

Sri Lanka Institute of Information Technology



Assignment 1

MLB_17.01_02

HOTEL RESERVATION SYSTEM FOR SPECIAL EVENTS

Internet and Web Technologies – IT1100

B.Sc. (Hons) in Information Technology

Group Details

Group Number: MLB_17.01_02

Project Title: HOTEL RESERVATION SYSTEM FOR SPECIAL EVENTS

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1	IT22562142	BANDARA H.M.K.M.	it22562142@my.sliit.lk	0774717070
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4	IT22638540	CHATHURANGA K.K.G.H	It22638540@my.sliit.lk	075 572 6970
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1 Introduction

Our team has been working hard to build a hotel reservation system that offers our visitors a seamless and convenient experience. Our strategy has been centered on comprehending the needs of our clients, and we have created personas, wireframes, and user journeys to learn more about their preferences and needs.

We have been able to pinpoint the motives, objectives, and technical skills of our clients thanks to our personas. This has made it possible for us to customize our system to match their particular requirements and offer a simple and user-friendly interface.


Our wireframes and user journeys offer a visual representation of the look and feel of our webpages as well as the stages that users will follow when engaging with our system. This has made it possible for us to spot potential problems and opportunities for improvement, leading to a user experience that is smoother and more effective.

We are convinced that by adopting a user-centered strategy, our hotel reservation system will give us a competitive edge and increase hotel income. We are still dedicated to fine-tuning and improving our system in response to user feedback and insights, and we anticipate offering our visitors a top-notch experience.

2 Personas

- 1st person – Registered Customer

JOHN WICK
 BUSINESS TRAVELER



HOTEL RESEVATION & EVENT MANAGEMENT SYSTEM

BIO

Age - 40

Status - Married

Contac - johnwick@gmail.com

Location - Colombo

PERSONALITY

Creative Thinking

Resource

Analytical

GOAL

- Find and reserve a hotel for his upcoming business trip and event quickly
- Access details on the location, features, and cost of hotels.
- Efficiently and promptly handle his reservation

MOTIVATION

- Find a hotel that satisfies his unique requirements and preferences.
- Make sure his stay is convenient and comfortable.
- During the event, concentrate on work and networking activities.

TECHNICAL ABILITY

- Ability to navigate webpages and use online booking systems with ease
- Familiarity with simple computer programs (word processing, email)
- Effective phone and email communication abilities
- Possibly familiar with social networking and mobile apps

- 2nd Persona – Event Organizer

KASUN PERERA
 EVENT ORGANIZER



HOTEL RESEVATION & EVENT MANAGEMENT SYSTEM

BIO

Age - 30

Status - Married

Contac - kasunperera@gmail.com

Location - Colombo

PERSONALITY

Creative Thinking

Resource

Analytical

GOAL

”
BE ENJOY AND GET ORGANIZED YOUR EVENT

- Main objective is to make sure that everything goes off without a hitch and that the event is a success.
- Improve customer satisfaction
- Managing the event budget

MOTIVATION

- Most event planners are motivated by a desire to give participants memorable and lasting experiences.
- Managing obstacles and resolving challenging issues are part of event planning. Some event planners are inspired by the accomplishment of surmounting challenges and coming up with innovative solutions.

TECHNICAL ABILITY

- capable of streamlining their planning procedures by adopting event management tools and software.
- Bsc.(Hons) in Business Management
- possess marketing expertise to sell their events successfully.

- 3rd Persona - Administer

ARAVINADA FERNANDO

ADMINISTRATOR

HOTEL RESEVATION & EVENT MANAGEMENT SYSTEM

BIO

Age - 30
Status - Married
Contac - aravindafernando@gmail.com
Location - Colombo



”
BE ENJOY AND GET
ORGANIZED YOUR EVENT

PERSONALITY

Creative Thinking
Resource
Analytical

MOTIVATION

- Take pleasure in identifying methods to make systems and processes more efficient and easy to use.
- Take pleasure in identifying methods to make systems and processes more efficient and easy to use.

GOAL

- Utilize new technical tools and features to enhance user experience and boost income
- Increase reservations while decreasing cancellations.
- To continue to inspire customer trust.

TECHNICAL ABILITY

- knowledge of SQL, Excel, and other data analysis tools
- Bsc.(Hons) in Business Management
- knowledge of reservation system regulations and hotel industry standards..

4th Persona – Hotel Staff Member

ARTHUR MORGAN

HOTEL STAFF
MEMBER

HOTEL RESEVATION & EVENT MANAGEMENT SYSTEM

BIO

Age - 32
Status - Married
Contac - arthurmorgan@gmail.com
Location - Colombo



”
PROVIDE POSITIVE USER
EXPERIENCE AND
MAINTAIN HOTEL
REPUTATION

PERSONALITY

Creative Thinking
Resource
Analytical

MOTIVATION

- provide them with top-notch service
- Make sure events are successful and memorable.
- Continue to uphold the hotel's reputation for superior service.

GOAL

- Manage the needs and specific demands of customers who have reserved events at the hotel
- Fulfill demands to the satisfaction of customers
- Address any problems or issues immediately and competently.
- Make sure event operations are effective and seamless.
- Service customers with excellence

TECHNICAL ABILITY

- Using hotel reservation software without discomfort
- Knowledgeable about managing bookings and events
- Able to communicate effectively with customers and coworkers
- Knowledgeable in hospitality operations
- Familiarity with office programs and telephone and other communication methods

5th Persona - Manager

PRAMOD BANDARA

MANAGER



HOTEL RESERVATION & EVENT MANAGEMENT SYSTEM

BIO

Age - 36

Status - Married

Contact - pramodbandara@gmail.com

Location - Colombo

PERSONALITY

Creative Thinking

Resource

Analytical

TECHNICAL ABILITY

- Knowledge of Marketing and Sales strategies, financial management, human resources management and hotel management software.
- Knowledge of customer service techniques and ability to handle various customer requirements and complaints.
- Oversee daily operations including housekeeping, maintenance, food and beverage services and make sure that operations comply with safety and health regulations.

MOTIVATIONS

- To create a positive and memorable experience for guests while also ensuring that the hotel works effectively and achieves its business objectives.
- Motivated by the desire to provide excellent guest experiences, ensure customer satisfaction and manage hotel efficiently and profitably.

GOALS

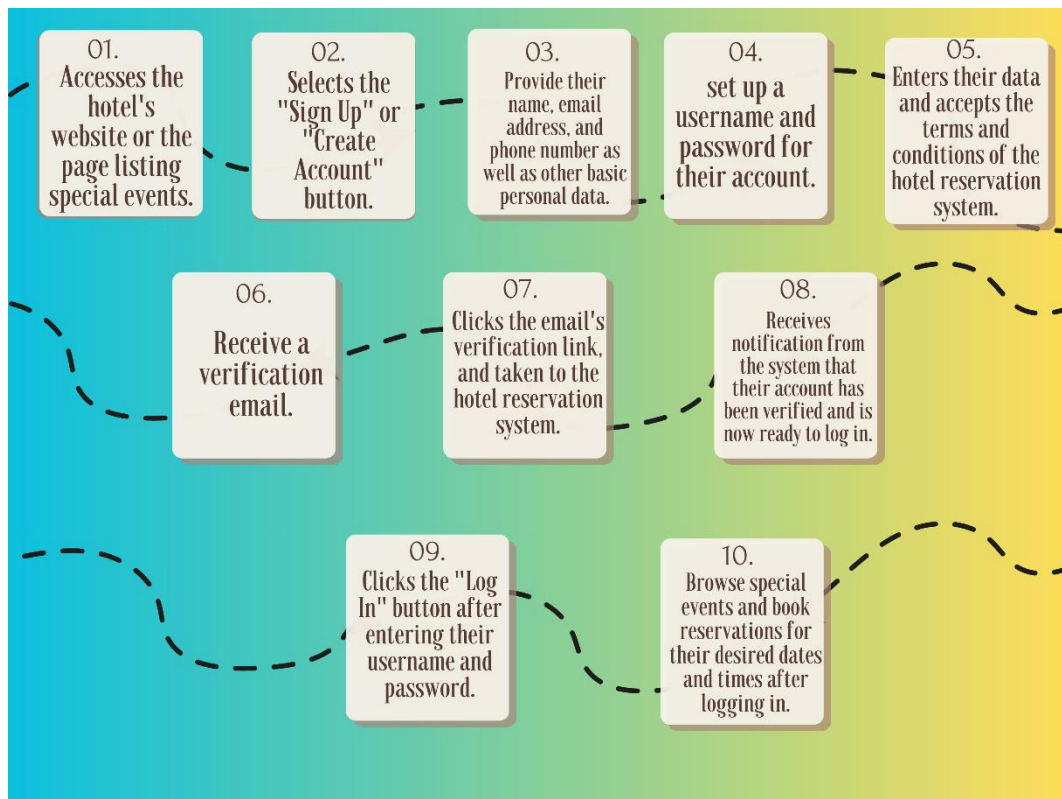
- To ensure that guests have a positive and enjoyable experience during their stay and providing excellent customer service, comfortable accommodations, and quality amenities.
- Achieving high levels of occupancy, increasing revenue, reducing costs and enhancing the hotel's reputation.

QUOTE

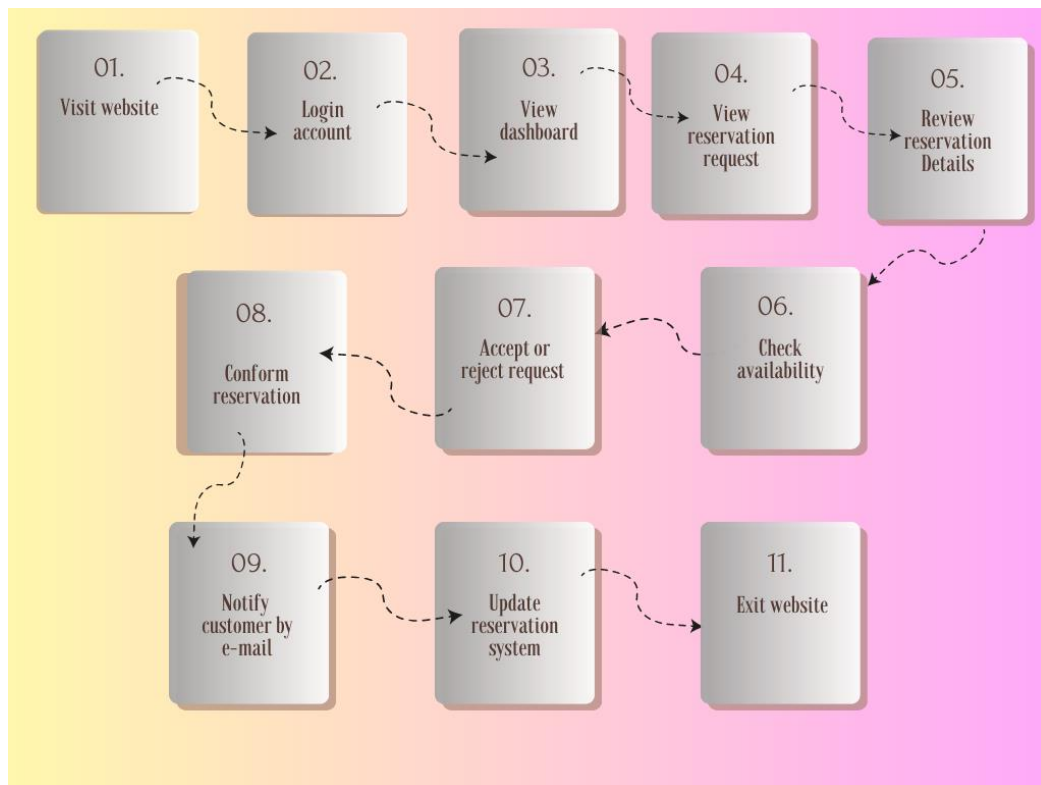
"WE BELIEVE THAT EVERY GUEST SHOULD FEEL LIKE LOYALTY"

3 User Journeys

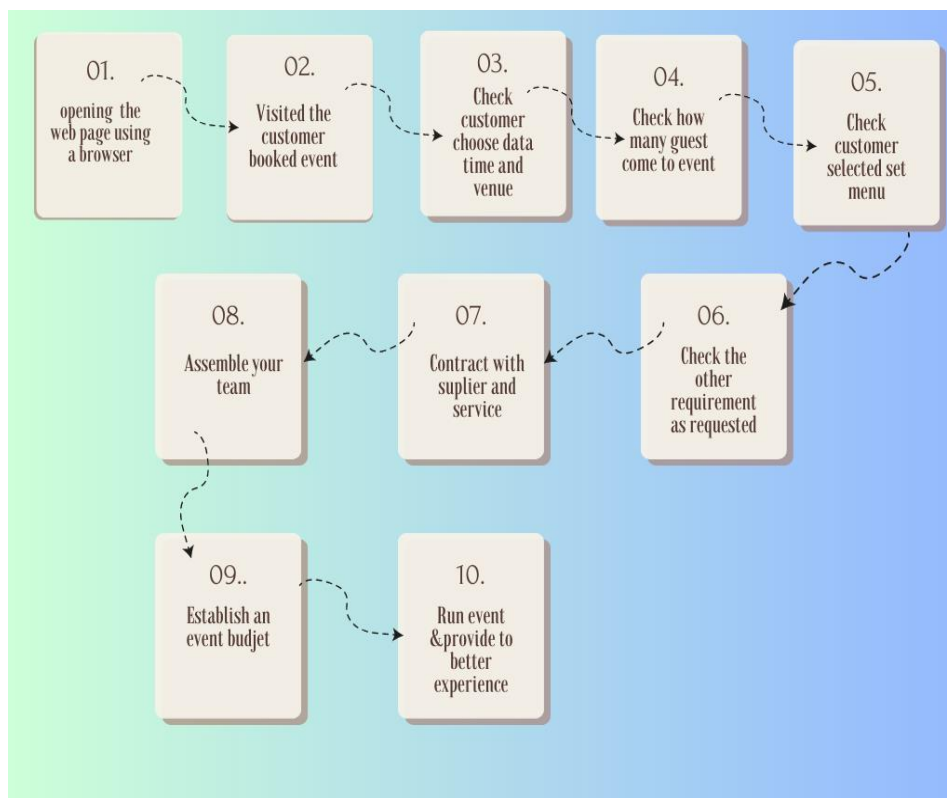
- Persona-Customer User Journey-Creating an account



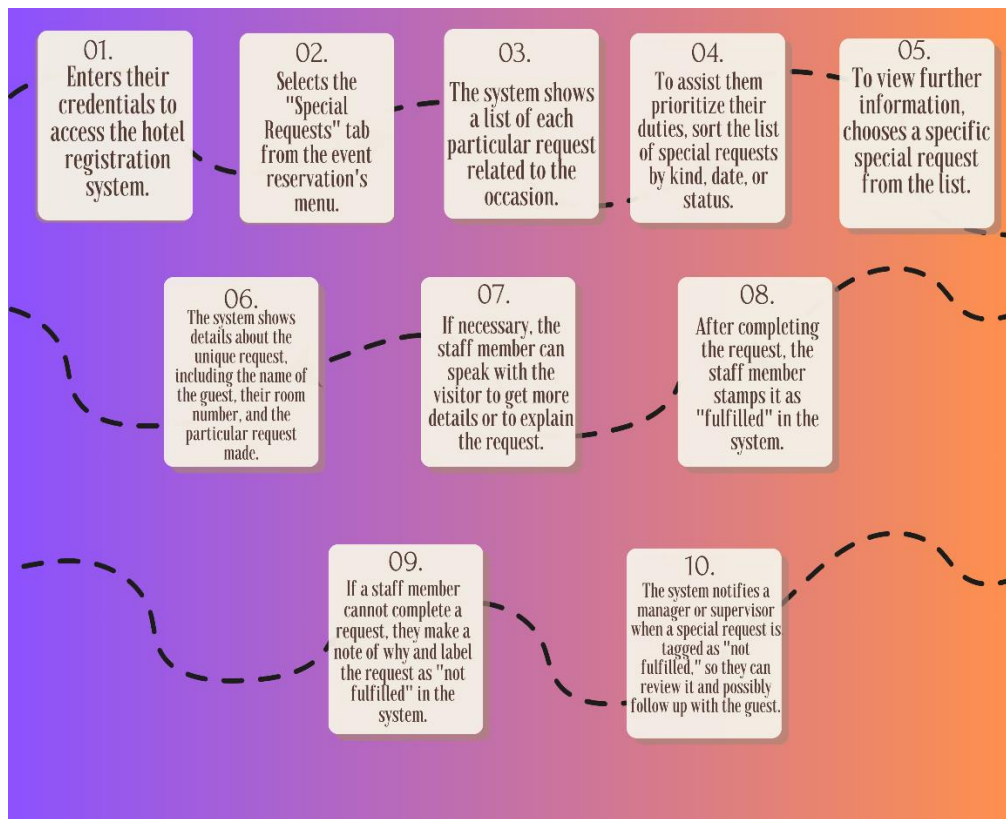
- Persona-Administer User Journey-Approve a reservation



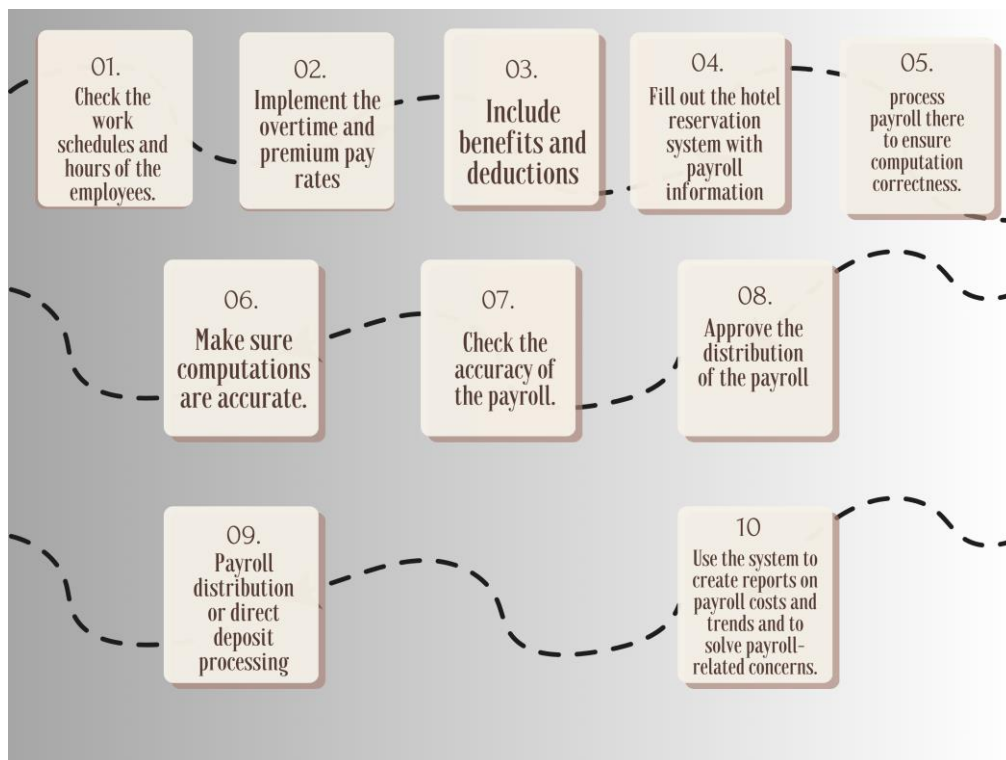
- Persona-Event Organizer User Journey- Manage Events



- Persona- Hotel Staff Member User Journey-Manage special requests



• Persona-Manager User Journey- Manage Salaries



4 Wire Frames

- Account Details

The wireframe shows a web page titled "EVENT PLANNING". At the top left is a "LOGO" placeholder. To the right are three "HOME" buttons and a user profile icon. The main content area is divided into three sections: "ACCOUNT SETTINGS", "CREDIT CARD DETAILS", and a section with three sub-tables. "ACCOUNT SETTINGS" includes fields for "LOGIN EMAIL" (with a "CHANGE" link), "LOGIN MOBILE PHONE" (with an "ADD" link), "WECHAT" (with a "LINK" link), "PASSWORD" (with a "CHANGE PASSWORD" link), and "GOOGLE" (with a "LINK" link). "CREDIT CARD DETAILS" has an "ADD" link and a message: "YOU DO NOT HAVE ANY SAVED CREDIT CARD AT THIS DETAILS". The third section contains three tables: "BASIC INFO" (with fields: TITLE, GENDER, COUNTRY/REGION, NAME, EMAIL), "ADDITIONAL INFO" (with fields: ADDRESS, CITY/TOWN, POSTAL/ZIP CODE, MAILING ADDRESS, STATE PROVINCE), and "BUSINESS INFO" (with a message: "CURRENTLY YOU DO NOT HAVE BUSINESS INFO ADDED YET"). At the bottom are links for "CONTACT US", "TEMS", "PRIVACY", and "TERMS", along with social media icons for Twitter, Instagram, Facebook, and Google+.

- Give Feedback

The wireframe shows a web page titled "EVENT PLANNING". At the top left is a "LOGO" placeholder. To the right are three "HOME" buttons and a user profile icon. The main content area features a large "ADD A REVIEW" box on the left, a vertical scrollbar, and a row of six "click here to upload" buttons with image icons. Below the review box is an "ADD A RATING" button and a row of five star icons. To the right of the stars is a "CAPTCHA" section with a "SUBMIT" button and a "CANCEL" button. At the bottom are links for "CONTACT US", "TEMS", "PRIVACY", and "TERMS", along with social media icons for Twitter, Instagram, Facebook, and Google+.

- Customer Support Page

EVENT PLANING

LOGO

Home Recharge Offers **Support**

Customer support

First name

Last name

Reservation ID

E-mail address

Your Issues

customer name

VISA DISCOVER PayPal Skrill Apple Pay

f Twitter Instagram

- Recharge Page

EVENT PLANING

LOGO

[Home](#)
[Recharge](#)
[offers](#)

Enter your reservation code

Select payment metod

☒ Visa/Master
☒ Apple pay
☒ Discover
☒ Skrill
☒ Paypal

Your Amount

USD

\$ 100.00

Pay with QR

Visa/Master

Enter card number

Expire date

MM

YY

Security code

First name

Last name

cAptCha

☒ Fill chapcha

PAY

- Sign Up Page

11

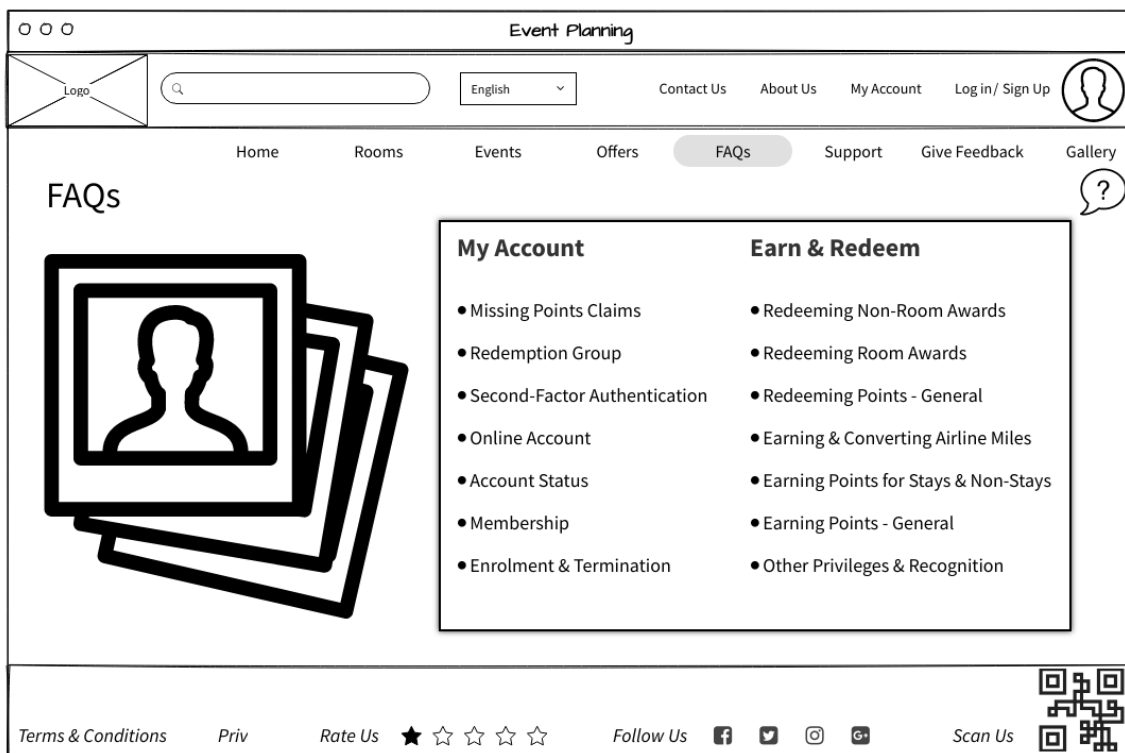
- Report a Problem Page

The wireframe shows a web browser window titled "EVENT PLANNING". The header includes a logo placeholder and three "HOME" buttons, with a user profile icon on the right. The main content area is titled "REPORT A PROBLEM". It features a rich text editor with a toolbar containing bold (B), italic (I), underline (U), a style dropdown, bulleted and numbered list icons, a "Normal" dropdown, font and size dropdowns, and text color (A) and background color (A) dropdowns. Below the toolbar is a large text area with horizontal lines. To the right of the text area is a "NAME" input field. Further right are two checked checkboxes labeled "CONTACT A TECHNICIAN" and "ONLINE SOLUTION", followed by a green "SUBMIT" button. The footer contains links for "CONTACT US", "TEMS", "PRIVACY", and "TERMS", along with social media icons for Twitter, Instagram, Facebook, and Google+.

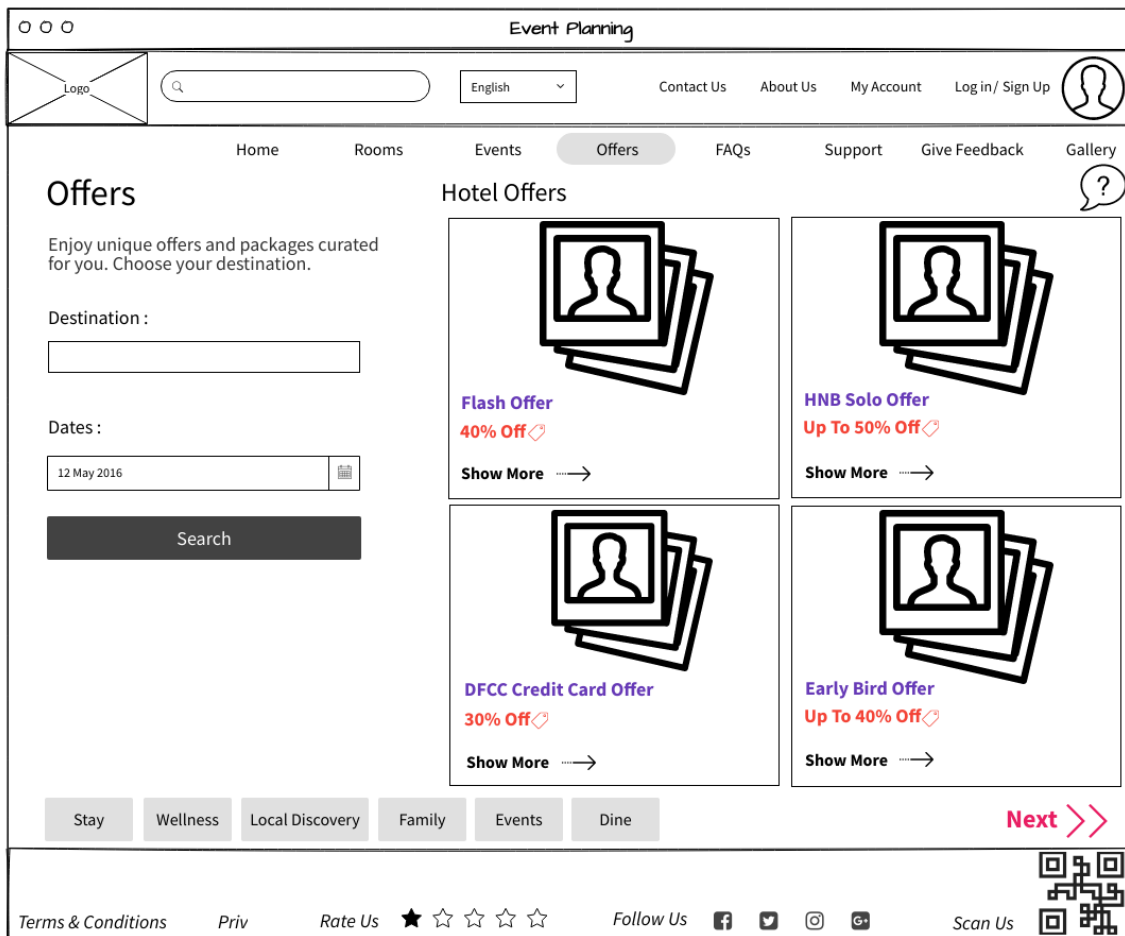
- About Us Page

The wireframe shows a web browser window titled "EVENT PLANNING". The header is identical to the previous page, with a logo placeholder, three "HOME" buttons, and a user profile icon. The main content area features a grey "ABOUT" button at the top. Below it is a large rectangular placeholder with an 'X' across it. Underneath are three columns of content, each with a placeholder image (marked with an 'X') and a text block. The first column is titled "EXPLORE HOTELS", the second "SERVICES AND FACILITIES", and the third "MAP AND DIRECTIONS". Below these columns is a "MANAGEMENT" section containing four smaller content blocks, each with a placeholder image and text. The footer is identical to the previous page, with links for "CONTACT US", "TEMS", "PRIVACY", and "TERMS", and social media icons for Twitter, Instagram, Facebook, and Google+.

- FAQ Page



- Offers Page



5 Individual Contribution

	Student ID	Student Name	Individual Contribution
1	IT22562142	BANDARA H.M.K.M	<ul style="list-style-type: none"> • Persona: Registered Customer • User Journey: Creating an Account • Wireframe: My Profile, Give Feedback
2	IT22561084	JEESARA K G N	<ul style="list-style-type: none"> • Persona: Event Organizer • User Journey: • Wireframe: Sign in Page, Sign Up Page

3	IT22560544	LAKSHAN K.K.C	<ul style="list-style-type: none"> • Persona: Administer • User Journey: Approve Reservation • Wireframe: Customer Support Page, Recharge Page
4	IT22638540	CHATHURANGA K.K.G.H	<ul style="list-style-type: none"> • Persona: Hotel Staff Member • User Journey: Manage Special Requests • Wireframe: Report a Problem , About Us Page
5	IT20039486	R.L.W.U. Ranathunga	<ul style="list-style-type: none"> • Persona: Manager • User Journey: Manage Salaries • Wireframe: FAQ Page, Offers Page