cheese	\$13.50
Add Grilled Chicken/ Prawns / Falafel	\$6

Mains

- The last section is a detailed schedule of the restaurants opening hours from Monday to Sunday.

Crown's opening hours

Monday	12:00 PM - 10:30 PM
Tuesday	12:00 PM - 10:30 PM
Wednesday	12:00 PM - 10:30 PM
Thursday	12:00 PM - 11:30 PM
Friday	12:00 PM - 12:30AM
Saturday	12:00 PM - 12:30AM
Sunday	12:00 PM - 10:30PM

Rooms page:

Crown Palace Hotel has a variety of rooms: "Classic King Room", "Classic Twin Room", "Family and Sharing Rooms", and "Deluxe Suite". The room page represents each room type in a section. Each section has a slideshow of three photos so the user can look at each room from different perspectives. Next to the photos there is a well organized list of all the details of each room type and the services provided. In the right corner there is a "Book now" button, if this button is pressed by a logged in user he/she is redirected to the booking page. However if this button is pressed by a guest he/she is redirected to the Log in page.

← → ⌂ File | C:/Users/JANA/Desktop/Hotel%20Project/Hotel%20Project/SleepVisitor.html

Rooms ▾ Services ▾ Restaurant Contact Us Log in

Classic King Room



Key Features & Facilities:

- ☒ Room Size from 20 sqm | 215 sqft
- 🛏 King Bed
- 📺 43" Smart TV with Chromecast
- 📶 Complimentary Ultra-Fast Wi-Fi
- ✿ Individually controlled Air conditioning
- 🚿 Walk-In Shower
- ☕ Tea and coffee making facilities
- 🛁 Ritual Toiletries
- 💻 In-Room Laptop Safe

[Book room](#)

← → ⌂ File | C:/Users/JANA/Desktop/Hotel%20Project/Hotel%20Project/SleepVisitor.html

Rooms ▾ Services ▾ Restaurant Contact Us Log in

Classic Twin Room



Key Features & Facilities:

- ☒ Room Size from 21 sqm | 226 sqft
- 🛏 Two Single Beds
- 📺 43" flat screen TV with Chromecast
- 📶 Complimentary Ultra-Fast Wi-Fi
- ✿ Individually controlled Air conditioning
- 🚿 Walk-In Shower
- ☕ Tea and Coffee making facilities
- 🛁 Ritual Toiletries
- 💻 In-Room Laptop Safe

[Book room](#)

← → ⌂ File | C:/Users/JANA/Desktop/Hotel%20Project/Hotel%20Project/SleepVisitor.html

In-Room Laptop Safe

Rooms ▾ Services ▾ Restaurant Contact Us Log in Book room

Family and Sharing Rooms

Key Features & Facilities:

- ☒ Room Size up to 34 sqm | 366 sqft
- ☒ Super King
- ☒ Bunk Beds
- ☒ 43" flat-screen TV with Chromecast
- ☒ Complimentary Ultra-Fast Wi-Fi
- ✿ AirConditioning
- ☒ Tea and coffee making facilities
- ☒ Walk-In Shower
- ☒ Ritual Toiletries
- ☒ In-Room Safe

Book room

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In-Room Safe

Rooms ▾ Services ▾ Restaurant Contact Us Log in Book room

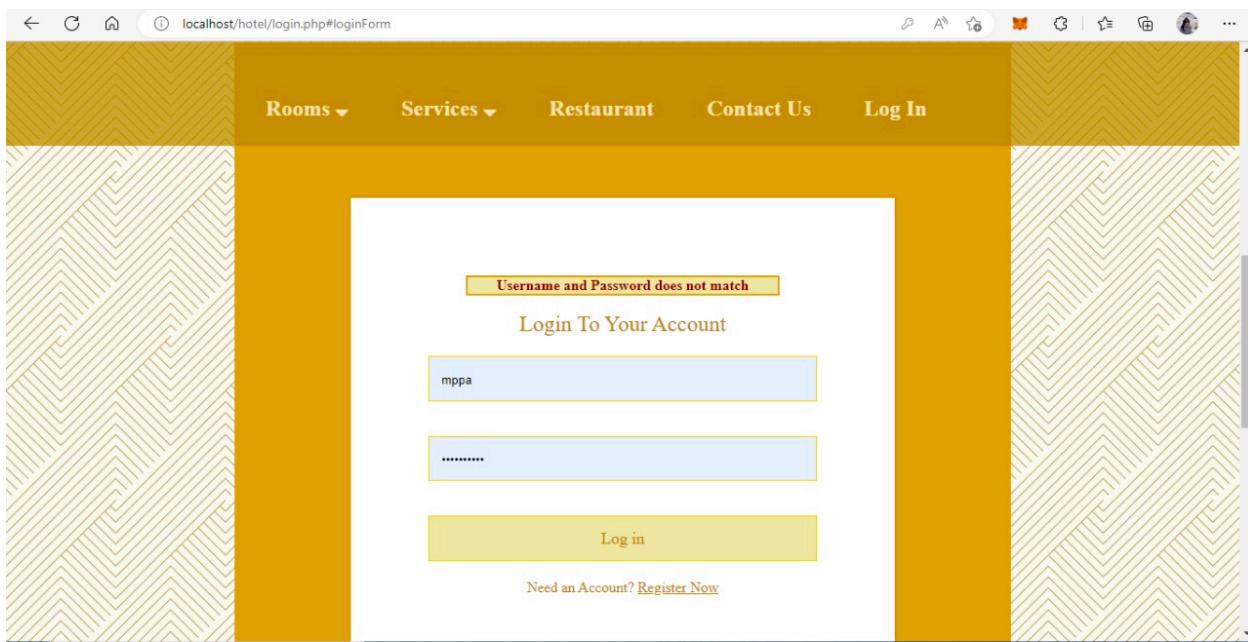
Deluxe Suite

Key Features & Facilities:

- ☒ Room Size 50 sqm | 538 sqft
- ☒ Super King
- ☒ 43" flat screen TV with Chromecast
- ☒ Selection of Irish Gins and Whiskies
- ☒ Complimentary Ultra-Fast Wi-Fi
- ✿ Individually controlled Air Conditioning
- ☒ Walk-In Shower
- ☒ Bathrobe & Rituals Toiletries
- ☒ Tea and coffee making facilities
- ☒ In-Room Laptop friendly Safe
- ❖ Dyson Super-Fast Hair Dryer

Login Page:

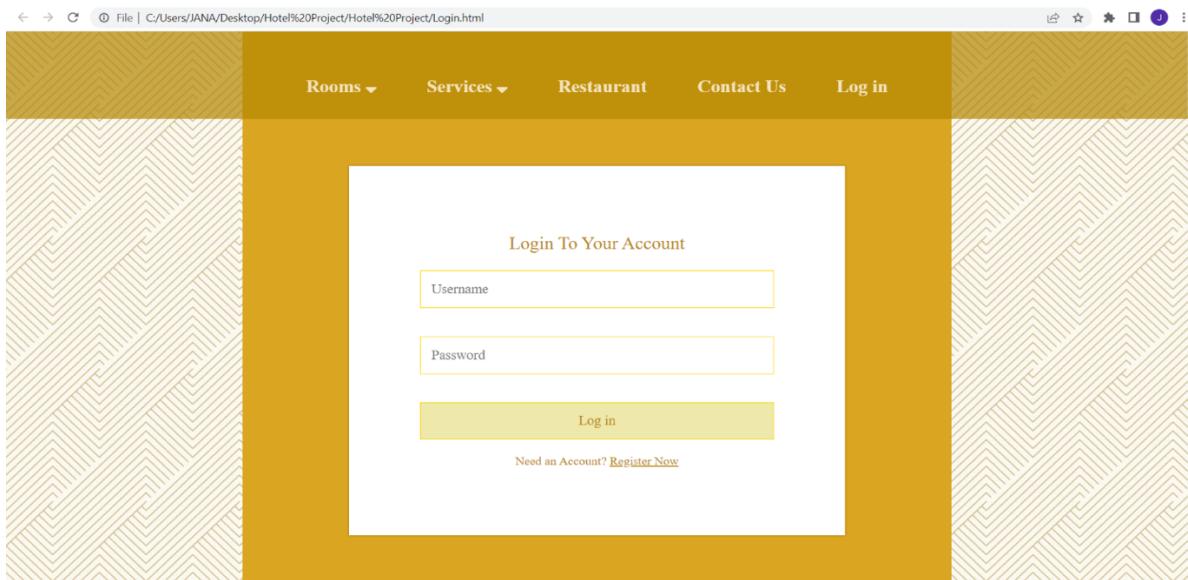
Crown's Hotel website has many pages dedicated only for loged in users in order to authenticate their identity for sensitive transactions such as booking and paying. Only loged in users can book a room followed by payment, access the menu page to order and add any reviews. To log in, the user should enter their username and password which will be validated and checked if they are in the hotel's "User" collection in the database.



After pressing the "Log in" button, if the user's credentials are valid, he/she will have access to all the website's features. The user will then be redirected back to the page he/she was previously trying to access before logging in whether it was the booking page or the menu page. If the user accessed the login page through the navigation bar, he/she will be redirected back to the home page.

After logging in, a session for the username is set and cookies are created to identify if users have been previously logged in to the hotel website or not.

If the user is not yet registered as a customer, the Log in page includes a "Register now" link. When "Register now" is pressed the new customer is redirected to the Register page.

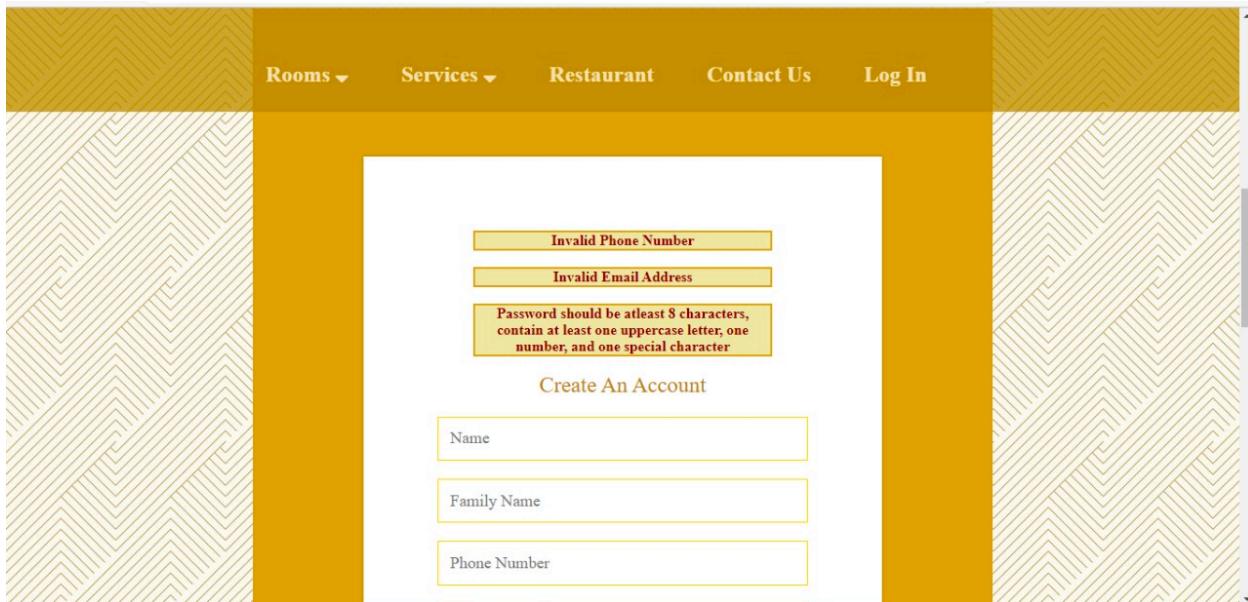


Register page:

After a user has viewed the Crown's hotel website in a guest mode and decided to choose this luxurious hotel to stay in for their visit to Hamra, he/she will have to register.

The Register page changes their status from a guest to a customer when the user enters his/her required information. The user should input their "Name", "Family name", "Phone number", "City", "Address", "Username", "Email" and "Password".

After the user has typed all their personal information, they click the "Register" button, which will validate all the user's information before adding them to the database. The user's password should be at least 8 characters long, contain at least 1 lowercase letter, 1 uppercase letter, 1 number, and 1 special character. Also, the user's email and phone number should follow a certain pattern to be accepted. The user's password will first be hashed before adding it to the User collection in the database alongside the other user's information to ensure the safety of every customer's information.



Another functionality is present in this page, which is the "Login Now" link, in case the user already has an account and he/she is a signed in customer, he/she can be redirected to the Login page.

Create An Account

Rooms ▾ Services ▾ Restaurant Contact Us Log In

Family Name

Phone Number

City

Address

Username

Email

Password

Register

Menu Page:

As shown in the navigation bar (log out), only logged in users can access Crown's menu. Moreover, for a logged in user to order, he/she must have a room booked; thus, the "hasRoom" session must be set.

This page provides the full menu of Crown's restaurant divided into clear sections to improve the customer's visibility and enhance his/her order experience.

Rooms ▾ Services ▾ Restaurant Contact Us Log out

Crown's Restaurant Online Order

Snacks

Harissa spiced olives	\$5	<input type="text" value="0"/>
Smoked almonds	\$5	<input type="text" value="0"/>

Starters and Light bites

Crispy BBQ chicken wings	\$12	<input type="text" value="0"/>
Falafels, red pepper and walnut paste	\$9	<input type="text" value="0"/>

Salads

Spicy red pepper and feta salad	\$14	<input type="text" value="0"/>
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Each dish is accompanied with a price and an input of type number. After the customer chooses all the desired options, they press the "view order price" button to calculate the total price of the selected dishes.

It is essential to consider changes, thus when the customer removes or adds from his/her order and repress the "view order price" button, the price is recalculated.

The screenshot shows a web application interface for ordering food. At the top, there is a navigation bar with links for 'Rooms', 'Services', 'Restaurant', 'Contact Us', and 'Log out'. Below the navigation bar, the main content area is divided into three sections: 'Mains', 'Sides', and 'Sweet Things'. Each section contains a list of items with their descriptions and prices. To the right of each item is a quantity input field. At the bottom of the page, there are three buttons: 'View Total Price', 'Total: 0', and 'Submit Order'.

Section	Item Description	Price	Quantity Input
Mains	Beef burger with bacon, cheese, onions, lettuce and fries	\$18	0
	Crispy chicken burger, slaw, BBQ sauce and fries	\$18	0
Sides	Fries	\$5	0
	Onion rings	\$5	0
Sweet Things	Chocolate bread and butter pudding, vanilla ice cream	\$9	0
	Lemon meringue posset, raspberry gel	\$9	0

After the customer has finished choosing their desirable dishes the "Submit order" button is pressed, the three information needed to confirm the order ("order price", "name of dishes ordered", and "time of order") are saved in sessions. This is done by finding the "id" of the selected dish/es and finding its name and price from the "dishes" collection in the database. Then the customer is guided to the Payment page in order to enter all the required information for the order payment.

In the payment page description, more details will be discussed regarding the ordering process.

The screenshot shows a web browser window with the URL `localhost/hotel/Menu.php#MENU`. The page has a yellow header bar with navigation links: 'Rooms', 'Services', 'Restaurant' (which is currently selected), 'Contact Us', and 'Log out'. Below the header, there are three sections: 'Mains', 'Sides', and 'Sweet Things', each listing items with their descriptions and prices. At the bottom, there are buttons for 'View Total Price' (which shows '19\$'), 'Total: 19\$', and 'Submit Order'.

Category	Description	Price	Quantity
Mains	Beef burger with bacon, cheese, house relish and fries	\$16	0
	Crispy chicken burger, slaw, BBQ sauce and fries	\$18	0
Sides	Fries	\$5	2
	Onion rings	\$5	0
Sweet Things	Chocolate bread and butter pudding, vanilla ice cream	\$9	1
	Lemon meringue posset, raspberry gel	\$9	0

Book Page:

The book page provides the **registered guest** with a form to book his/her rooms. The user must input his/her name, phone number, check-in date, check-out date, and the number of adults and children. All other information about the guest's identity will be saved and used after logging in.

The screenshot shows a web browser window with the URL `localhost/hotel/Book.php#form`. The page has a yellow header bar with navigation links: 'Rooms', 'Services', 'Restaurant' (selected), 'Contact Us', and 'Log out'. Below the header, there is a form for booking rooms. It includes fields for Name ('Mohamad Taha'), Phone Number ('81611436'), Check-in Date ('01/10/2023'), Check-out Date ('01/17/2023'), Adults ('2'), Children ('1'), and a 'View Available Rooms' button.

The user cannot choose a check-out date which is before the check-in date he/she has entered. When the user clicks on the “view available rooms” button, the number of available rooms for each type is then retrieved from the database based on the check-in and check-out dates the user has entered. So, all rooms that are reserved in that period of time won’t be displayed to the user. Thus, the user will be able to view the number of available rooms of each type along with its price per night without the need to reload the page.

Yet, a significant point to mention, is that if the guest has no children and inputs 0 number of children, only the first three types of rooms will be displayed without the “family and sharing” rooms.

localhost/hotel/Book.php#form

Adults: 2 Children: 1

Rooms **Services** **Restaurant** **Contact Us** **Log out**

View Available Rooms

Classic King Room
350\$ Per Night
Number of Rooms:
Select:

Classic Twin Room
250\$ Per Night

localhost/hotel/Book.php#form

Adults: 2 Children: 0

Rooms **Services** **Restaurant** **Contact Us** 400\$ **Log out**

Deluxe Suite
Number of Rooms:
Select:

Family Room
450 \$ Per Night
Number of Rooms:
Select:

Choose Rooms

After checking the boxes beside each room type, and stating the number of available rooms he/she desire to reserve, the guest must press the “choose rooms” button which will display a booking form stating the arrival date of guest(s), the nights the guest(s) will be spending in the hotel through performing the correct calculations taking into consideration different number of days in each month, the number of children and adults, the total number of rooms, the rooms’ types and prices, and the total price.

If the user checks a room accidentally or decided to change his/her choice of rooms, the booking form will be updated automatically. Finally, the guest may click the “confirm” button which will redirect him/her to the payment page.

A session for booking is then set, and all information in the displayed booking form will be saved to be used later.

In the payment page description, more details will be discussed regarding the booking process.

localhost/hotel/Book.php#form

Rooms Services Restaurant Contact Us Log out

Choose Rooms

My Booking

Arrival Date	2023-01-10
Nights	7
Guests	2 Adults, 1 Children
Rooms	4
Classic King Room	350\$
Classic Twin Room	250\$
Deluxe Suite	400\$
Total	9800\$

Confirm

Services Page:

The services page is divided into three sections and each section includes one of the services provided at the hotel (gym, pool, spa) and the key features and facilities regarding each service.

[Rooms ▾](#) [Services ▾](#) [Restaurant](#) [Contact Us](#) [Log out](#)

Pool



Key Features & Facilities:

- Pool available for hotel guests for free
- Open 6.00am-9.30pm on Monday to Friday, and 7.00am-10.00pm on Weekends and public Holidays
- Complimentary towels, water, and seasonal fruit provided
- Kids Pool Available for children under 13

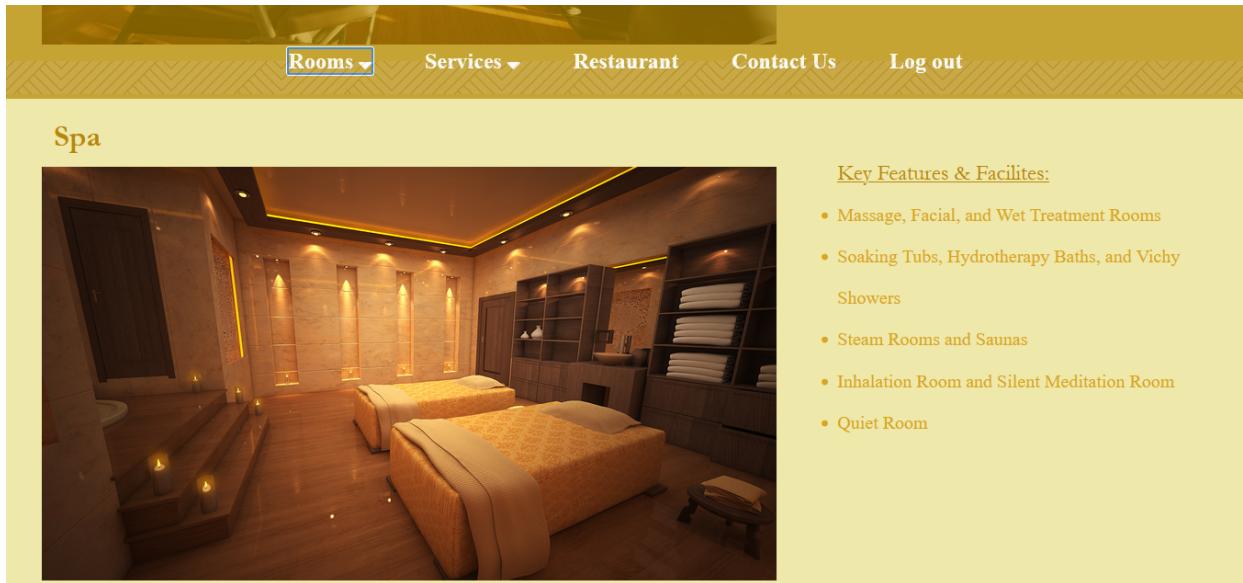
[Rooms ▾](#) [Services ▾](#) [Restaurant](#) [Contact Us](#) [Log out](#)

Gym



Key Features & Facilities:

- Fully equipped fitness area
- Open 6.00am-9.30pm on Monday to Friday, and 7.00am-8.00pm on Weekends and Public Holidays
- Complimentary towels, water, and seasonal fruit provided
- Private memberships are available and includes full access to the facilities



Contact Us Page:

A screenshot of a contact us page. The page has a white background with a yellow border. In the center, there is a form with the title 'Contact Us' at the top. The form consists of three input fields: 'Enter Your Name', 'Enter Your Email', and 'Enter Your Message'. Below these fields is a yellow 'Submit' button. In the bottom right corner of the white area, there is a small watermark that reads 'Activate Windows Go to Settings to activate W'.

The contact us page includes a form which logged in users can fill out to send complaints or ask any questions. This page facilitates communication with our hotel customers by filling out a form rather than calling the hotel reception. After submitting their concerns, an email will be sent from the customers email containing their name and the message to the hotel's support email.

The staff members will later reply to every email received from the customers in less than 24 hours.

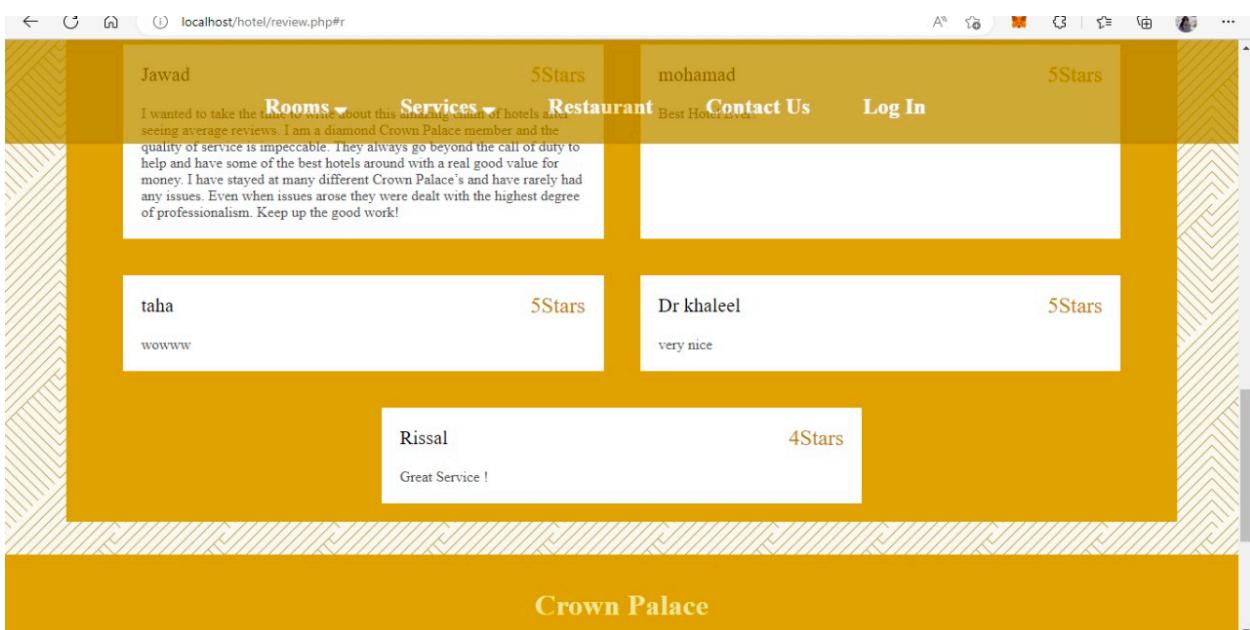
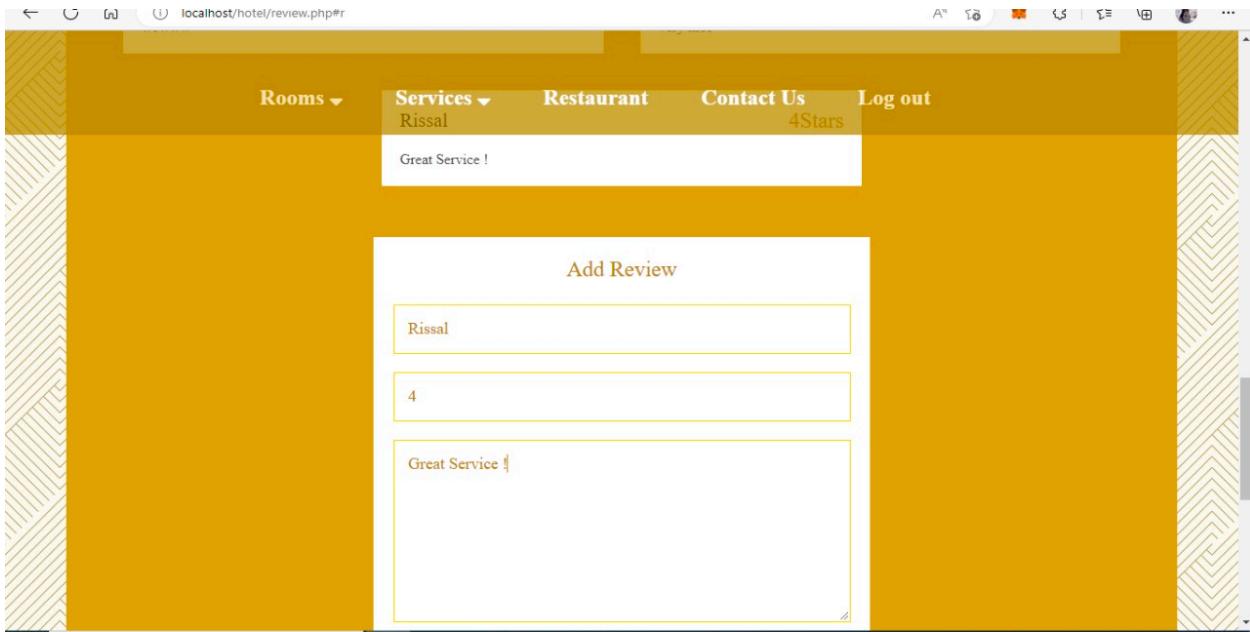
FAQ Page:

The screenshot shows a FAQ page with a light blue header containing the word "FAQ". Below the header is a list of questions and their corresponding answers, each enclosed in a light blue box. The questions are: "What time is check in and check out?", "Can i check in late?", "Is their wifi at the hotel?", "Who do i need to contact in case i lost something?", and "Are the rooms air conditioned?". The answers are: "Check-in is from 15:00 pm on the day of arrival. Check-out is any time before 12:00 pm on the day of departure.", "Yes. If you decide to extend your stay and enjoy an extra few hours in The Grafton Hotel simply let the front desk team know in advance and they will be happy to assist you. There is an additional charge of €10 per hour after 12:00 pm and will depend on availability on the day.", "There is no explicit answer provided for this question.", "There is no explicit answer provided for this question.", "There is no explicit answer provided for this question." At the bottom right of the page, there is a link to "Activate Windows" with the subtext "Go to Settings to activate Windows."

The FAQ page is an easy-to-use page that contains a list of questions that are frequently asked by our hotel customers. After clicking on the question, the answer will pop out under it.

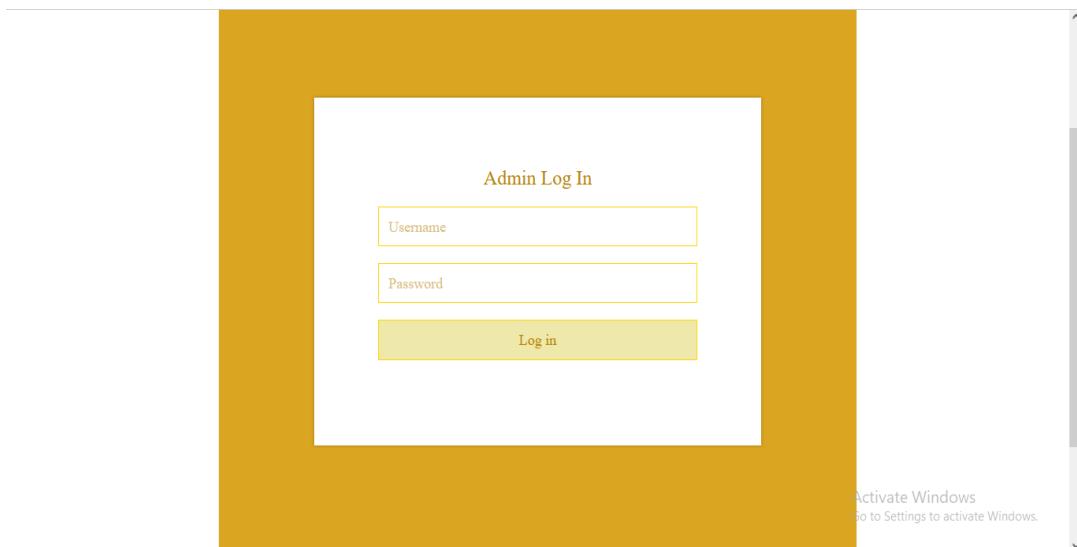
Reviews Page:

The reviews page is divided into two sections, a section where new guests can read reviews previously written by the logged-in users, and a section where only logged-in guests can write in their own reviews about the hotel. After filling in the form and clicking on “Add Review”, the new added review will automatically show up in the list of reviews in the first section without having to refresh the page. The new added review is also saved in the “Review” collection in the database so that every guest can view the new added reviews by customers.



Admin Log in page:

This page is only accessible by hotel managers and staff through a special link. After filling in the log in information and clicking on the Log in button, the page will redirect the hotel manager to the managers' admin page and the hotel staff to the staff's admin page if the information they filled in was correct after validating it in the "Employee" collection in the database.



Payment page:

A screenshot of a payment page from a hotel website. The top navigation bar includes links for "Rooms", "Services", "Restaurant", "Contact Us", and "Log out". On the left, there's a sidebar with "Billing Address" and dropdown menus for "Rooms" and "Services". The main form area contains fields for "Email" (with placeholder "mpaa"), "Address" (placeholder "Hamra str."), "City" (placeholder "Beirut"), "Zip" (placeholder "0000"), "Name on Card" (placeholder "Khaleel Mershadi"), "Credit card number" (placeholder "XXXX XXXX XXXX XXXX (4-4-4-4)"), "Exp Month" (placeholder "1 - 12"), "Exp Year" (placeholder "2024"), and "Pin" (placeholder "*****"). A "Confirm Booking" button is at the bottom right. The background has a yellow and white geometric pattern.

The payment page includes a list of personal user information to be filled in as well as a list of credit card information and a button to confirm payment.

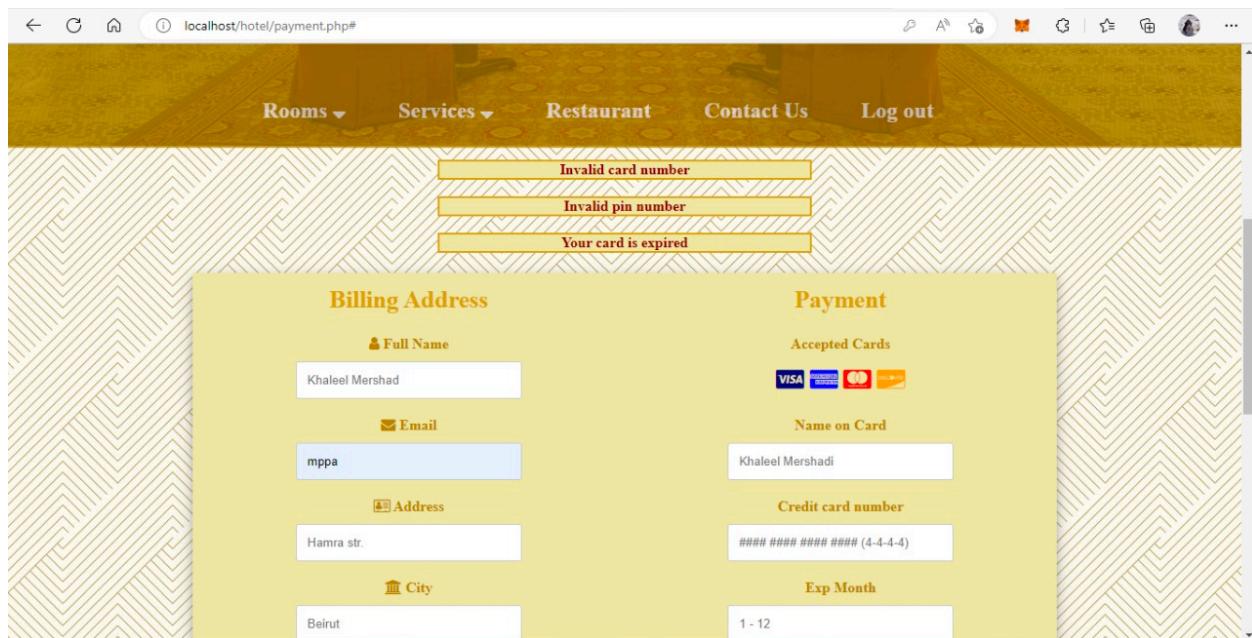
Credit information are extremely sensitive; thus, each entered value must be valid and acceptable.

All of the following information must be correct: card number, card name, expiry month, expiry year, and pin.

- The credit card number must match a pattern (16 number, each 4 separated either by a dash, a space or collated together).
- The pin must be a 4 digit number.
- The expiry year must be a 4 digit number, and it should be greater than the current year to check that the credit card is not expired.
- If the expiry year is equal to the current year, the month should be validated to ensure that the credit card is not expired.

In order to ensure security, the credit card number, expiry month, and expiry year are hashed before saving it in the database.

When any of the preceeded conditions are not met, the paymet is not done and the user is asked to enter the specific invalid input once again. If the username and credit card number are already present in the "payment" collection, the entered information are not inserted in the database, otherwise the information is inserted.



The screenshot shows a web page with a yellow header containing navigation links: 'Rooms ▾', 'Services ▾', 'Restaurant', 'Contact Us', and 'Log out'. Below the header, there are three error messages displayed in red boxes: 'Invalid card number', 'Invalid pin number', and 'Your card is expired'. The main content area has two sections: 'Billing Address' on the left and 'Payment' on the right. Under 'Billing Address', there are fields for 'Full Name' (Khaleel Mershadi), 'Email' (mppa), 'Address' (Hamra str.), and 'City' (Beirut). Under 'Payment', there are fields for 'Accepted Cards' (VISA, MasterCard, American Express, Discover), 'Name on Card' (Khaleel Mershadi), 'Credit card number' (redacted as #### #### #### #### (4-4-4-4)), and 'Exp Month' (1 - 12).

If the session for the "order price" is set. In that case, the total order price, room id and username of the user, the dish/es name/s, the time of order, and the status of order (usually is entered pending when first ordered) are inserted in "Order" collection in the database.

If the booking session “book price” is set, then after paying successfully, the first room of a specific type the user has chosen which is found to be available and has no conflict dates with the check-in and check-out dates the user has entered, will be reserved for him/her. Then, the check-in and check-out dates will be added to the reserved dates’ list for that specific room in the “Room” collection in the database.

Moreover, all saved information about the booking process regarding that user including his/her

username, room Ids reserved for him/her, check-in and check-out dates, number of children and adults, and total price are then inserted to the “Booking” collection in the database.

In addition, “has a Room” session is set to enable accessing the menu page.

Manager Page:

After filling in the admin login form, the hotel managers will be redirected to the manager page.

The manager page is only accessible by the hotel managers, and it includes three sections:

- Rooms Status
- Task Assigning
- Staff rewards and promotion

1) Rooms Status:

The screenshot shows a web-based manager interface. On the left, a vertical sidebar titled "Admin Panel" contains links for "Rooms Status", "Tasks Assigning", and "Rewards and Promotion". The main content area has a yellow header bar with the title "Manager" and a search bar. Below this is a table titled "Rooms Status". The table has columns: Room Id, Type, Price, Booked Dates, and actions. There are three rows of data:

Room Id	Type	Price	Booked Dates	actions
1	Family and Sharing Rooms	450	[["2023-1-12", "2023-1-15"]]	Edit
2	Family and Sharing Rooms	450	[["2023-1-18", "2023-1-19"], ["2023-1-13", "2023-1-17"]]	Edit Save
3	Family and Sharing Rooms	450	[["2023-1-16", "2023-1-17"], ["2023-1-25", "2023-1-27"]]	Edit Save

At the bottom of the main content area, there is a yellow bar with the text "Weekly Tasks Assigning". A watermark at the bottom right of the screen says "Activate Windows Go to Settings to activate Windows."

This section includes a list of all rooms in the hotel and information regarding each room such as Room Id, Type, Status, Price, and an edit button.

The manager can edit the values of each room excluding the room id and then save the new values he/she edited. After clicking on the save button, the new values will automatically be updated in the “Room” collection in the database and shown to the manager without having to refresh the page.

2) Task Assigning :

The screenshot shows a web-based admin panel titled "Admin Panel". On the left, there is a sidebar with three menu items: "Rooms Status", "Tasks Assigning", and "Rewards and Promotion". The main content area is titled "Weekly Tasks Assigning". It contains a table with five columns: "Employee Id", "Employee Name", "Task", "Shift", and "Working Days". The table has three rows of data:

Employee Id	Employee Name	Task	Shift	Working Days
1	Hadi	Cooking	Night	MWF
2	Jana	Reception	Night	TR
7	Mohamad	Cooking	Morning	TR

Below the table, there is a row of input fields corresponding to the last row of data:

7	Mohamad	Cooking	Morning	TR
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At the bottom of the section, there are two buttons: "Add Task" and "Reset Weekly Tasks".

This section contains tasks' schedule for the staff members assigned by the manager every week. The manager will be assigning each employee his task, shift time, and the working days of the week. The manager will be able to fill in the tasks information and add them to the "Task" collection in the database which will be shown in the above table without having to refresh the page.

The "Reset Weekly Tasks" button will delete all the tasks in the "Task" collection in the database.

The tasks schedule will be reset by the manager every week and he/she will have to fill in the staffs tasks for the upcoming week again.

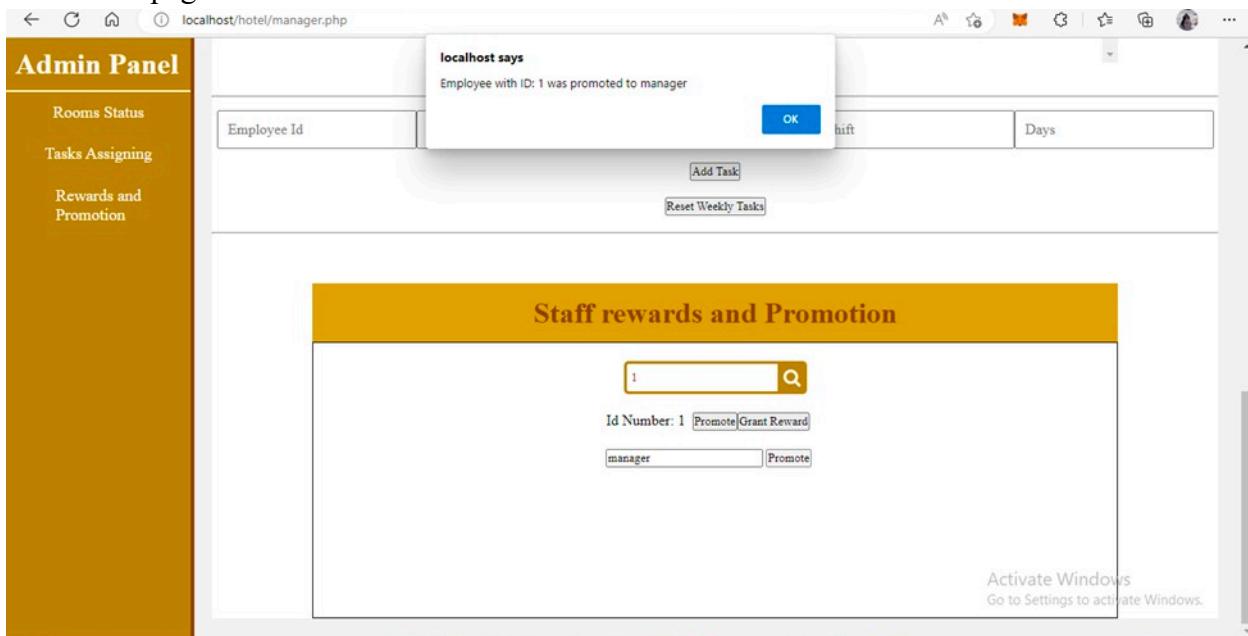
3) Staff rewards and Promotion:

This section is divided into two parts:

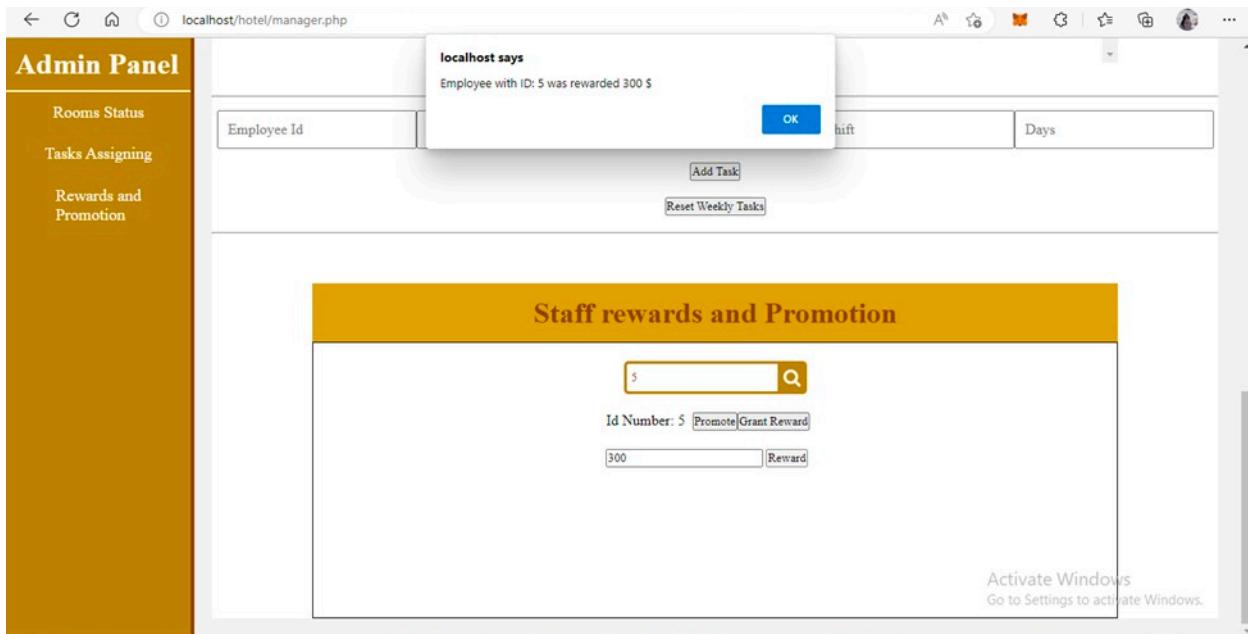
- Staff rewards
- Staff promotion

After entering the staff's id, the manager will be able to promote the staff members to a higher position or grant the staff a reward which will be added to their salary as a bonus.

If the manager decided to promote a staff member, he/she will have to insert the new staff's position which will be updated in the "Employee" collection in the database without having to refresh the page.



If the manager decided to grant a staff's member a reward, he she will have to insert a number which will be updated in the staff's member salary in the "Employee" collection in the database without having to refresh the page.



Staff Page:

This page is only accessible by the hotel staff after logging in through the admin login page and it is divided into 2 sections:

- Guest orders
- Schedule of maintenance

1) Guest orders

The screenshot shows a Microsoft Windows desktop with a web browser window titled 'localhost/hotel/staff.php'. The browser has several tabs open, including 'lau portal login - Search', 'Sign in | LAU', 'Blackboard Learn', 'Signature Invalid', '(54) WhatsApp', and 'Document'. The main content area is titled 'Admin Panel' and 'Staff'. A sidebar on the left lists 'Guest Orders' and 'Schedule of maintenance'. The central area is titled 'Guests Orders' and contains a table with two rows of data. The table columns are: Order Price, Room Id, Customer UserName, Order, Order Time, Status, and Edit. The first row shows an order for price 21, room 36, customer 'hamoudi', with the order details 'Crispy BBQ chicken wings Falafels, red pepper and walnut paste' and status 'done'. The second row shows an order for price 14, room 36, customer 'hamoudi', with the order details 'Harissa spiced olives Falafels, red pepper and walnut paste' and status 'Pending'. Below the table is a section titled 'Hotel Maintenance' with various icons. The taskbar at the bottom shows the Start button, search bar, and pinned icons for Edge, File Explorer, Mail, OneDrive, Edge, Google Chrome, and others. The system tray shows the date and time as 10:23 PM on 12/9/2022, along with battery and network status.

Order Price	Room Id	Customer UserName	Order	Order Time	Status	Edit
21	36	hamoudi	Crispy BBQ chicken wings Falafels, red pepper and walnut paste	18:57	done	Done Delete
14	36	hamoudi	Harissa spiced olives Falafels, red pepper and walnut paste	18:59	Pending	Done Delete

This section provides information related to the food orders ordered by the hotel guests. It specifies the order price, room id, customer username, order, order time, order status, and an edit button.

All orders' information is retrieved from the "Order" collection in the database and displayed to the staff member whenever accessing the page.

The staff member will be able to change the status of each order from pending to done when the order is done through the edit button, and delete it from the table after delivering the order through the delete button.

Any action performed, will result in updating the “Order” collection in the database automatically.

2) Schedule of maintenance

The screenshot shows a web-based admin panel with a sidebar on the left and two main content areas below. The sidebar has a dark orange background and contains the following menu:

- Admin Panel**
- [Guest Orders](#)
- [Schedule of maintenance](#)

The first content area displays a table titled "Guest Orders" with the following data:

	21	36	hamoudi	Crispy BBQ chicken wings Falafels, red pepper and walnut paste	18:57	done	Done Delete
	14	36	hamoudi	Harissa spiced olives Falafels, red pepper and walnut paste	18:59	Pending	Done Delete

The second content area displays a table titled "Hotel Maintenance" with the following data:

Location	Maintenance Type	Status	
Gym	Machines	done	Done Delete
Room 18	Air conditioner	Pending	Done Delete
<input type="text" value="Room 18"/>	<input type="text" value="Air conditioner"/>	<input type="text" value="Pending"/>	Add Row

This section provides a schedule of the hotel maintenance services that are added by the maintenance staff after receiving complaints from the guests or when the maintenance staff discovers malfunctioning services.

All maintenance's information is retrieved from the “Maintenance” collection in the database and displayed to the staff member whenever accessing the page.

A staff member can add a new maintenance through entering the maintenance type, location, and status (usually is entered pending), then clicking on the “add row” button.

Also, he/she can change the status of each maintenance from pending to done when the maintenance is done through the “done” button and delete it from the table through the “delete” button.

Any action performed, will result in updating the “Maintenance” collection in the database automatically.

Discussion:

The Crown Palace Hotel includes all the functionalities of a hotel website; however, there might be some improvements to be done. The website can include cookies for advertisements; when a user enters the website, advertisements pop up according to his/her interest, this can improve the guest's experience. Similarly, “accept all cookies” pop up should be displayed when first visiting the website to ensure privacy. Moreover, since this is a hotel website and people from different countries might visit it, it should be multilingual. This will allow customers in different parts of the world to engage fully with our website and will also allow us to place high up on search engine results pages globally.

In addition, a page stating all the bookings and orders a customer has made may be added for the customer to make sure that the booking/order processes he/she performed were done successfully.

Furthermore, a search engine can be added for users to easily access every feature on the website quickly.

Conclusion:

This report has provided an overall view about the general design and functionalities the Crown Palace Hotel's provide for guests whether they are registered users or just visitors. This website supports viewing the different information regarding the rooms, restaurant, reviews, FAQs, and services provided. Also, it allows a logged in user to book a room, order food, and pay using credit card. All data is retrieved, inserted, and updated in the hotel database. Moreover, all data is validated and verified before being updated or inserted to the database after performing any booking, ordering, or paying process.

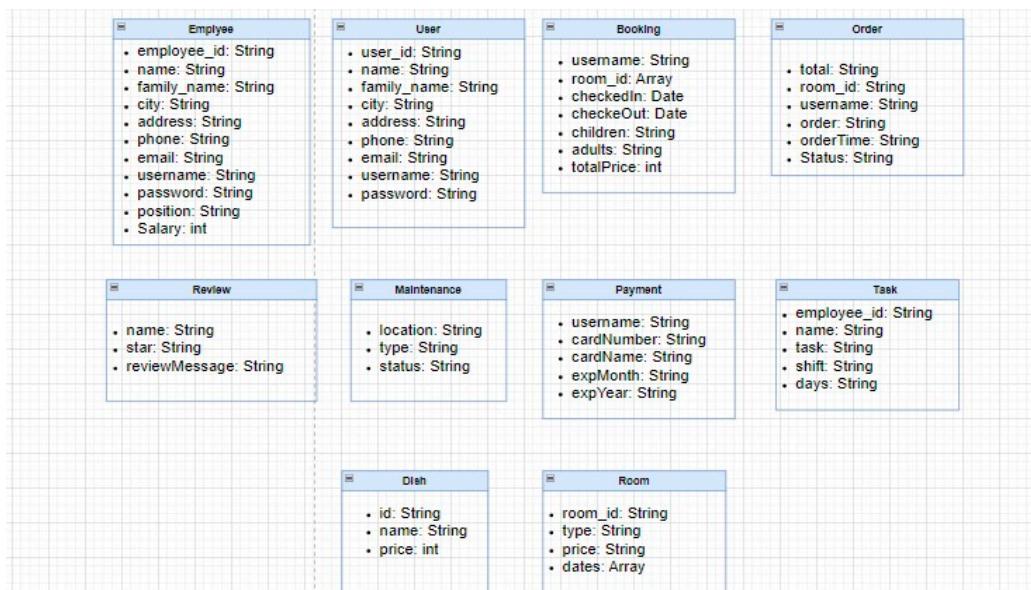
In addition, this report provides a general idea of how managers and staff can use this website to organize and keep record of all guests' activities, as well as organizing their own tasks. For instance, a manager can edit a room (edit its price, booked dates, type), assign the weekly tasks, and shifts for staff, and reward or promote any staff member. Besides, a staff member can manage guest orders and maintenance services through editing or deleting them. As mentioned before, data related to all activities performed by managers and staff is retrieved, inserted, and updated in the hotel database after being validated.

Moreover, all pages were designed to be responsive making it compatible with all screen sizes and devices.

After an in-depth work on this project, we have learned many languages including html, css, Json, ajax, js, jQuery, and php, and applied them in implementing the frontend and backend of our website. In addition, we learned how to use mongodb database and connect it to our

website. We have faced many problems while developing this website and managed to search more and educate ourselves so that we were able to overcome all obstacles. This project enhanced our knowledge in the subject area as well as our project management skills.

Database Collections:



Some Responsive views:

A screenshot of a web browser showing a restaurant page. At the top is a header bar with standard browser controls. Below the header is a large image of a restaurant interior with tables and chairs. Underneath the image is a yellow rectangular section containing the word "Restaurant". Below this title is a paragraph of text describing the restaurant's atmosphere. At the bottom of the yellow section are two buttons: "Restaurant Menu" and "Crown's Restaurant".

A screenshot of a web browser showing a customer reviews page. At the top is a header bar with standard browser controls. Below the header is a large image of a restaurant interior with tables and chairs. Overlaid on the image is a yellow button with the text "Book Now". Underneath the image is a yellow rectangular section containing the heading "Customer Reviews". Below the heading is a testimonial card. The card features a photo of a man, his name "Mohamad Taha", and a rating of "5Stars". The testimonial text describes a recent stay at the hotel.

The image displays two side-by-side screenshots of a hotel website, likely from a local development environment.

Screenshot 1 (Left):

- Title:** Crown Palace
- Navigation:** Hotel (Rooms, Services, Restaurant, Contact Us)
- Customer Help:** About Us, Reviews, Directions, FAQS
- Contact:** (This section is visible at the bottom of the page)

Screenshot 2 (Right):

- Login Form:** "Login To Your Account" with fields for Name (taha) and Password (*****), and a "Log in" button. Below it is a link "Need an Account? [Register Now](#)".
- Contact Us Form:** "Contact Us" with fields for Name, Email, and Message, and a "Submit" button.

[localhost/hotel/S... A...](#)

Pool



Key Features & Facilities:

- Pool available for hotel guests for free
- Open 6.00am-9.30pm on Monday to Friday, and 7.00am-10.00pm on Weekends and public Holidays
- Complimentary towels, water, and seasonal fruit provided
- Kids Pool Available for children under 13

