**Group Members :**

PUSHKAR PARMAR , Dr B.C Roy Engineering College Durgapur , 32301215069

K SHWETA RANJAN , Dr B.C Roy Engineering College Durgapur , 32301215041

MADHU KUMARI , MAKAUT Kolkata ,30000214010

RANVIR KUMAR SINGH , MAKAUT Kolkata , 30000214014

**CUSTOMER FEEDBACK CAPUTURING SYSTEM FOR HOTEL AND RESTAURANTS**

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**Acknowledgement**

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PUSHKAR PARMAR

K SHWETA RANJAN

MADHU KUMARI

RANVIR KUMAR SINGH

**Project Objective**

**One of the most fundamental objectives of an Customer feedback capturing system for hotel and restaurants is to increase the global reach of a hotel by their feedback. Through it, hoteliers are able to launch hotel website so that various users around the world can access the website. Thus it increases the chances of a number of bookings by seeing feedback and rating. Also, it saves a lot of time and effort for customers as they can conveniently book hotel rooms from their homes by seeing feedback and ratings.**

**Other common objectives fulfilled by Customer feedback capturing system for hotel and restaurants:**

* **To provide a platform to manage on-desk and online bookings**
* **To display organized information of hotel, Feedback and rating.**
* **Store customer information which can be accessed anytime.**
* **A user-friendly interface for customers for the easy customer feedback process.**

**Project Scope**

* **To provide a platform to manage on-desk and online bookings**
* **To display organized information of hotel, Feedback and rating.**
* **Store customer information which can be accessed anytime.**
* **A user-friendly interface for customers for the easy customer feedback process.**

**Requirement Specification**

**Software Requirement:**

* **Python**
* **Anaconda**
* **SPYDER**
* **MS-Word**

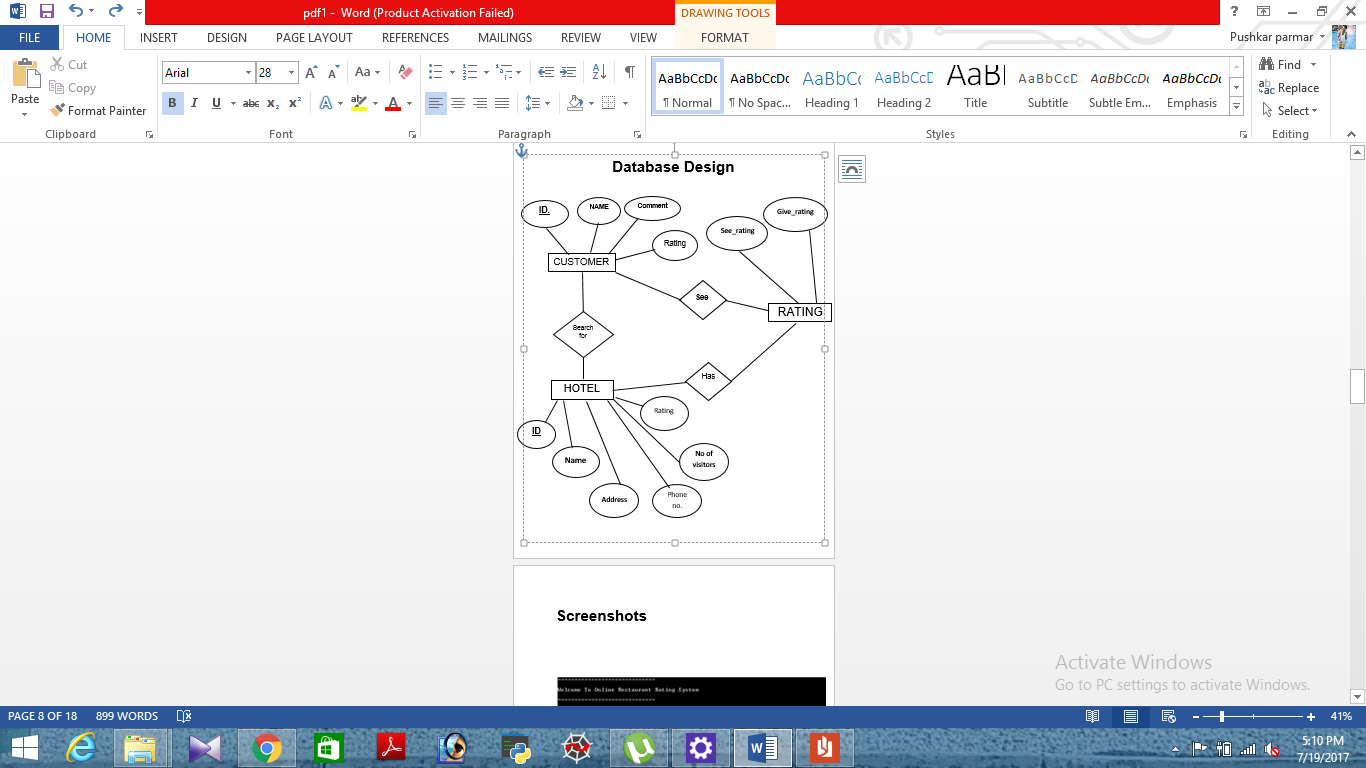
**Hardware Requirement:**

* **RAM – 8GB**
* **ROM – 1TB**
* **Mouse**
* **Keyboard**

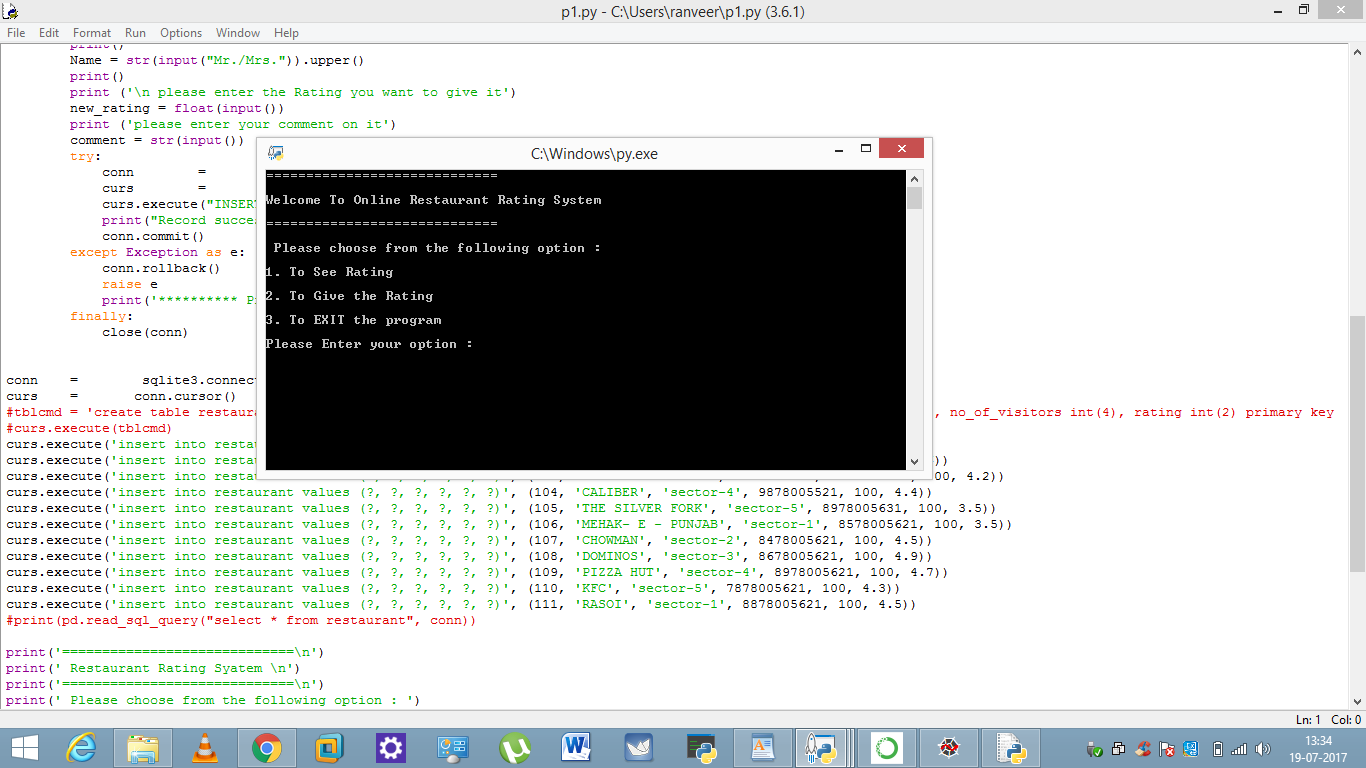
**Operating System:**

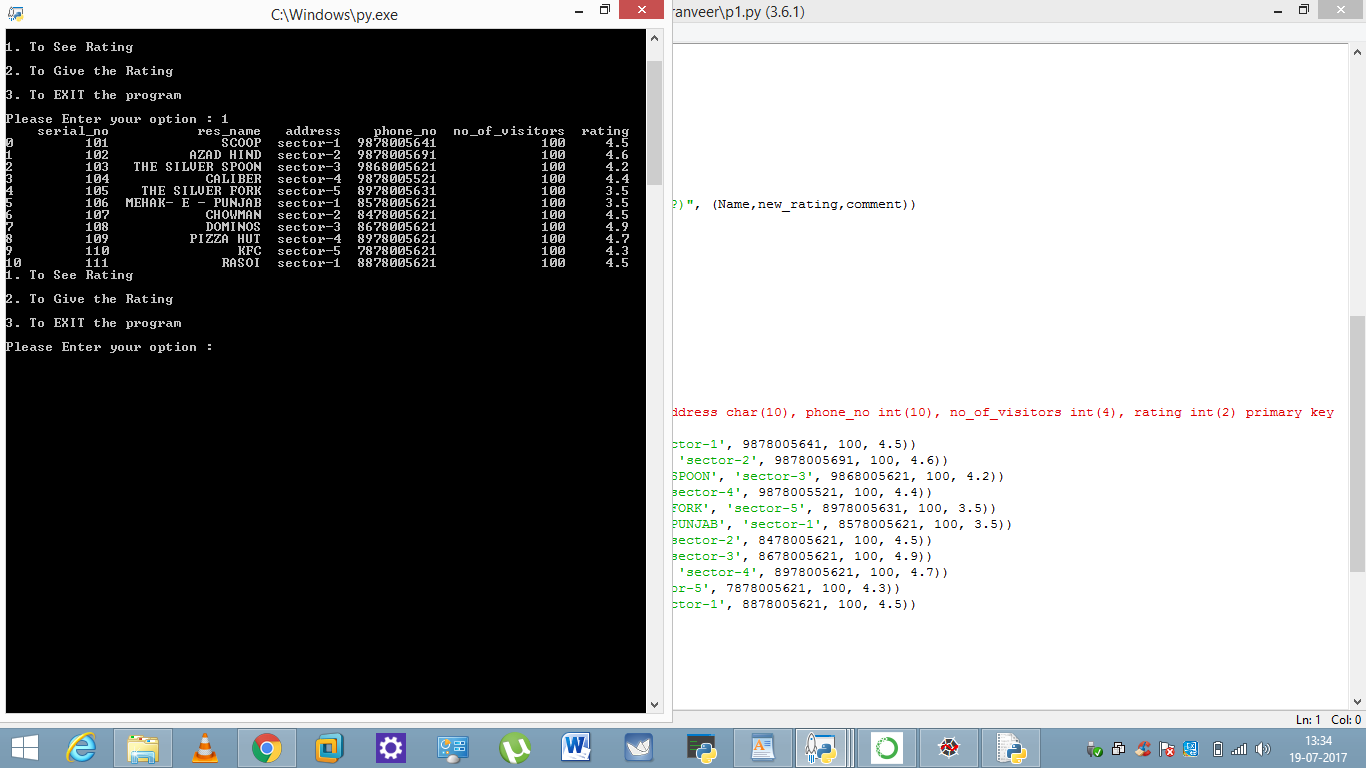
* **Windows 8.1**

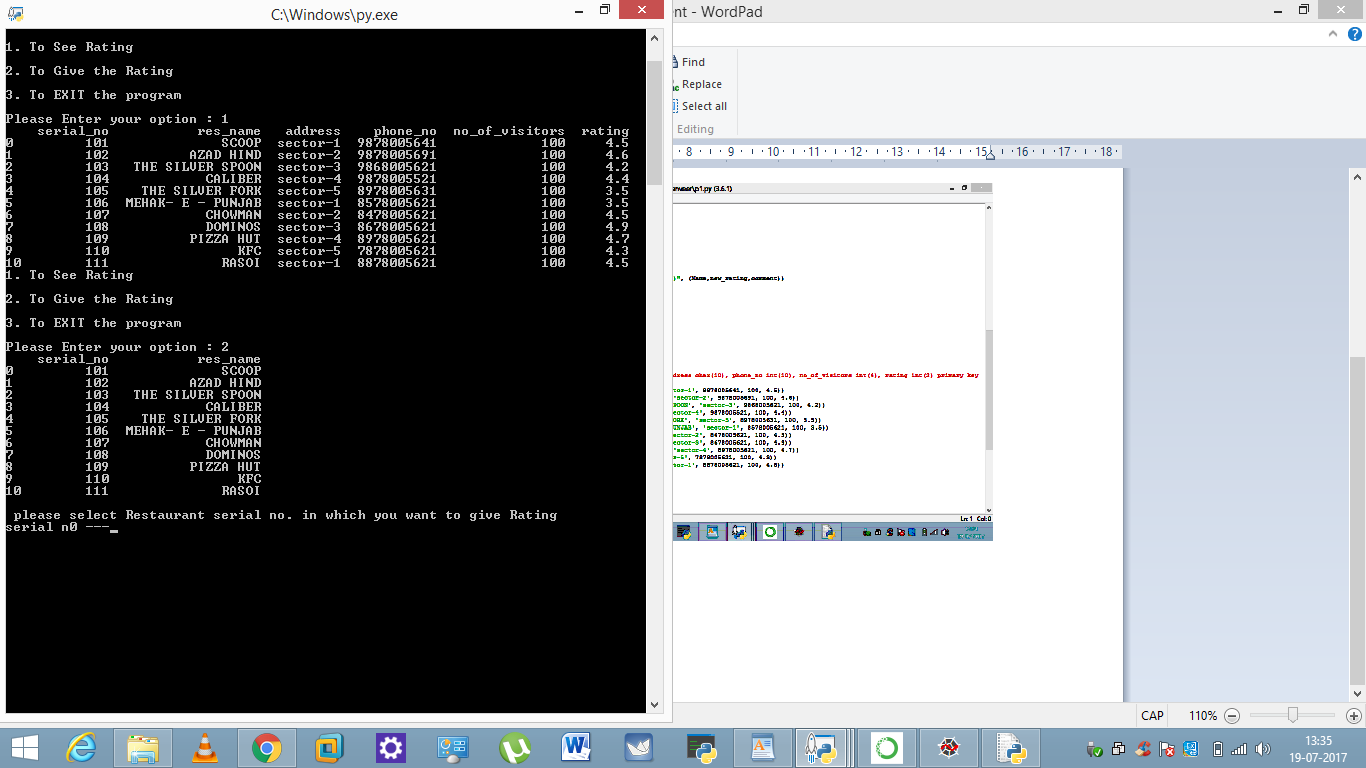
**Database Design**

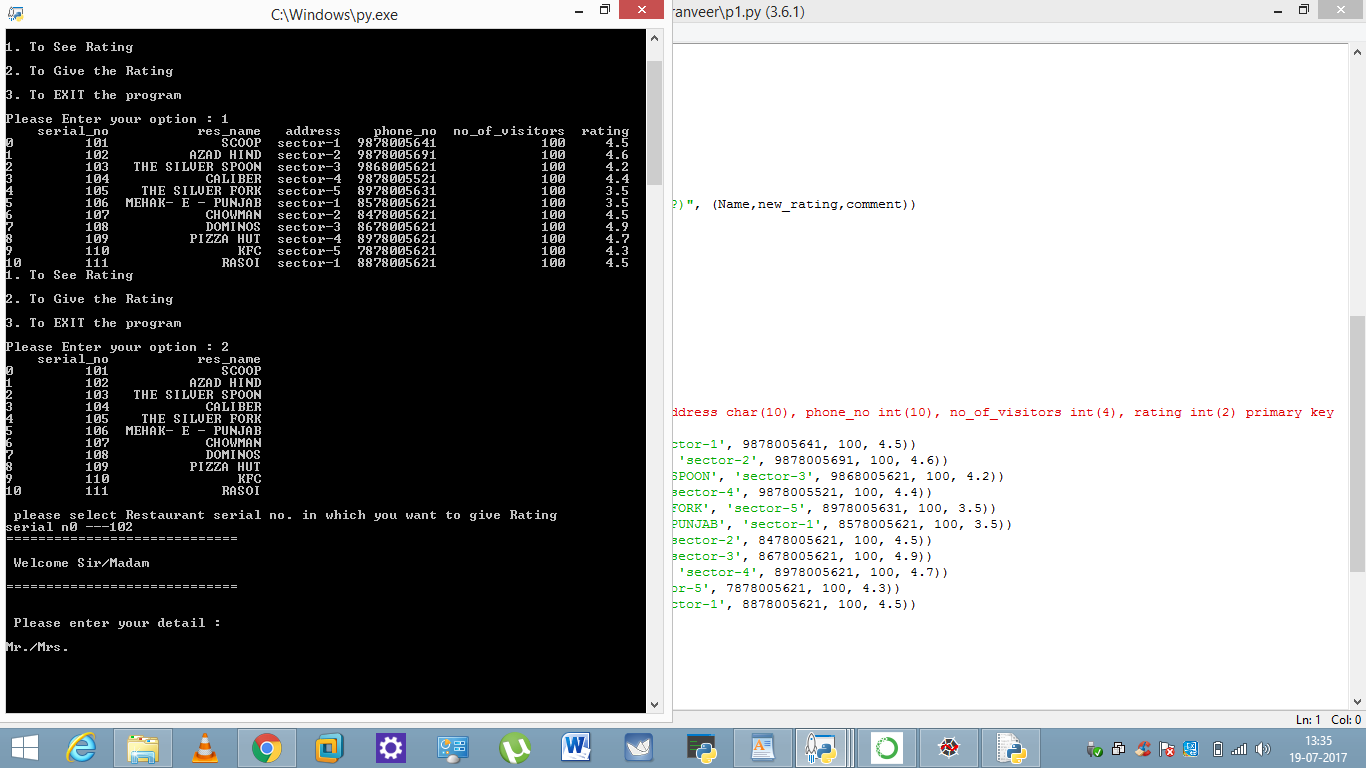


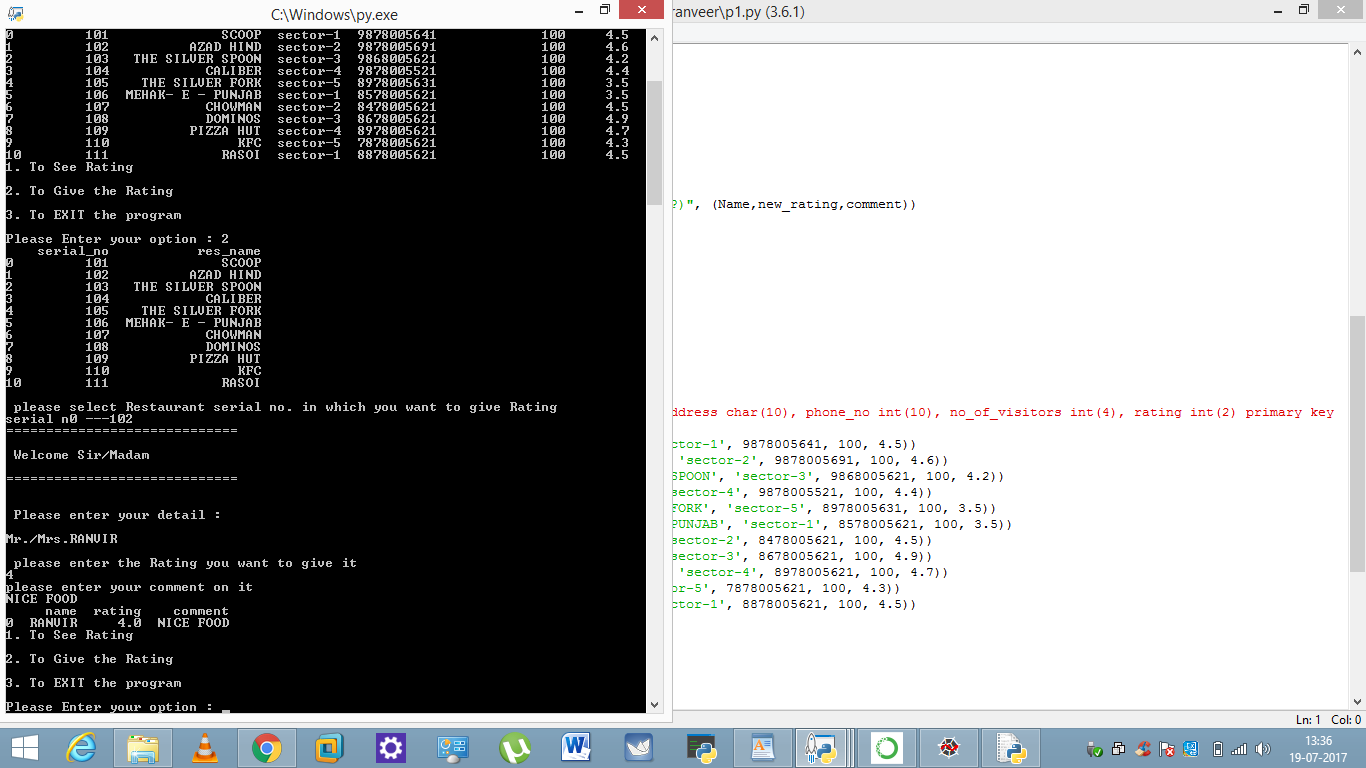
**Screenshots**











**Code**

import sqlite3

import pandas as pd

db = sqlite3.connect('dbase1')

curs = db.cursor()

curs.execute('''DROP TABLE IF EXISTS customer''')

#sqlcmd = 'create table customer2 ( name char(2), rating float, comment char(500))'

#curs.execute(sqlcmd)

def connect(dbase1):

""" Make connection to an SQLite database file """

conn = sqlite3.connect(dbase1)

c = conn.cursor()

return conn, c

def close(conn):

""" Commit changes and close connection to the database """

conn.commit()

conn.close()

def See\_rating() :

db1 = sqlite3.connect('dbase1')

print(pd.read\_sql\_query("select \* from restaurant", db1))

def Give\_Rating() :

while True:

try:

conn = sqlite3.connect('dbase1')

curs = conn.cursor()

curs.execute("INSERT INTO customer2 (name, rating,comment) values (?,?,?)", (Name,new\_rating,comment))

print("Record successfully Inserted ....!!!\n")

conn.commit()

except Exception as e:

conn.rollback()

raise e

print('\*\*\*\*\*\*\*\*\*\* Problem while Inserting records in table \*\*\*\*\*\*\*\*\*')

finally:

close(conn)

conn = sqlite3.connect('dbase1')

curs = conn.cursor()

#tblcmd = 'create table restaurant (serial\_no int(4) NOT NULL, res\_name char(30), address char(10), phone\_no int(10), no\_of\_visitors int(4), rating int(2) primary key (serial\_no))'

#curs.execute(tblcmd)

#curs.execute('insert into restaurant values (?, ?, ?, ?, ?, ?)', (102, 'AZAD HIND', 'sector-2', 9878005691, 100, 4.6))

#curs.execute('insert into restaurant values (?, ?, ?, ?, ?, ?)', (103, 'THE SILVER SPOON', 'sector-3', 9868005621, 100, 4.2))

#curs.execute('insert into restaurant values (?, ?, ?, ?, ?, ?)', (104, 'CALIBER', 'sector-4', 9878005521, 100, 4.4))

#curs.execute('insert into restaurant values (?, ?, ?, ?, ?, ?)', (105, 'THE SILVER FORK', 'sector-5', 8978005631, 100, 3.5))

#curs.execute('insert into restaurant values (?, ?, ?, ?, ?, ?)', (106, 'MEHAK- E - PUNJAB', 'sector-1', 8578005621, 100, 3.5))

#curs.execute('insert into restaurant values (?, ?, ?, ?, ?, ?)', (107, 'CHOWMAN', 'sector-2', 8478005621, 100, 4.5))

#curs.execute('insert into restaurant values (?, ?, ?, ?, ?, ?)', (108, 'DOMINOS', 'sector-3', 8678005621, 100, 4.9))

#curs.execute('insert into restaurant values (?, ?, ?, ?, ?, ?)', (109, 'PIZZA HUT', 'sector-4', 8978005621, 100, 4.7))

#curs.execute('insert into restaurant values (?, ?, ?, ?, ?, ?)', (110, 'KFC', 'sector-5', 7878005621, 100, 4.3))

#curs.execute('insert into restaurant values (?, ?, ?, ?, ?, ?)', (111, 'RASOI', 'sector-1', 8878005621, 100, 4.5))

#print(pd.read\_sql\_query("select \* from restaurant", conn))

print('=============================\n')

print('Welcome To Online Restaurant Rating System \n')

print('=============================\n')

print(' Please choose from the following option : ')

print()

while True:

print('1. To See Rating \n' )

print('2. To Give the Rating \n')

print('3. To EXIT the program \n')

choice = int(input("Please Enter your option : "))

if choice == 1:

See\_rating()

elif choice == 2:

db1 = sqlite3.connect('dbase1')

print(pd.read\_sql\_query("select serial\_no,res\_name from restaurant",db1))

print ('\n please select Restaurant serial no. in which you want to give Rating')

A = input("serial n0 ---")

print('=============================\n')

print(' Welcome Sir/Madam \n')

print('=============================\n')

conn = sqlite3.connect('dbase1')

curs = conn.cursor()

print('\n Please enter your detail : \n')

Name = str(input("Mr./Mrs.")).upper()

print ('\n please enter the Rating you want to give it')

new\_rating = float(input())

conn = sqlite3.connect('dbase1')

curs = conn.cursor()

print ('please enter your comment on it')

comment = str(input())

conn = sqlite3.connect('dbase1')

curs = conn.cursor()

curs.execute("INSERT INTO customer2 values (?,?,?)", (Name,new\_rating,comment))

## print(pd.read\_sql\_query("select res\_name from restaurant WHERE serial\_no = A",db1))

print(pd.read\_sql\_query("select \* from customer2",conn))

#Give\_Rating()

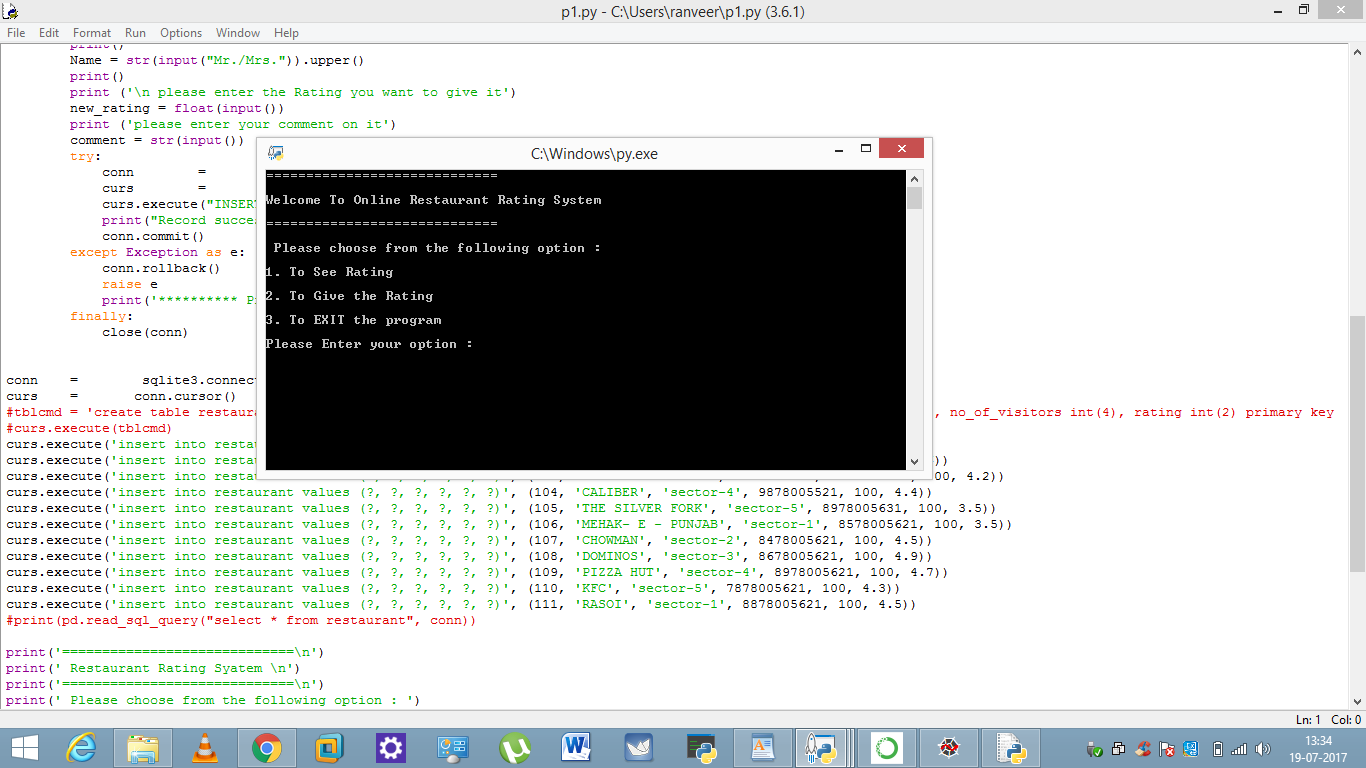
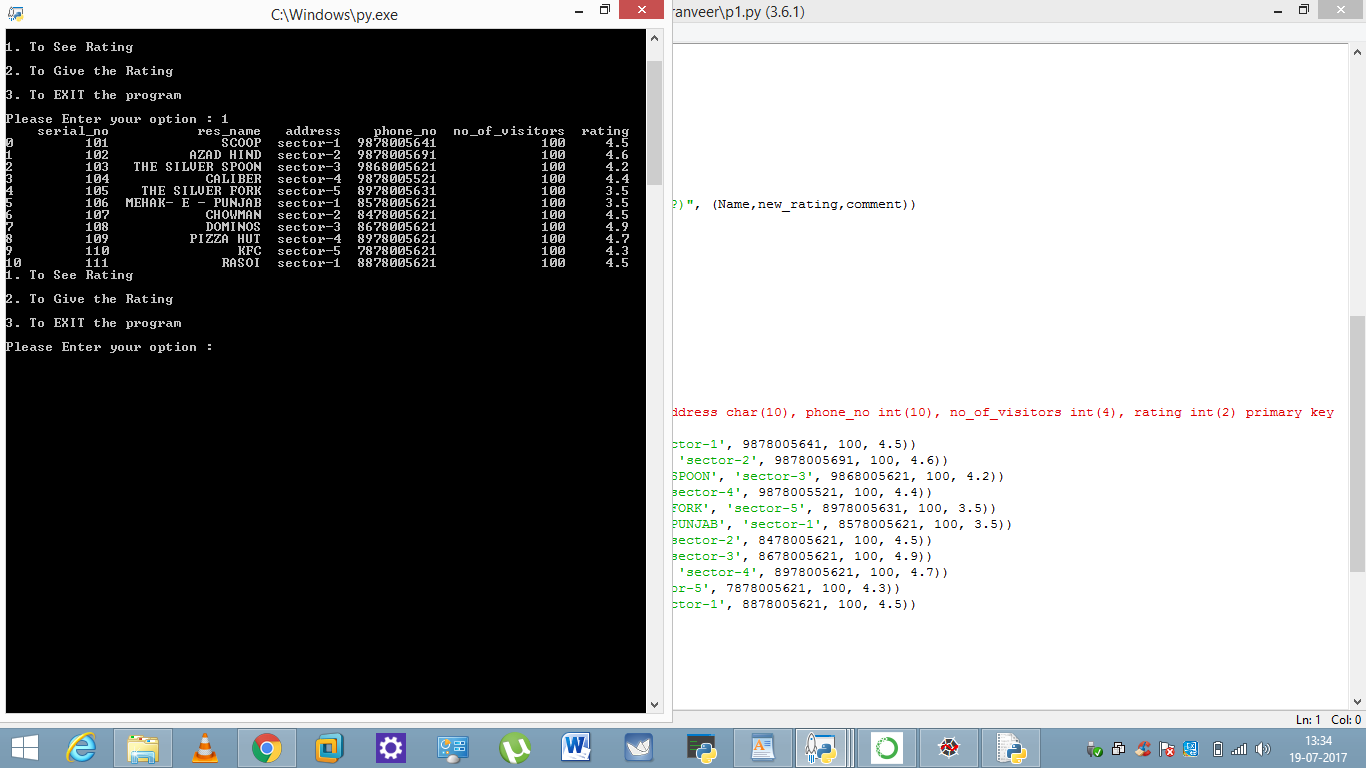
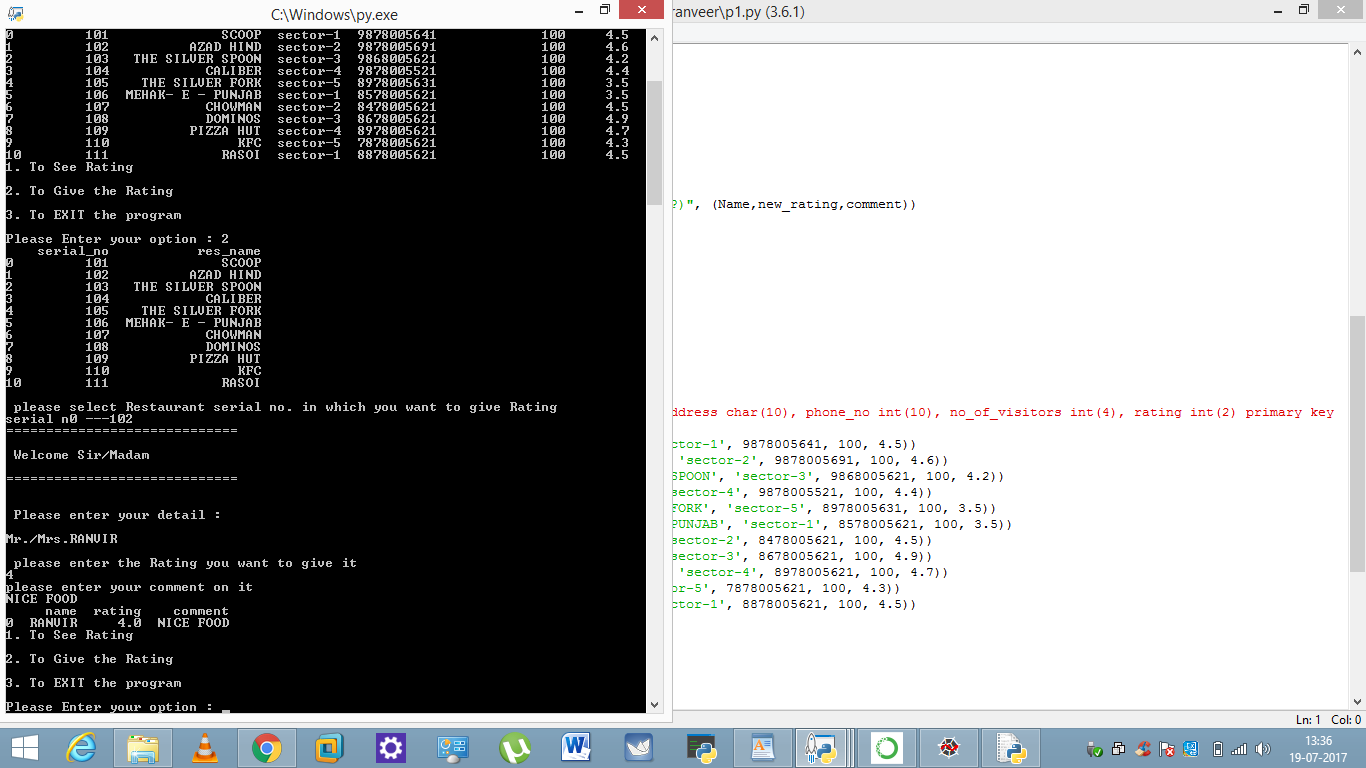
elif choice == 3:

conn.close()

break

else:

print("Invalid choice ....!!!!\n")



**Result**

**Future Scope**

* **To provide a platform to manage on-desk and online bookings**
* **Customer can book hotel by seeing hotels feedback and rating.**