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# **Project Proposal**

## **For**

# **Guest House Management System**

**Submitted by**

**Muhammad Hamza Barak, SP18-BSE-142**

**Department of Computer Science, CU, Islamabad.**

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**Project Category:**

- ☐ A-Desktop Application/Information System

**Abstract**

This project will produce a Desktop application for providing facilities for accommodating customers and managing the Guest Houses. A Guest House offers accommodation to the paying guests. It is quite like the Hoteling Systems in which rooms are booked but Guest House provides a mini House with all facilities that usually holds a house for accommodation besides this, only room renting service is also handled by this application.

This Application will provide the three interfaces i.e. Customer, Receptionist as well as Administrators. Customer can use it for booking a Guest House for his/her accommodation whereas Receptionist can monitor the information about the houses, and rooms in the houses. Application is quite automated i.e. it manages the system which includes providing housekeeping facility, food facility, cleaning, laundry and repairing facility. Receptionists deal with the customer complaints, see customer/employees, modify employee information. Employees are of five categories Receptionists, Housekeeping, Sweepers, laundryman, repairer. Administrator can add employee, see employee Update their salaries can see monthly earning with record and can also delete an employee from record. This application maintains a record for each both kind of customers (those who have left and those who didn't).

This application support both the whole mini house and just only rooms to get accommodation temporally for the Customers.

# 1. Introduction

A Guest House offers accommodation to the paying guests in the form of Mini Houses and rooms. Before using any application, Guest Houses facing many problems which includes managing all the staffs and employees (as it was all manual i.e. paper work), hard for booking (as it requires customer to fulfill manual tasks and quite tough), it was difficult to maintain the record of each customer and employee manually.

The purpose of developing this application is to manage all the Guest Houses and all its employees. This application will allow customers to book a room easily without getting rush of booking room manually. This system provides a good way of storing all necessary data which could be very easy to maintain. This application will reduce the paper work and provide efficient and effective output. As this project is going to handle by only one person so, Iterative Waterfall Method will be used as Software Development Life Cycle. Coding will be handled through Object Oriented Approach. The above-mentioned methodologies will make the project work load light and provide the ease of development.

Developing this project will make developer proficient in making and maintaining Database. Developer after creating this project successfully will be considered to be a skilled JAVA + SQL developer.

# 2. Proposed System

Guest House Management System will provide user friendly interface so that customer can easily understand the system and can interact with the system. It contains three Interfaces, one for customer, one for Receptionist and other for administration.

System provide customer's interface with services like book a room, book a mini house, check your bills, order (food, repair, housekeeping), complaints. Customer can be able to do all the above-mentioned things. This System will provide ease to customer in order to getting a room or house with all facilities.

System provide Administration's interface with services like check each house/room, response to customer's order, can check/see/update customer's record, maintain bills, maintain employee records, maintain salaries for employees.

The objective of automated guest house management system is the day to day the processes of Guest Houses. The System will be able to handle many services in a quick manner. As a solution to the large amount of file handling happening at the Guest Houses. This application will overcome those drawbacks.

# 3. Advantages/Benefits of Proposed System

Following are Some Advantages of Guest House Management System

- Ease of booking Rooms/Houses for Customers instead of booking manually
- Reduction of Paper Work
- This System provide effective and efficient output
- Easy to maintain record of customers as well as employees as this system is automated record generator
- Provide easy way for Administration to manage their Rooms/Houses/Employees
- Easy way of communication between Customer and the Management

## 4. Scope

The Scope of this project is as the name of the system defines, this project will handle the management regarding booking of rooms/houses, maintaining records of customers and employees as well (automated), the system will provide dual interface (one for customer and one for Management). Management further include two interfaces one is for Admin and other for receptionist. So, Actors involve in this project will be the Customer (who interact with the system from customer's interface in order to get facility), the Managers (who interact with the system from Administration's Interface in order to provide facility to customers and developing and sending daily report to the main admin), the Receptionist (who interact with the system form Receptionist's interface and Main Admin(who interact with the system form Administration's interface and act the controller of all the Managers of Guest Houses). All the requirements that are necessary for the customers are included in the scope of this project which includes book a room, book a mini house, check your bills, order (food, repair, housekeeping), complaints. In order to respond to customer's request administration, perform its duty which is linked with-in this scope. Guest House Management System won't have any connection with transportation facilities either these are available for customer's use but not in the scope of this project. More First-Line employees (low ranked employees) are not in the scope of this project as they cannot interact with the system as an Actor.

Following are some main functionalities which are provided by this Project:

- System provide customer's interface with services like book a room, book a mini house, check your bills, order (food, repair, housekeeping). Customer interact with the system to make selection of interest and can book a room. More over after booking customer can order food, or make request for any repairment or get housekeeping. And after this can check the his/her bills.
- System provide Management interface with services like check each house/room, response to customer's order (food, repair or housekeeping), can check/see/update employee's record, maintain bills, check/see customer records.

## 5. Modules

Following are some Modules for Guest House Management Systems.

### 5.1 Module 1: Book Accommodation

This Module is created for booking room/house and its actor will be Customer. This Module shows two options first is "Book a Room" and second is "Book a House". For booking an accommodation user must have to get login then using his account he can book a room a house, the procedure is explained in Manual Portion of report. This module only allow for booking, payment is not handled.

### 5.2 Module 2: Get Services

As it is explained before that this project will provide multiple facilities regarding house and rooms. To get those services this module will be used. This module will allow a customer to request for a service of desire then there build an automated system which assign an employee offering that service to that respected customer.

### **5.3 Module 3: Billings**

This module is used by both customers and administrations. Customer and administration used it to see/check his/her totals as well as detailed bills. This module is also automated i.e. it calculate the bills according to the services which a customer has requested for.

### **5.4 Module 4: Complaint/Response**

This module is for Customers. Its purpose is to report any complaint from customer to administration. This module also used to give reviews on services as well as give suggestions. There will be an option of Complaint. Upon selecting that option, a user can be able to complaint which can be seen by the receptionists then he/she (receptionist) will provide response to the customer.

### **5.5 Module 5: Registration**

This module is used by customer as well as administration. When a new customer moves to this application he/she will need credentials for getting login. This module will provide a path way to the new customers to get themselves registered into the application.

### **5.6 Module 6: Maintain Record**

This application doesn't delete the whole record of customer or employee after deletion. It has two relations for each (customers and employees). One is used for keeping the record of current employees/customers and other is used for keeping the record for deleted customers. These two relations help this application in making a record of this each entity.

## **6. System Limitations/Constraints**

Following are the Limitations and Constraints of this project:

- As it is the Desktop application it requires everyone (Customer as well as Employee) to have this application on their PCs.
- There must be Active Administration (Management) required to actively response to customer's need.

## 7. Tools and Technologies

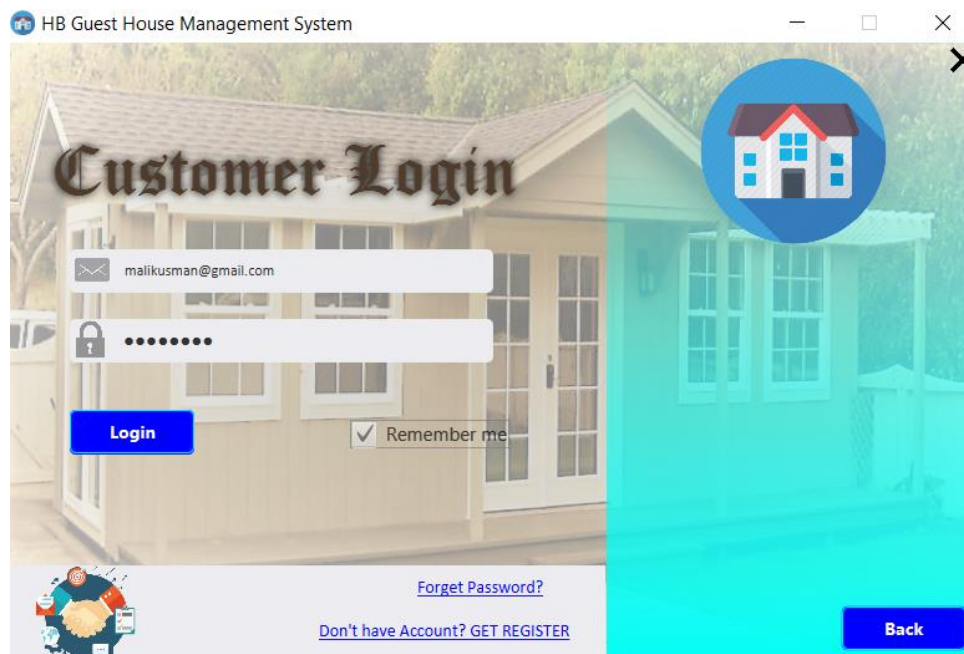
**Table 1 Tools and Technologies for Proposed Project**

<b>Tools And Technologies</b>	<b>Tools</b>	<b>Version</b>	<b>Rationale</b>
	NetBeans	8.2	IDE
	MySQL workbench	8.0.17	IDE
	MS SQL Server	5.7.27	DBMS
	Adobe Photoshop	CC 2015	Design Work
	MS Word	2019	Documentation
	<b>Technology</b>	<b>Version</b>	<b>Rationale</b>
	Java	8.0	Programming language
	SQL	2013	Query Language
	CSS (FXML)	5	Style Sheets

## 8. User Manual



This is the front page of the application.

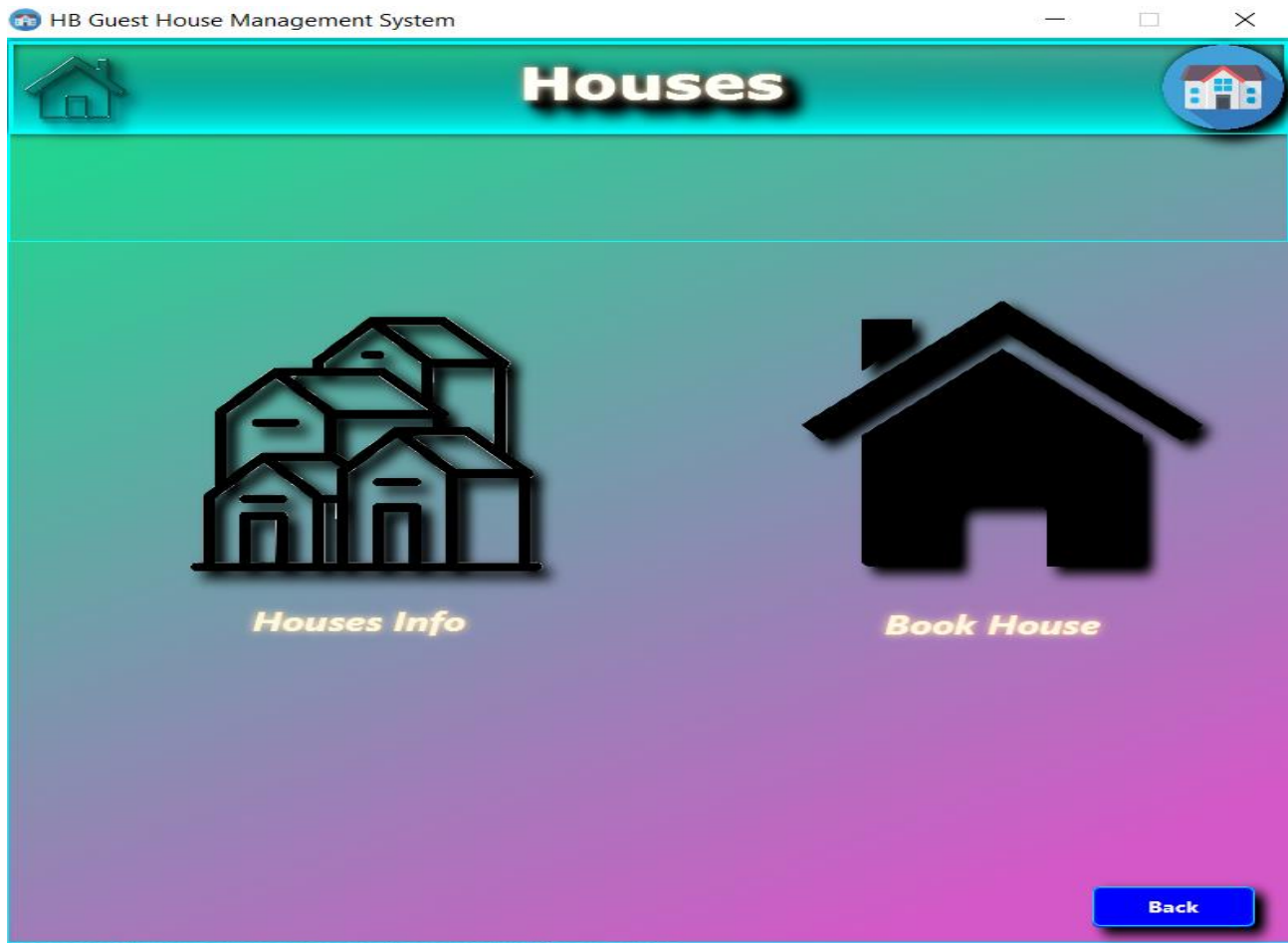




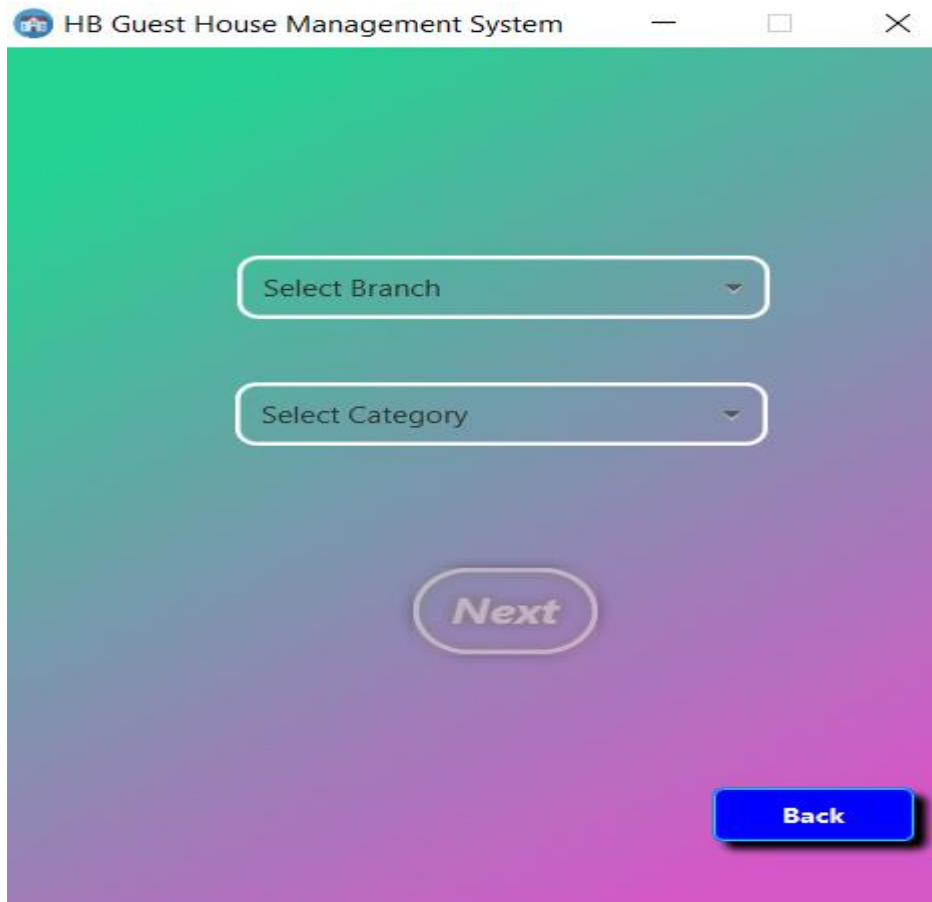
This is login page for customer, a customer can reach here on clicking the customer login from previous page. On providing the credentials it will lead a customer to its home page.



This Is the home page of customer.



Upon clicking on house button from previous page it will lead to house menu where you can check house info + can book a house.



The screenshot displays a web application window titled "HB Guest House Management System". The interface features a teal-to-purple gradient background. It contains two dropdown menus: "Select Branch" and "Select Category", both with white borders and downward-pointing arrows. Below these is a large, light blue, rounded rectangular button labeled "Next". In the bottom right corner, there is a smaller, solid blue rectangular button labeled "Back".

Upon clicking on book a house.

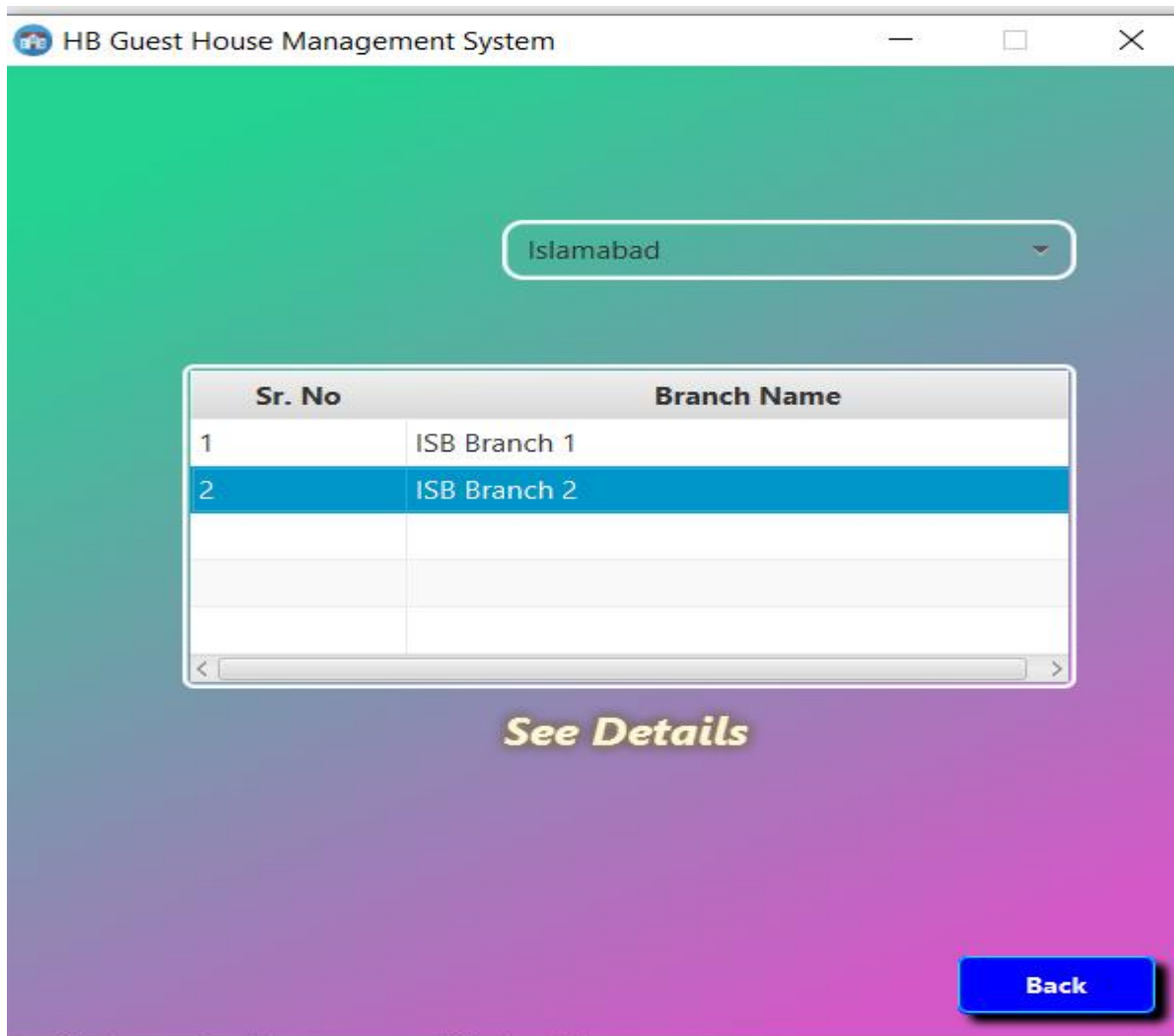
House Name	Branch Name	Location	City	Category	Status
House No. 21	ISB Branch 1	Sector F9	Islamabad	LUXURY	AVAILABLE

**\*Select Leaving date**

**Book House**

**Back**

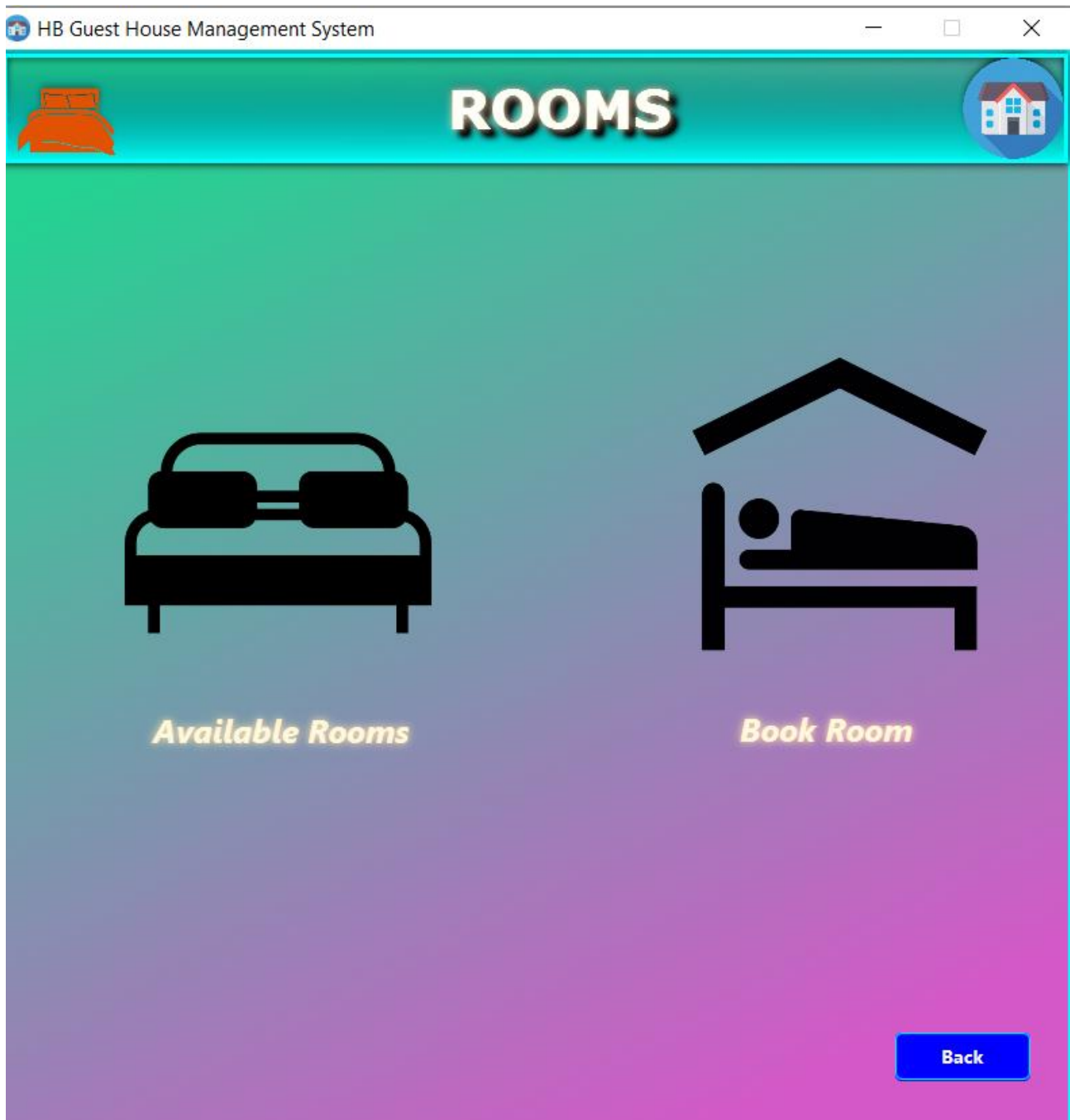
Click on book house after selecting desired row and date of leaving,  
Your house will be booked



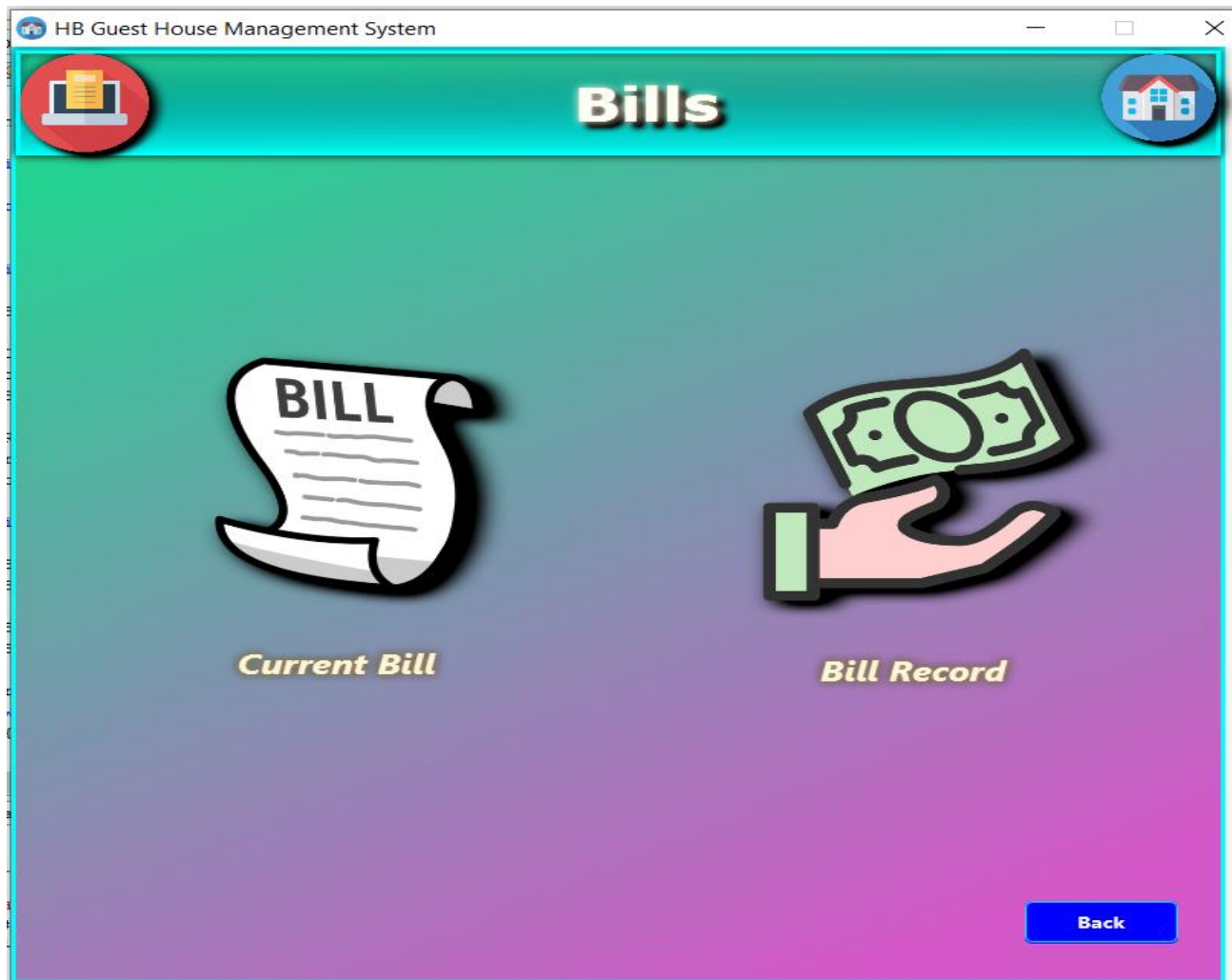
Upon selecting the see house info.

First select branch, then select house then click “see details”.

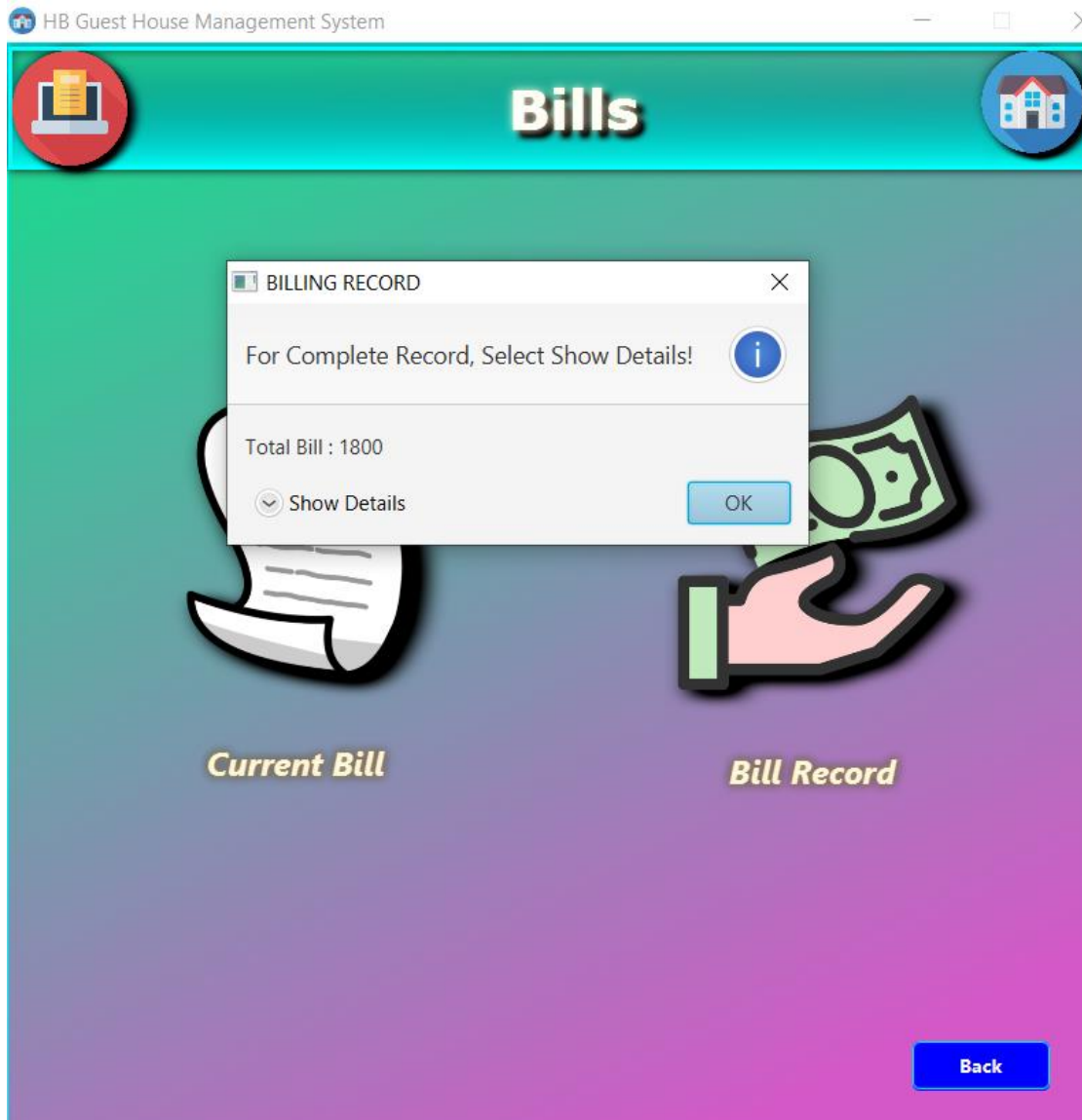
It will show you all necessary information of about the houses.



Upon selecting a room option from customer home page, you will reach here.  
And its rest procedure is same as it is mentioned above for houses.

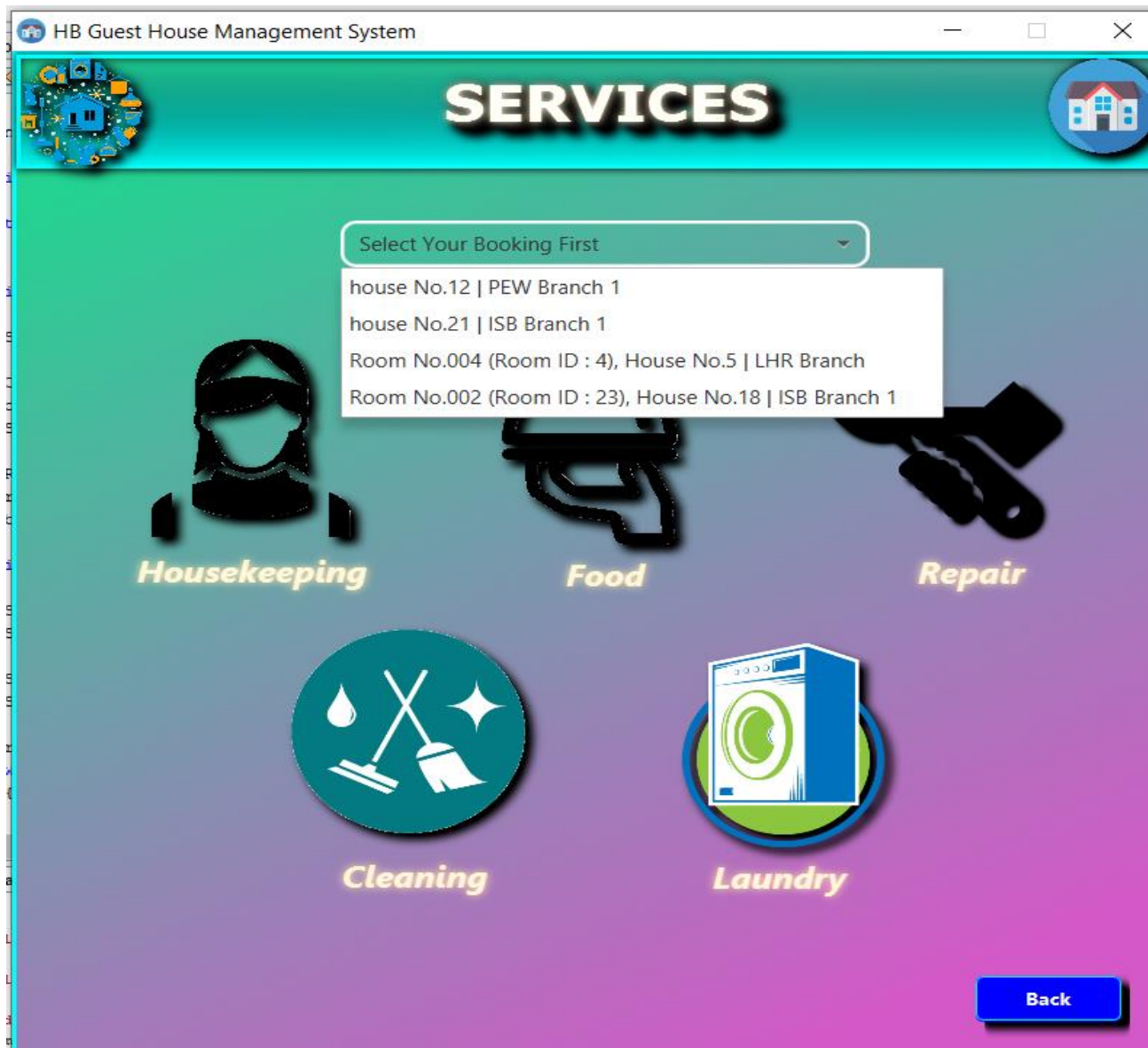


This is the bill menu from bills

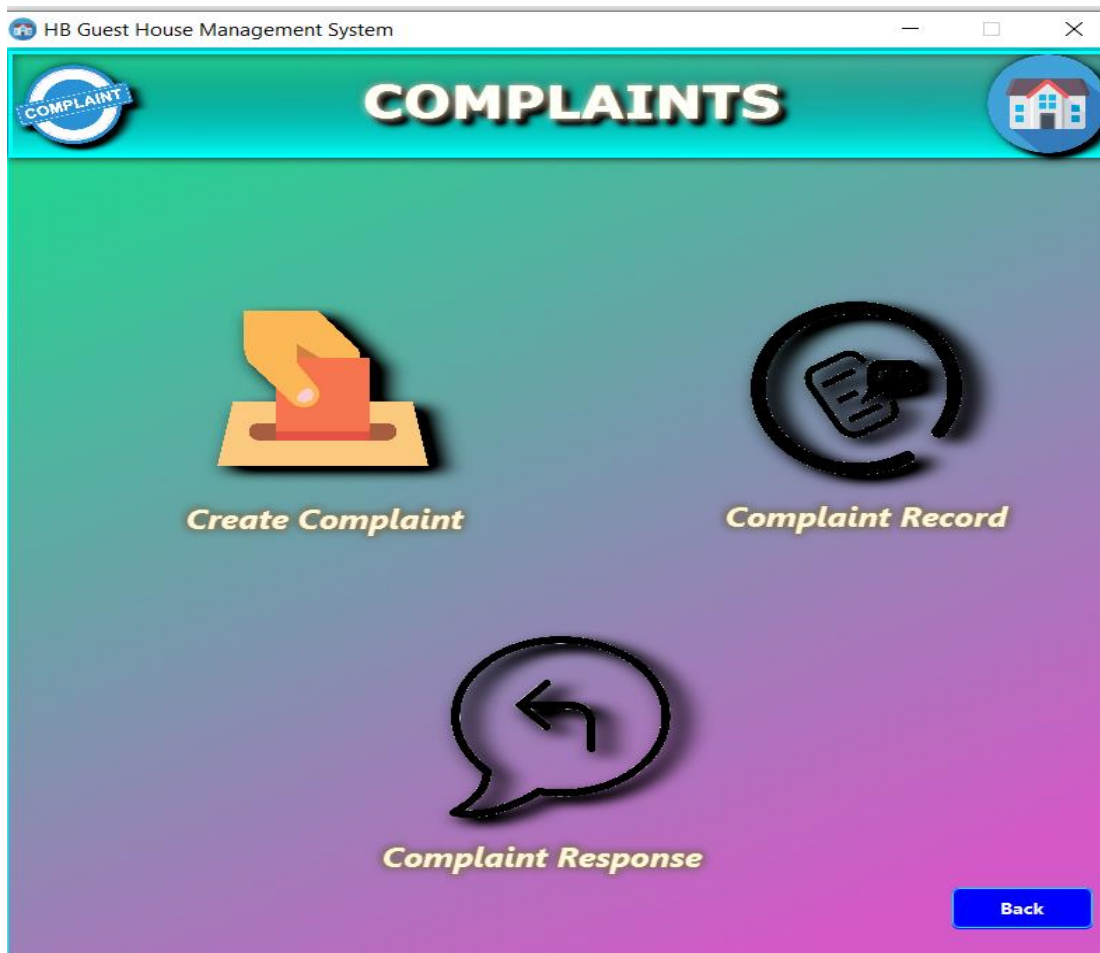


Upon clicking on any icon it will show to its respected alert box which containing the desired information.





This is the service menu, first you have to select house booked house/room then you have to select on desired service it will show a alert box confirming that the service has been delivered.

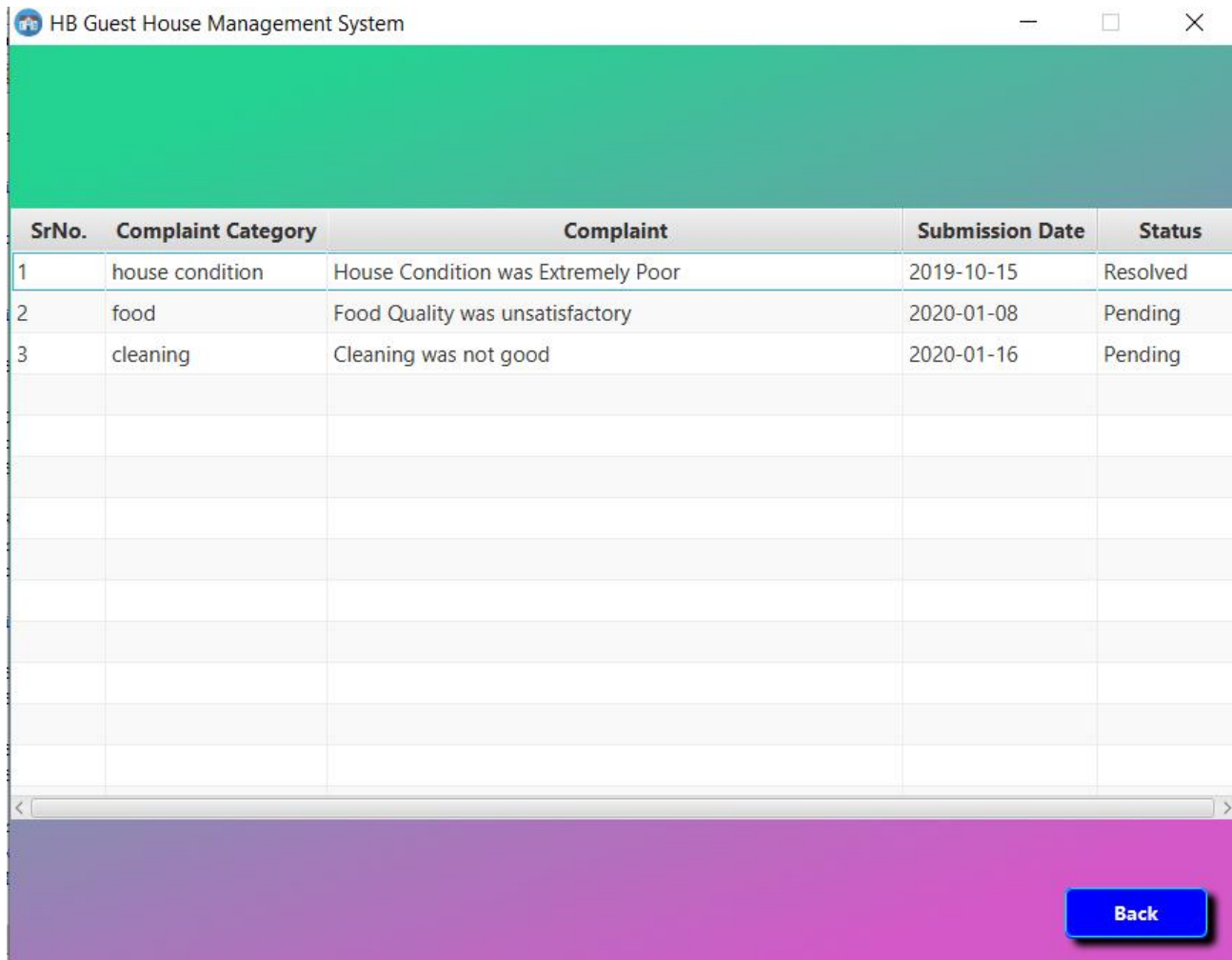


this is complaint menu.

The screenshot shows a web application window titled "HB Guest House Management System". The background has a green-to-purple gradient. At the top, there is a dropdown menu with "cleaning" selected. Below it is a text input field containing the text "Cleaning was not good". At the bottom, there are two buttons: a large yellow "Submit" button and a smaller blue "Back" button.

this is for creating new complaints

First you have to select complaint category then you can write and submit your complaint.

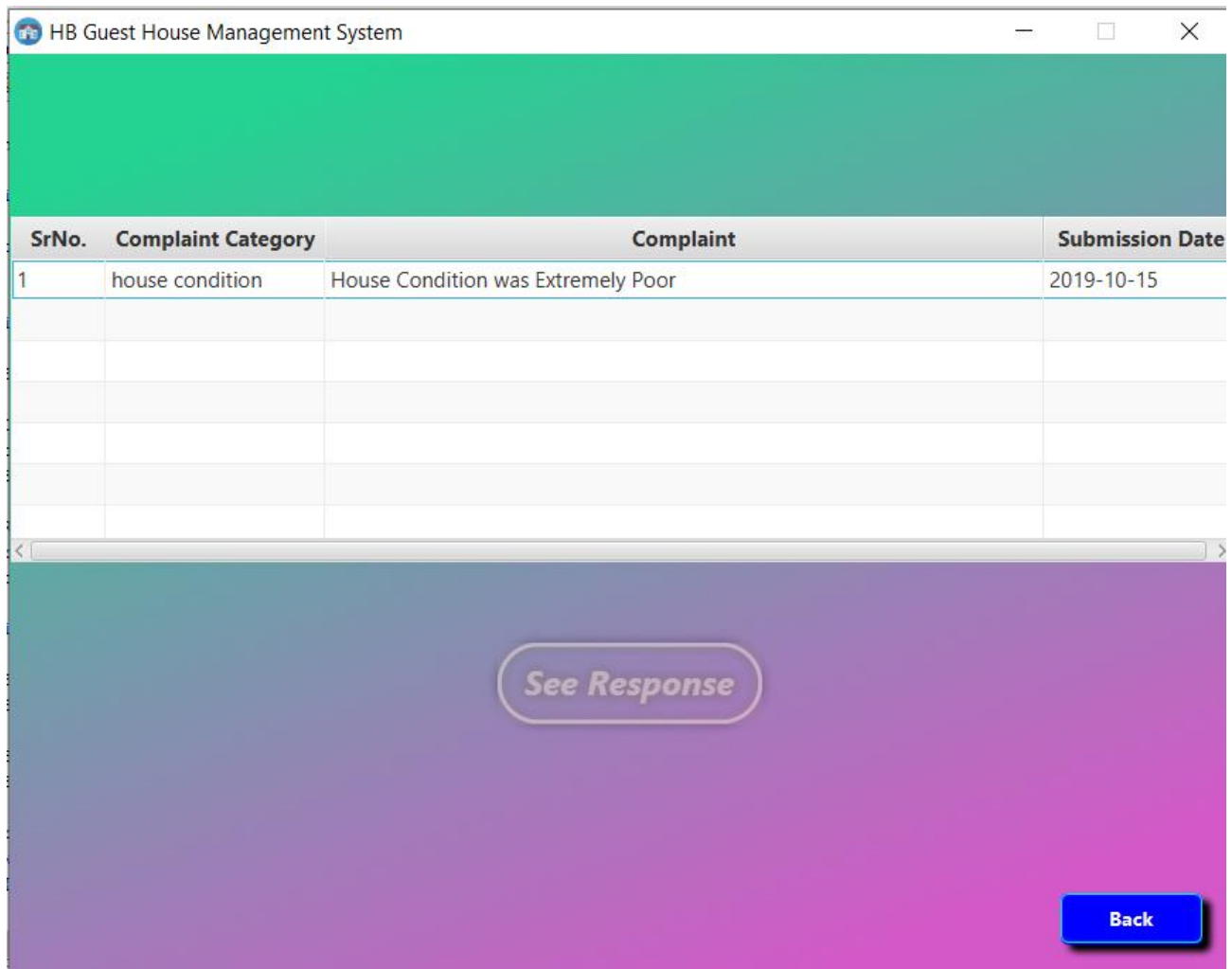


The screenshot displays a web application window titled "HB Guest House Management System". The window features a green header bar. Below the header is a table with five columns: "SrNo.", "Complaint Category", "Complaint", "Submission Date", and "Status". The table contains three rows of data, followed by several empty rows. A purple footer bar at the bottom of the window contains a "Back" button.

SrNo.	Complaint Category	Complaint	Submission Date	Status
1	house condition	House Condition was Extremely Poor	2019-10-15	Resolved
2	food	Food Quality was unsatisfactory	2020-01-08	Pending
3	cleaning	Cleaning was not good	2020-01-16	Pending

Back

This is complaint record



This is complaint response, first click on desired complaint, then click in “see response” it will show you response.

HB Guest House Management System

# ACCOUNT

NAME	:	Usman Amjad
GENDER	:	Male
DATE OF BIRTH	:	1997-11-15
CNIC	:	67894-3467239-9
AGE	:	22
EMAIL/USERNAME	:	malikusman@gmail.com
JOINING DATE	:	2019-05-23
MOBILE	:	01111111000 03030303032 09090909900
ADDRESS	:	M M No.1 from B-III, Jhelum, Pakistan  235 Shirley Rd.Far Rockaway, NY 11681, New York, America  Chak Shahzad, Tarlai, Islamabad, Pakistan

[Change Info](#) [Change Password](#) [Delete Account](#) [LOG OUT](#)

[Back](#)

This is account for customer, showing customer's information customer can change his/her info as well as password. He/she can also delete his/her account or logout from here.



The screenshot shows a web application window titled "HB Guest House Management System". The main heading is "Password Reset" in a large, stylized, black gothic font. To the left of the heading is a circular icon with a handshake and a gear, and to the right is a circular icon with a house. Below the heading, there are two input fields. The first is labeled "\*New Password" and the second is labeled "\*Re-Enter Password". Both fields are empty. Below the input fields is a yellow button with the text "Change Password". In the bottom right corner, there is a small yellow button with the text "Back".

HB Guest House Management System

# Password Reset

\*New Password

\*Re-Enter Password

**Change Password**

Back

This stage opens whenever a user either a employee or customer wants to change his/her password.



HB Guest House Management System

## CHANGING INFO

**First Name** : Usman

**Last Name** : Amjad

**DATE OF BIRTH** : 11/15/1997

**CNIC** : 67894-3467239-9

**Gender** : ☒ Male ☐ Female

**MOBILE** : 01111111000 03030303032  
09090909900 [add another Number](#)

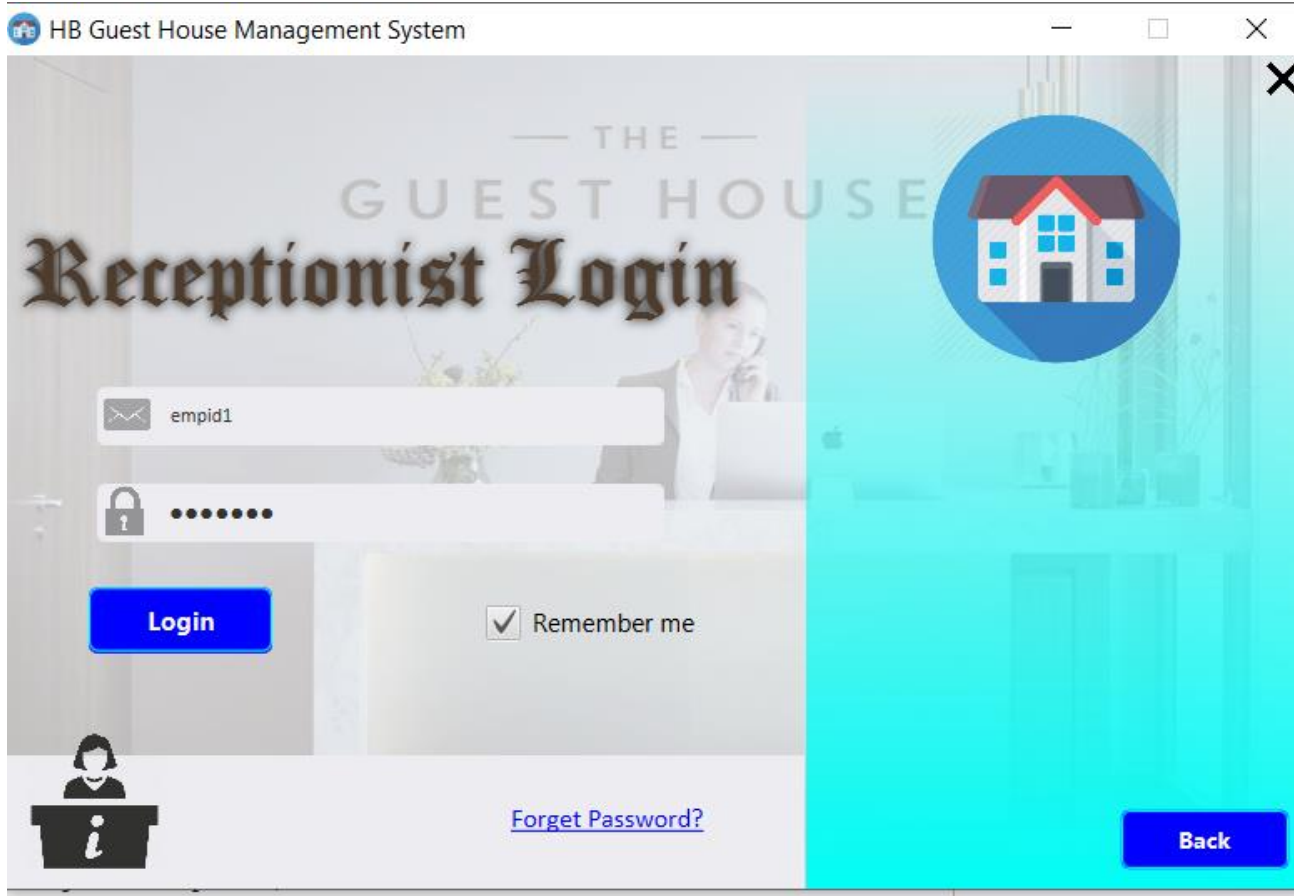
**ADDRESS** :  
M M No.1 from B-III  
Jhelum Pakistan  
235 Shirley Rd.Far Rockaway, NY 11681  
New York America  
Chak Shahzad, Tarlai  
Islamabad Pakistan  
[Click here to add another address](#)

**Save Changes**

**Back**

This is image from changing information. It can be used to change information about logged in user. Make desired changings then click on “save changes”.





This is the receptionist login in interface, by clicking on the “remember me” icon you won’t need to be put your credentials every time whenever you get login.



This is the receptionist profile.

HB Guest House Management System

# ALL HOUSE INFO

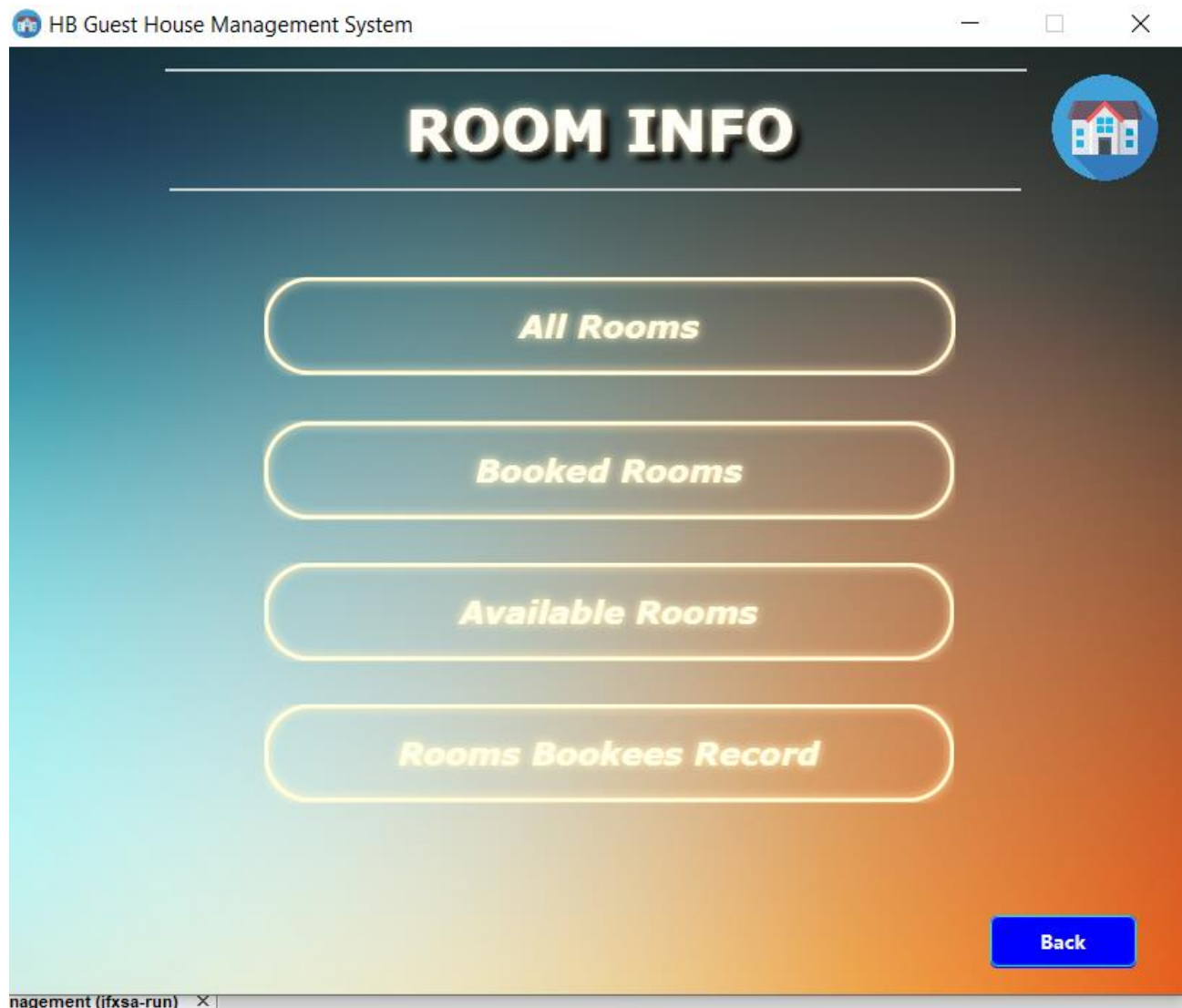
BRANCH: ISB Branch 1 CATEGORY: ALL

Show Result

House Name	Branch Name	Location	City	Category	Status
House No. 3	ISB Branch 1	Sector F9	Islamabad	Economy	AVAILABLE
House No. 1	ISB Branch 1	Sector F9	Islamabad	Luxury	BOOKED
House No. 20	ISB Branch 1	Sector F9	Islamabad	Economy	BOOKED
House No. 21	ISB Branch 1	Sector F9	Islamabad	Luxury	BOOKED

Back

This scene will open when we select house Info option, first you have to select branch, then category after that select click “show results” it will show all that respected results  
The procedure is same for other house options,



This is scene come when room button is pressed.

HB Guest House Management System

# ALL ROOM INFO

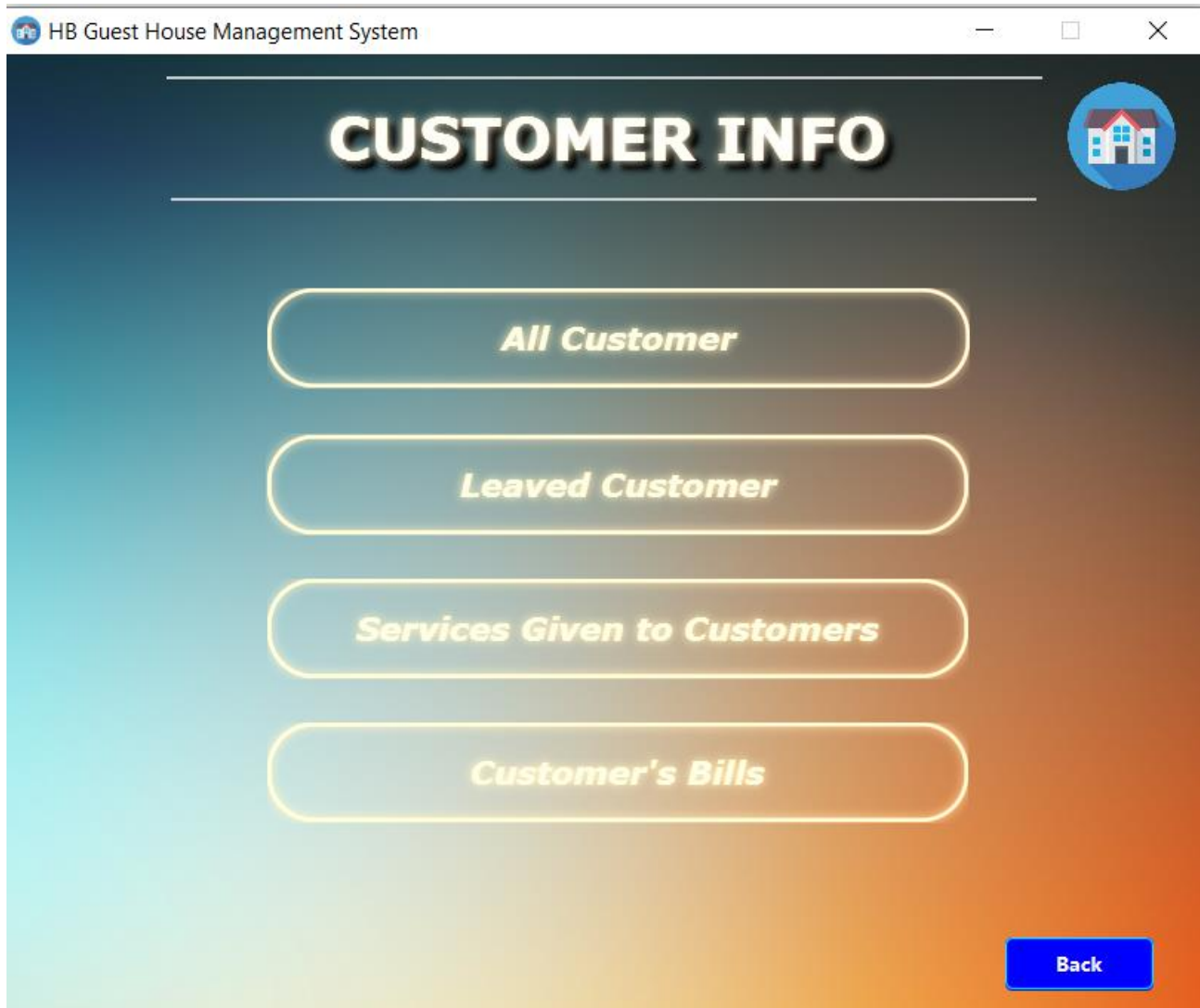
**BRANCH:** PEW Branch 2 **CATEGORY:** ALL

**Show Result**

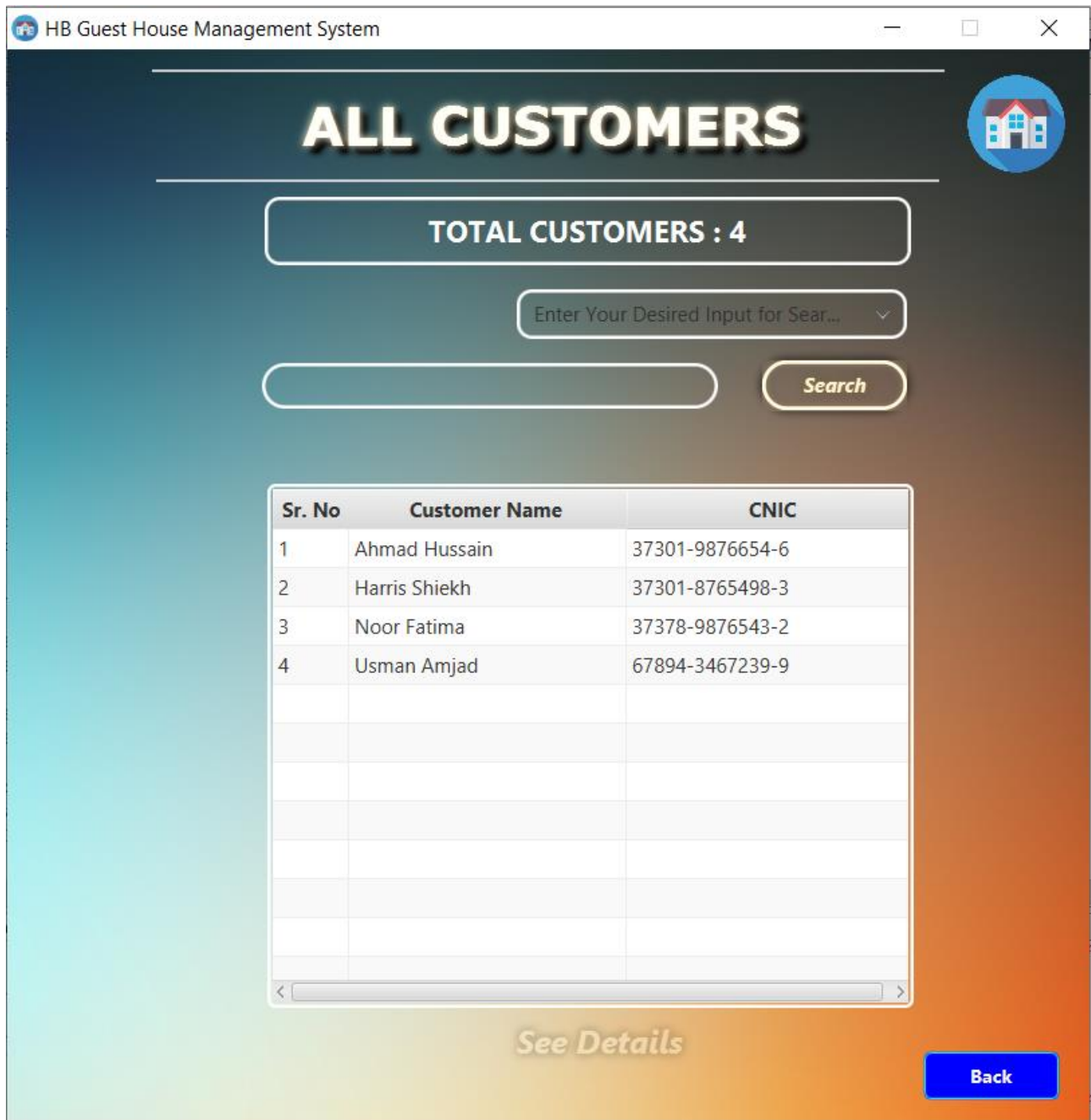
Room No.	House Num...	Branch Number	Location	Category	Status
001	House No. 14	PEW Branch 2	Khyber Pass Road, Peshawar	ALL	AVAILABLE
002	House No. 14	PEW Branch 2	Khyber Pass Road, Peshawar	ALL	AVAILABLE

**Back**

Its show the results which are selected by the user. Its procedure is same as the houseInfo's.



This is customer menu from employee's profile, receptionist can perform all these functions which are mentioned above just by clicking on them.



HB Guest House Management System

# ALL CUSTOMERS

TOTAL CUSTOMERS : 4

Enter Your Desired Input for Search...

Search


Sr. No	Customer Name	CNIC
1	Ahmad Hussain	37301-9876654-6
2	Harris Shiekh	37301-8765498-3
3	Noor Fatima	37378-9876543-2
4	Usman Amjad	67894-3467239-9


See Details

Back

First select “desired input for search”, then search according to your upper selection, then click in any option, then press “see details”.



 HB Guest House Management System




## Detailed Employee


NAME	:	Fayaz Choudhary
GENDER	:	Male
DATE OF BIRTH	:	1987-03-28
CNIC	:	98099-8909891-1
AGE	:	
Salary	:	30000
JOINING DATE	:	2008-10-01
MOBILE	:	97646768868
ADDRESS	:	F9, house number 34, Islamabad, Pakistan

Back

It will show you this desired output.




 HB Guest House Management System



# MODIFY EMPLOYEE

TOTAL Employees : 20

Enter Your Desired Input for Sear... 

Search

Sr. No	Employee Name	CNIC
1	Mushtaq Hameed	12345-1234567-3
2	Shafqat Mahmood	12398-4563298-7
3	Rasheed Sheikh	87654-0987609-1
4	Fayaz Choudhary	98099-8909891-1
5	Amjad khan	11111-1111111-1
6	Bilal butt	22222-2222222-2
7	Soban Ali	33333-3333333-3
8	Hamza Imtiaz	44444-4444444-4
9	Usman Shafeeq	55555-5555555-5
10	Wajahat Hussain	66666-6666666-6
11	Faseeh Javed	77777-7777777-7
12	Faical Quraishi	88888-8888888-8

Select for Modification

Back


Procedure of Selection for modification is same as the previous one.

HB Guest House Management System

## MODIFY EMPLOYEE INFO

**First Name** :

**Last Name** :

**DATE OF BIRTH** :  

**CNIC** :

**Gender** : ☒ **Male** ☐ **Female**

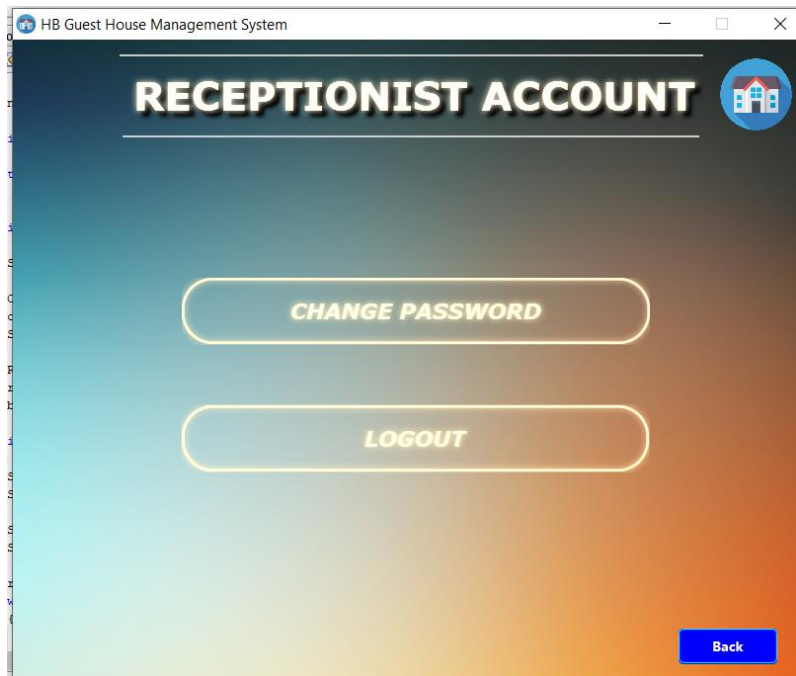
**MOBILE** :  [add another Number](#)

**ADDRESS** :   
  [Click here to add another address](#)

**Save Changes**

**Back**

Here you can add or modify the existing data then press “save changes”.

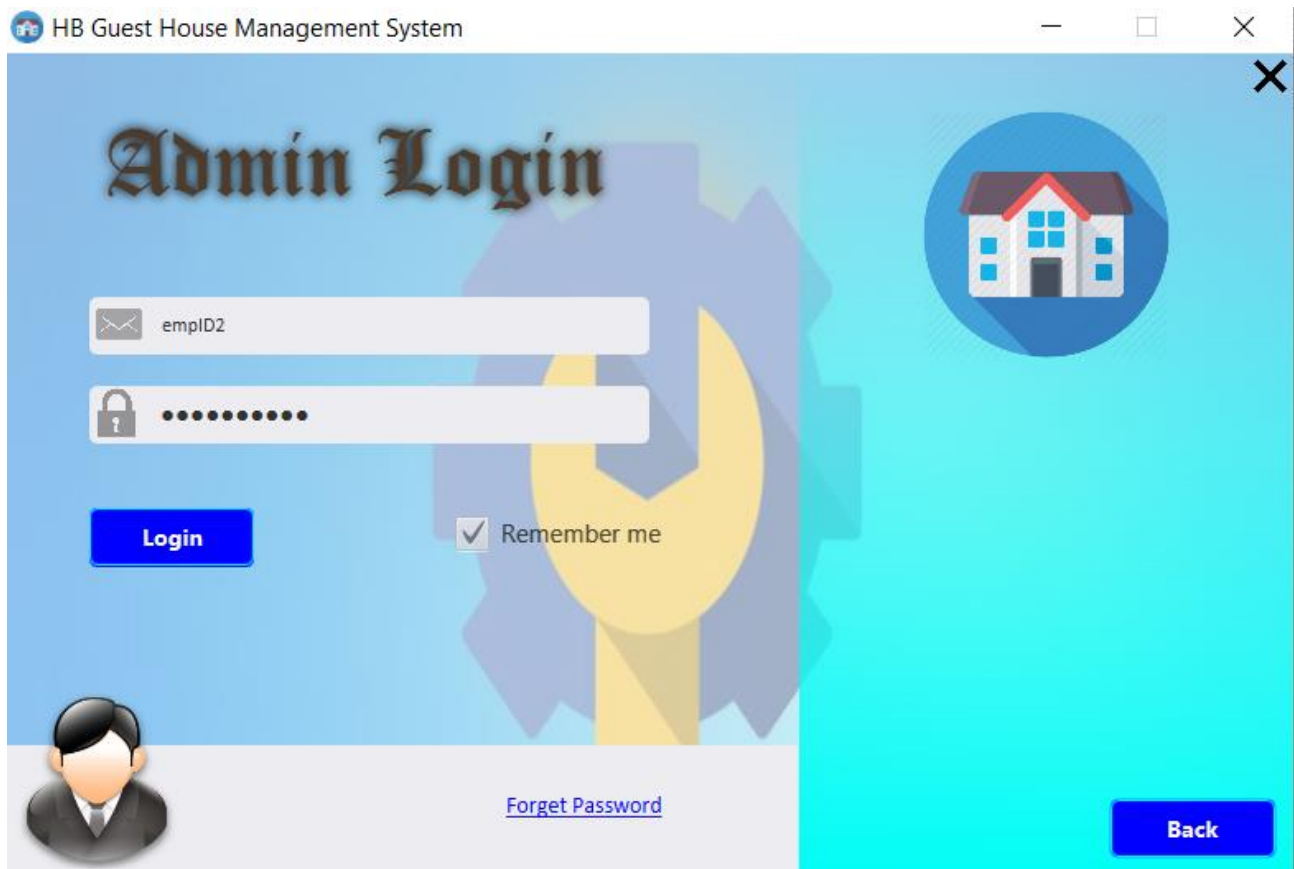


This is account menu of receptionist used for changing password or logging out.



This is Response menu, this is used to give response to customer's complaint.

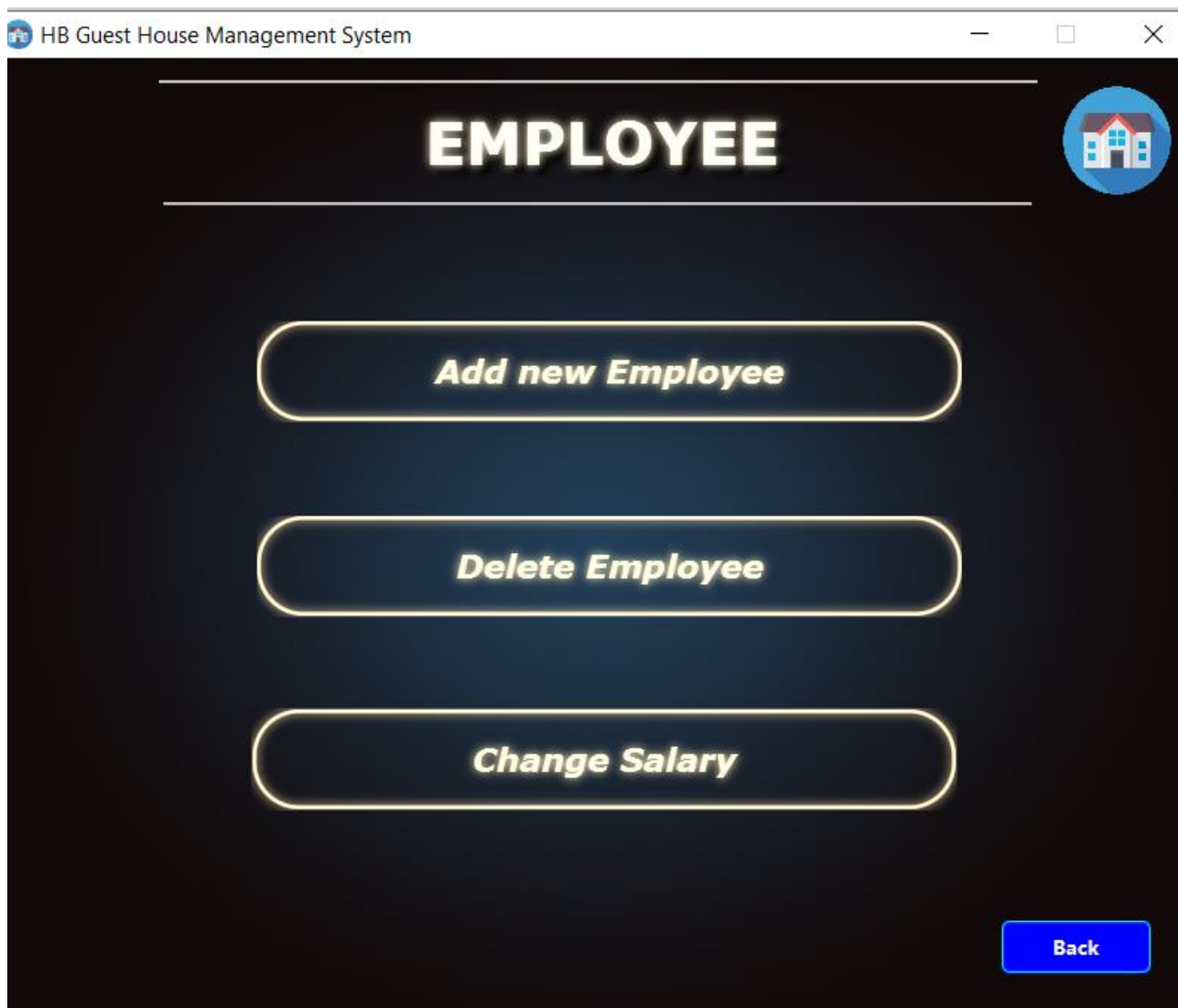
First you have to write a response in response text field then click on submit response it will show a alert box which verifies your submission.



This is Admin Login Interface



This is the Admin Profile, upon clicking on any desired icon it will lead you to its menu where you can perform functions with respect to its given functions



This is employee menu upon clicking on any one you can perform all these functionalities



HB Guest House Management System

# Registration Form

**\*First Name**

**\*Last Name**

**\*CNIC**

**\*Date of Birth**

**\*Gender** ☒ Male ☐ Female

**\*Salary**

**\*Mobile Number**

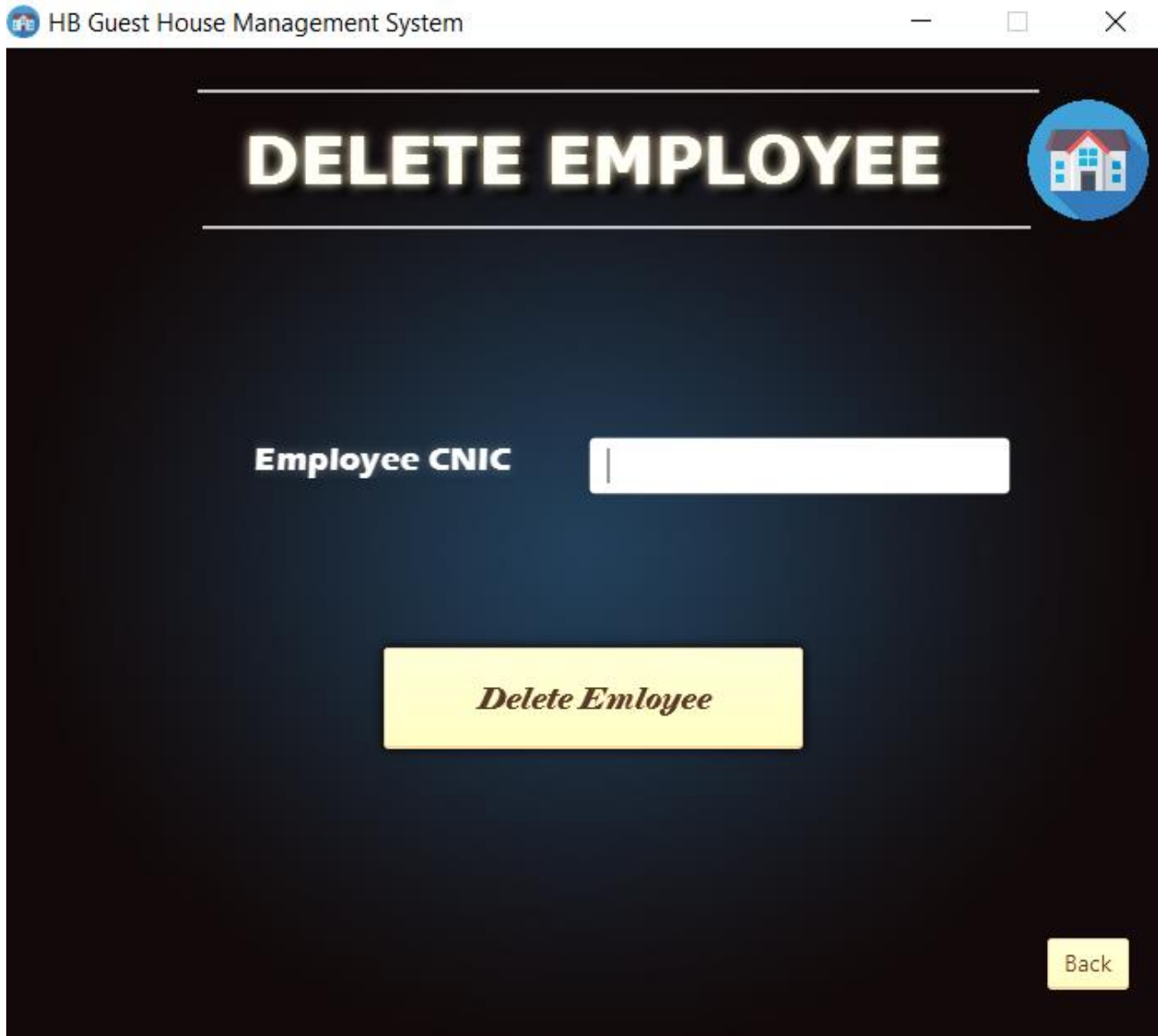
**Other Mobile Number**

[Next](#)

[Back](#)

This is the registration form, by using this you can register a new employee.

Just fill up the required information, then click next after provide further required options then there will display a button “Get Register” upon clicking on that button a new employee will get registered into your records.




The screenshot shows a web application window titled "HB Guest House Management System". The main content area has a dark blue background. At the top, the text "DELETE EMPLOYEE" is displayed in large, bold, white capital letters, flanked by horizontal lines. To the right of this text is a circular icon containing a stylized house. Below the title, the label "Employee CNIC" is shown in white, followed by a white rectangular input field. In the center of the form is a large yellow button with the text "Delete Employee" in a dark, italicized font. In the bottom right corner, there is a smaller yellow button labeled "Back".

This is for deleting an employee by providing a CNIC an employee can be deleted.



# UPDATE SALARY



**Employee CNIC**

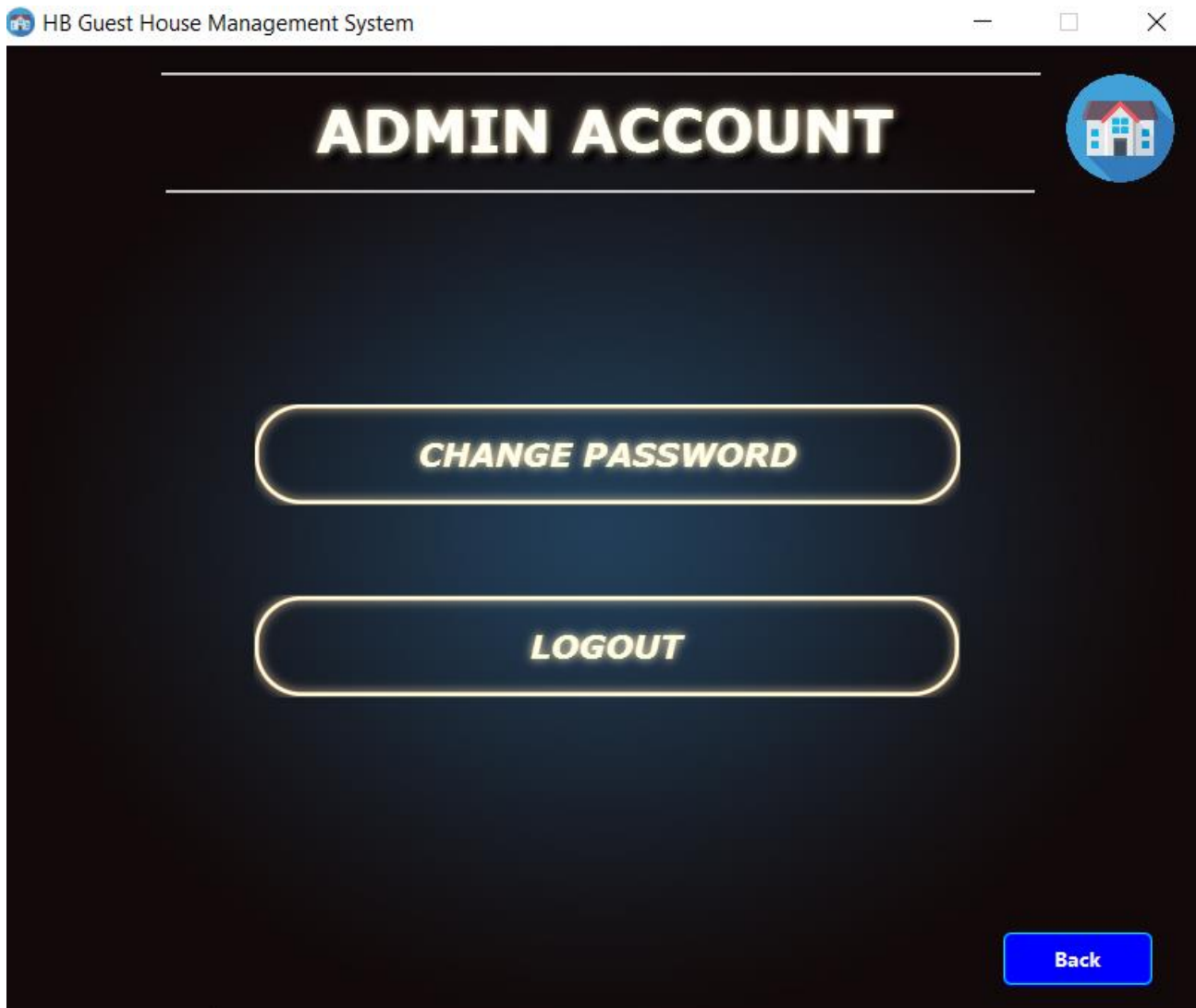
*See Previous Salary*

**New Salary**

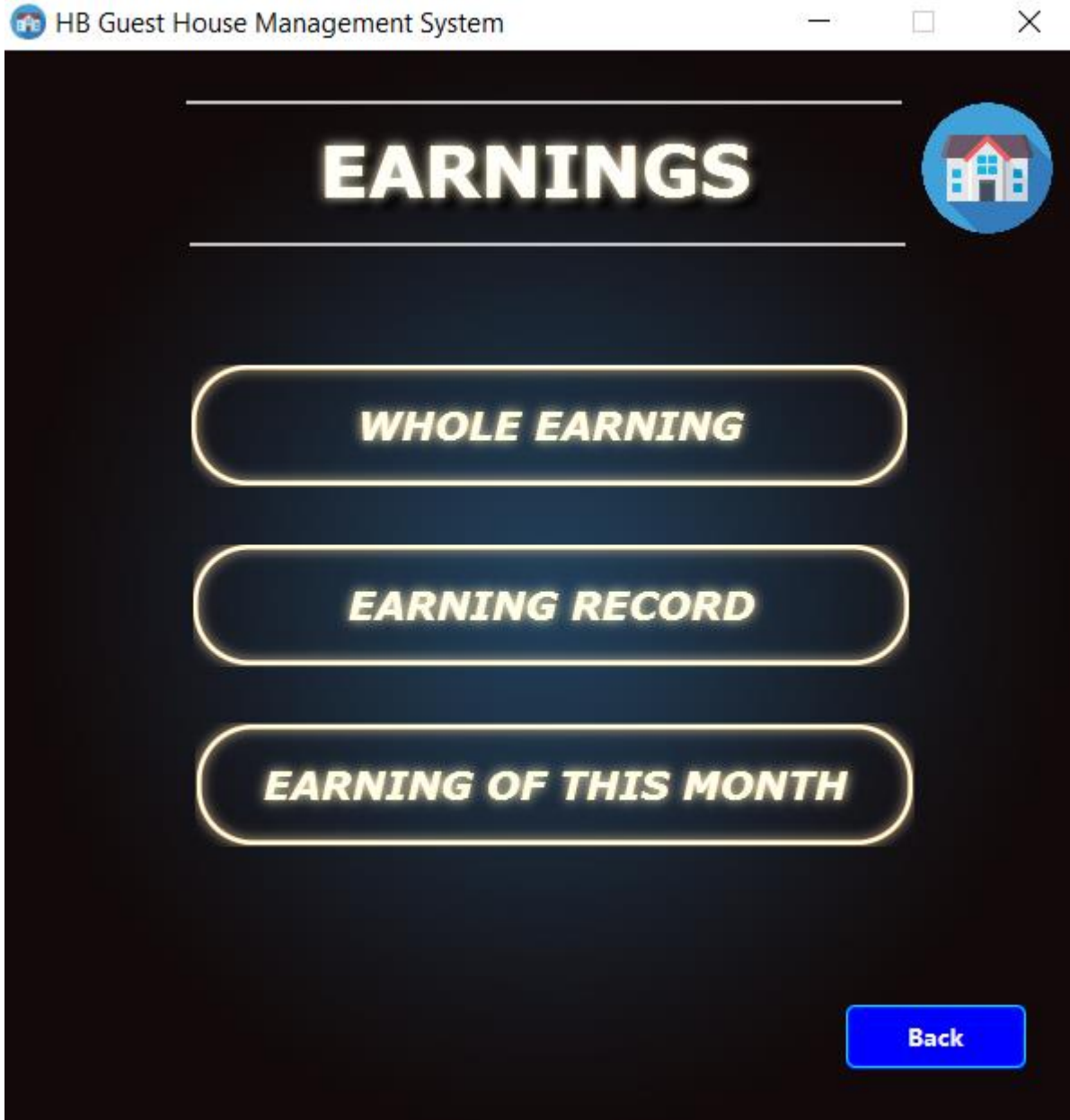
*Change Salary*

Back

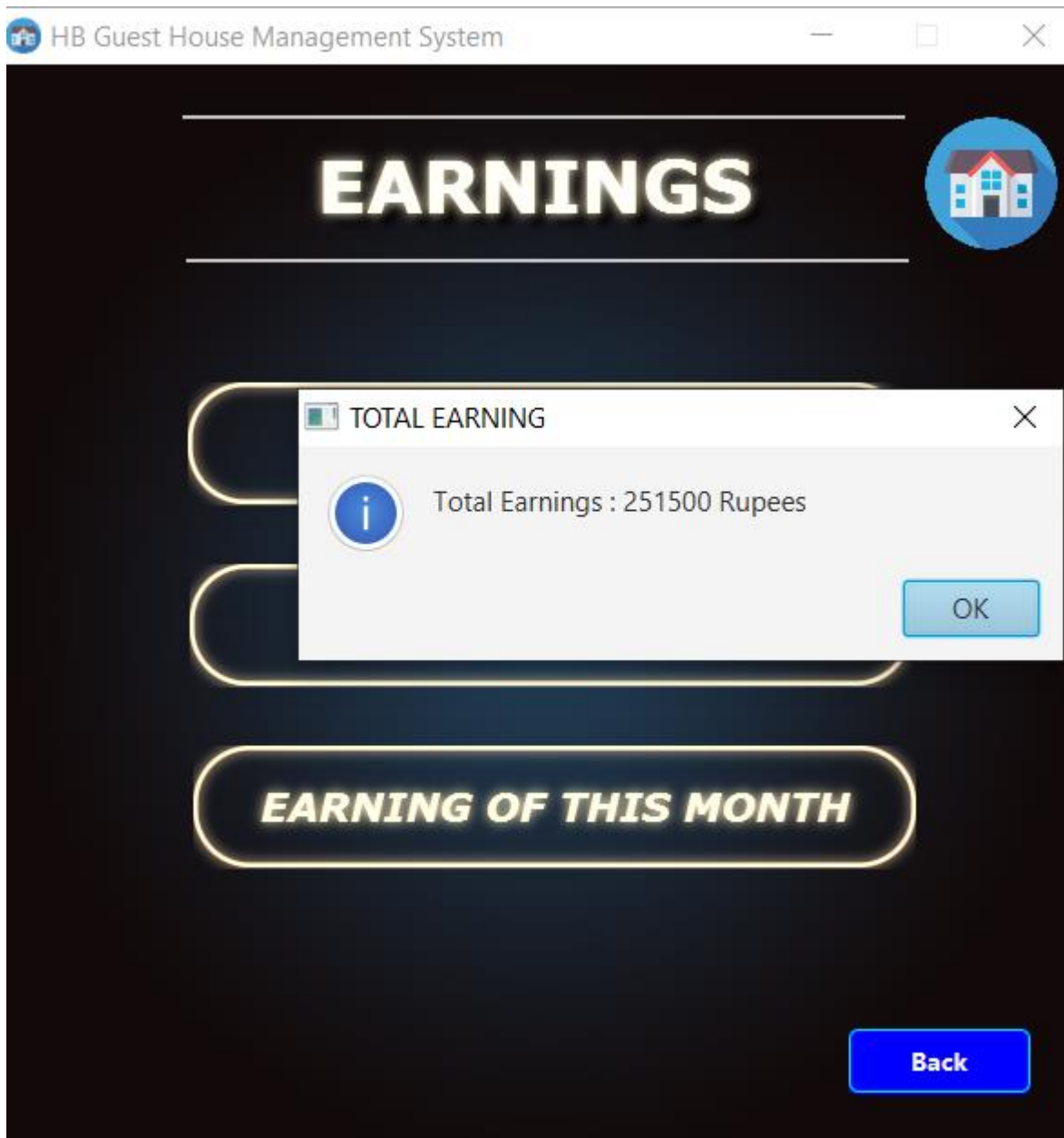
By providing CNIC and new salary amount you can update a record.



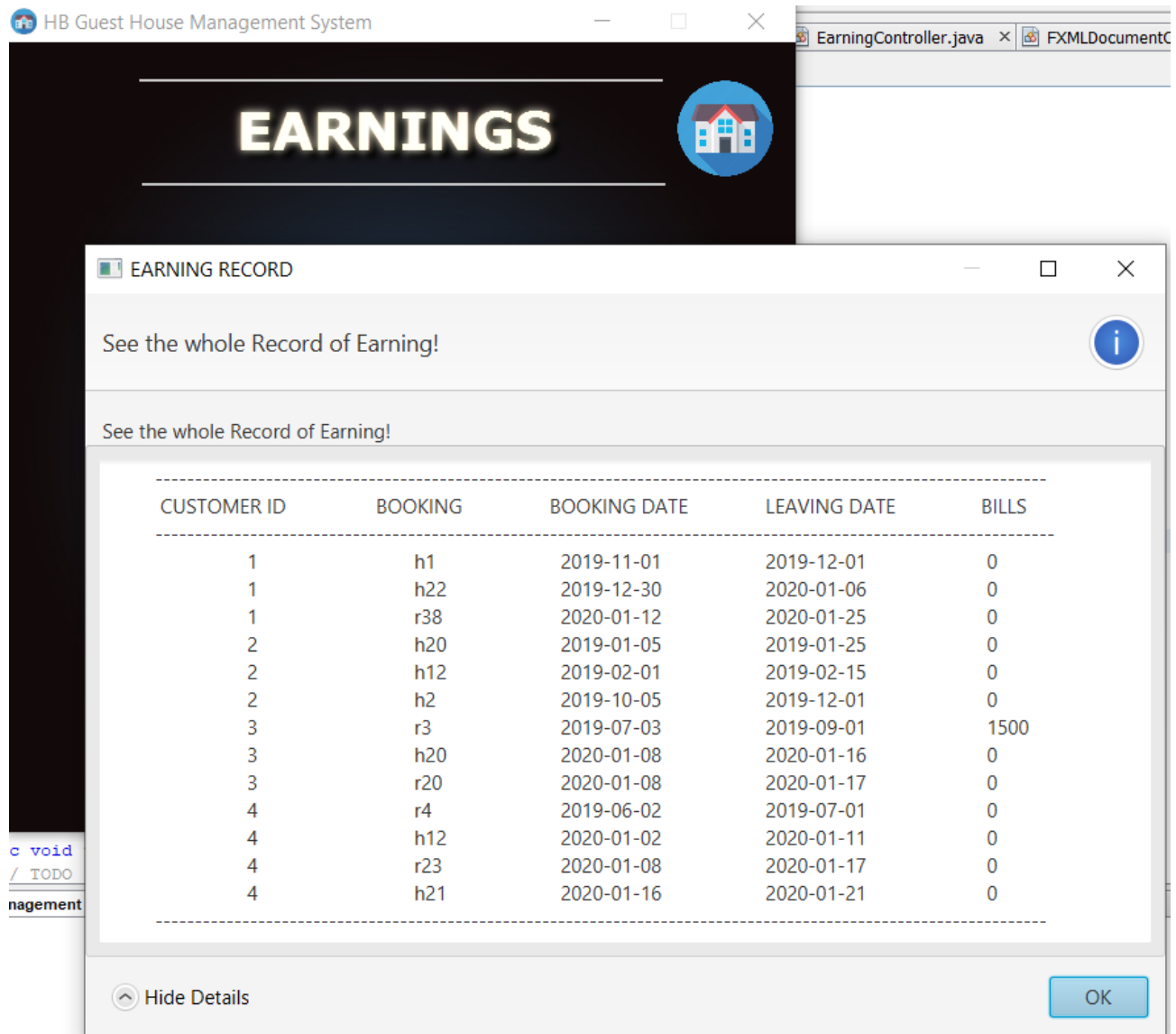
This is admin account control, where you can get logout or change your password, procedure is same as it is mentioned for customer and receptionist above.



This is the Earning Menu of Admin Profile where you can perform all given functionalities



Upon clicking on respect icon/button it will show an alert box showing respected answer.



This is showing the whole record of earning and bills showing the amount of bills did it get and total houses

## 9. Conclusion

This project is essential in order to automate the management processes of Guest House. It will also help the owner/managers/administrations to maintain and handle a large amount of data. I hope, this application will be made perfectly (fulfilling its all above mentioned requirements).

## 10. References

[www.skillsacademy.com/guest-house](http://www.skillsacademy.com/guest-house)  
[www.wikipedia.com/guesthouse](http://www.wikipedia.com/guesthouse)

[www.slideshare.com](http://www.slideshare.com)  
[www.quora.com](http://www.quora.com)  
[www.ezeeabsolute.com](http://www.ezeeabsolute.com)