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Chandkheda,

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PRIME INSTITUTE OF ENGINEERING & TECHNOLOGY

A

Project

Report On

Online Hotel Booking System

Under subject
of

DESIGN ENGINEERING–IIB

B.E - III, Semester –VI

Computer Engineering Department

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Certificate

This is to certify that the Design Engineering Project–IIB, entitled **"Online Hotel Booking System"** which is being submitted by **CHAUDHARY SANJAY, PANDEY ADARSH, INDVE VICKY, PATEL PRIYANSHU, RANA VIRANK K.** for Design Engineering IIB (3160001) Semester VI in Bachelor of Computer Engineering to Gujarat Technological University, Ahmedabad is record of candidates own work, carried out by the under my guidance during academic year 2023-24.

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ABSTRACT

This project is designed to create a platform that allows both the user and administrator to keep track of transactions like room reservations, room booking, financial administration of the hotel, staff record keeping, online reservation and other day to day activities involved in the running and management of a hotel. Implementation of an electronic hotel management system is such that which provides proper management of data and transactions in a centralized and organized manner and also provides a user friendly interface with which the user can easily interact with just little knowledge of operating computers. This will not only keep record of various people but as well as it reduce extensive paper work in present system. It provides real-time information about room availability, rates, and amenities, enabling guests to make informed decisions and plan their stay accordingly. The system also resolves problems by facilitating secure online payment options, ensuring a smooth and hassle-free booking experience for guests.

LIST OF FIGURE

Figure No	Figure Description	Page No.
2.2.1	AEIOU Framework……	5
2.2.2	Customer interact with receptionist about premium services……	7
2.3.1	Mind Map……....	9
2.4.1	Empathy Canvas……	10
3.1.1	Ideation Canvas…….	15
4.1.1	Product Development Canvas…….	19
5.1.1	LN matrix……...	23
5.3.1	Rough Prototype model……..	25
6.1.1	Sign up……	26
6.1.2	Login(user) ……..……...	26
6.1.3	Home……..	27
6.1.4	Rooms……..……...	28
6.1.5	Booking……...	28
6.1.6	About……..	29
6.1.7	Contact……..…..	30
6.1.8	Login(admin) …….	31
6.1.9	Home(dashboard) ……..	31
6.1.10	Booked…….....	31
6.1.11	Check-In……	32
6.1.12	Check-Out……..….	32
6.1.13	Room Categories…….....	32
6.1.14	Users……...	33
6.1.15	Rooms List……..	33
6.1.16	Site setting……...	33

LIST OF TABLE

Table No.	Table Description	Page No.
5.2.1	Hardware support and Estimation.....	24
5.2.2	Software Estimation.....	24
5.2.3	Communication Interface Requirement.....	24

INDEX

	Content	Page No.
	ACKNOWLEDGEMENT	**i**
	ABSTRACT	**ii**
	LIST OF FIGURE	**iii**
	LIST OF TABLE	**iv**
Chapter-I	**INTRODUCTION TO CONCEPT/ AREA**	**1**
	1.1 Design Thinking……	1
	1.2 Objective……..	2
	1.3 Purpose…….	2
Chapter-II	**PHASE 1: EMPATHIZATION PHASE**	**4**
	2.1 Introduction……..	4
	2.2 Observation Record sheets (AEIOU Framework) ……	5
	2.3 Mind Mapping……....	8
	2.4 Empathy Canvas……	10
Chapter-III	**PHASE 2: IDEATION PHASE**	**15**
	3.1 Ideation Canvas……	15
Chapter-IV	**PHASE 3: PRODUCT DEVELOPMENT CANVAS**	**19**
	4.1 PDC Canvas…….....	19
Chapter-V	**PROOF OF CONCEPT**	**23**
	5.1 LNM……	23
	5.3 Rough Prototype……	25
Chapter-VI	**IMPLEMENTATION**	**26**
	6.1 Sample Screenshot……..	26
	6.2 Sample coding…….	34
Chapter-VII	**ADVANTAGES & DISADVANTAGES**	**40**
	CONCLUSION	**43**
	REFERENCES	**44**

CHAPTER 1: INTRODUCTION TO CONCEPT/ IDEA

1.1 Design Thinking

Once upon a time when we visited hotels and we observed so many problems in hotels. We saw many customers waiting for ordered food which was not given to them due to high number of customers had ordered food. Hotels used physical registers or logbooks to record guest reservations. Customers would call or visit the hotel to make bookings, and staff members would manually enter the details, including guest names, dates of stay, room preferences, and any special requests. Hotels maintained manual inventories for managing room availability, housekeeping status, and tracking amenities like towels, toiletries, and other supplies. This required regular manual checks and updates, which could be time-consuming and prone to errors.

Billing and accounting processes were typically paper-based. Invoices and bills were generated manually, and financial records were maintained in physical ledgers or through spreadsheet systems. Managing expenses, revenue, and financial analysis required significant manual effort.

Housekeeping staff relied on manual communication to coordinate room cleaning and maintenance tasks. They used printed schedules or verbal instructions to manage room turnovers, laundry services, and responding to guest requests for amenities or repairs.

Offline hotels struggled to provide real-time availability information to customers. Without an online system, guests had to contact the hotel directly to inquire about room availability, leading to delays and potential misunderstandings.

Offline hotels often accepted cash or limited types of payment methods, which could inconvenience guests who preferred alternative payment options such as credit cards or online payment gateways. This restriction could result in missed bookings or potential customer dissatisfaction.

The advent of online hotel management systems revolutionized these processes, offering centralized, automated platforms that streamline operations, enhance guest experiences, and improve efficiency. These systems typically include features such as online booking engines, integrated reservation management, automated check-in/check-out, real-time inventory updates, online payment processing, reporting analytics, and more.

Hotel Management System is a software system where the management of entire hotel is computerized. In this project the details are maintained like customer details, reservation details, booking details and billing details the reservation process of reserving rooms for the

customers, canceling the reserved rooms, booking the rooms vacating the rooms, the restaurant management, billing process, etc. all are computerized and the management is done without any difficulty. The reports can be viewed completely and the head of the management daily or weekly or monthly can review it. This Proposed System will be interactive, faster and user-friendly for the end users. Using the hotel management system, the following activities can be performed.

- Room Service
- Check In
- Check Out
- Staff Master
- Staff Attendance
- Login

1.2 Objective

- To Reduced Incidence of Fraud.
- To Provide Data Security
- Effective Resource Management
- To increased Profit Line for The Organization.
- To Reduced Time Consumption.
- Improve revenue management
- Adequate Record Keeping (To eliminate manual record keeping and install an electronic record.)

1.3 Purpose

- The purpose of a hotel management system is to automate various operations and processes involved in managing hotel business.
- The system enables guests to make online bookings and helps hotel staff manage reservations, room availability, and rates.
- The system generates accurate bills and invoices based on guest stays, additional services, and expenses incurred.
- The system facilitates check-in and check-out processes, guest registration, and room assignments. It stores guest information, and helps manage room status and housekeeping tasks.

- It generates reports and analytics on various aspects such as occupancy rates, revenue, guest feedback. This data helps in decision-making, identifying trends, and improving operations.

CHAPTER 2: PHASE 1: EMPATHIZATION PHASE

2.1 Introduction

Reverse Engineering, also called as Back Engineering, is the process of extracting knowledge or design information from any man-made thing and then re-producing it by following the Design Process. Thus, from a user's point-of-view, there may be a need to modify some feature or to add some features.

2.2 Observation Record sheets (AEIOU Framework)

In the journey of gathering data for AEIOU framework for our project, we visited the hotel. In the hotel, we observed that different types of activities were done like customers check in for rooms, manager checking of CCTV footage for security purpose, receptionist working on the computer, customers were waiting in queue for their turn, person requesting for service and discounts and room availability etc.

We saw that the atmosphere of hotel was helpful and delightful as the hotel staff helping to the customer guiding them to their rooms and dining area. The environment was clean and peaceful as the staff and managers were doing their work properly. One customer was angry about the bad response of the staff member. Receptionist explaining the all included services and facility of booking in three-star and five-star rooms to the NRI customers. Some customers were using other hotel services like gym, swimming, eating etc.

The receptionist recording the data of hotel customer and also checking for past data present or not in hotel record book. Customer paying payment in cash or card. Customers have to depart from the hotel at a given time. We observed some customers had to face situations like when they arrived but did not get the availability to hotel rooms.

2.2.1 AEIOU Frameworks

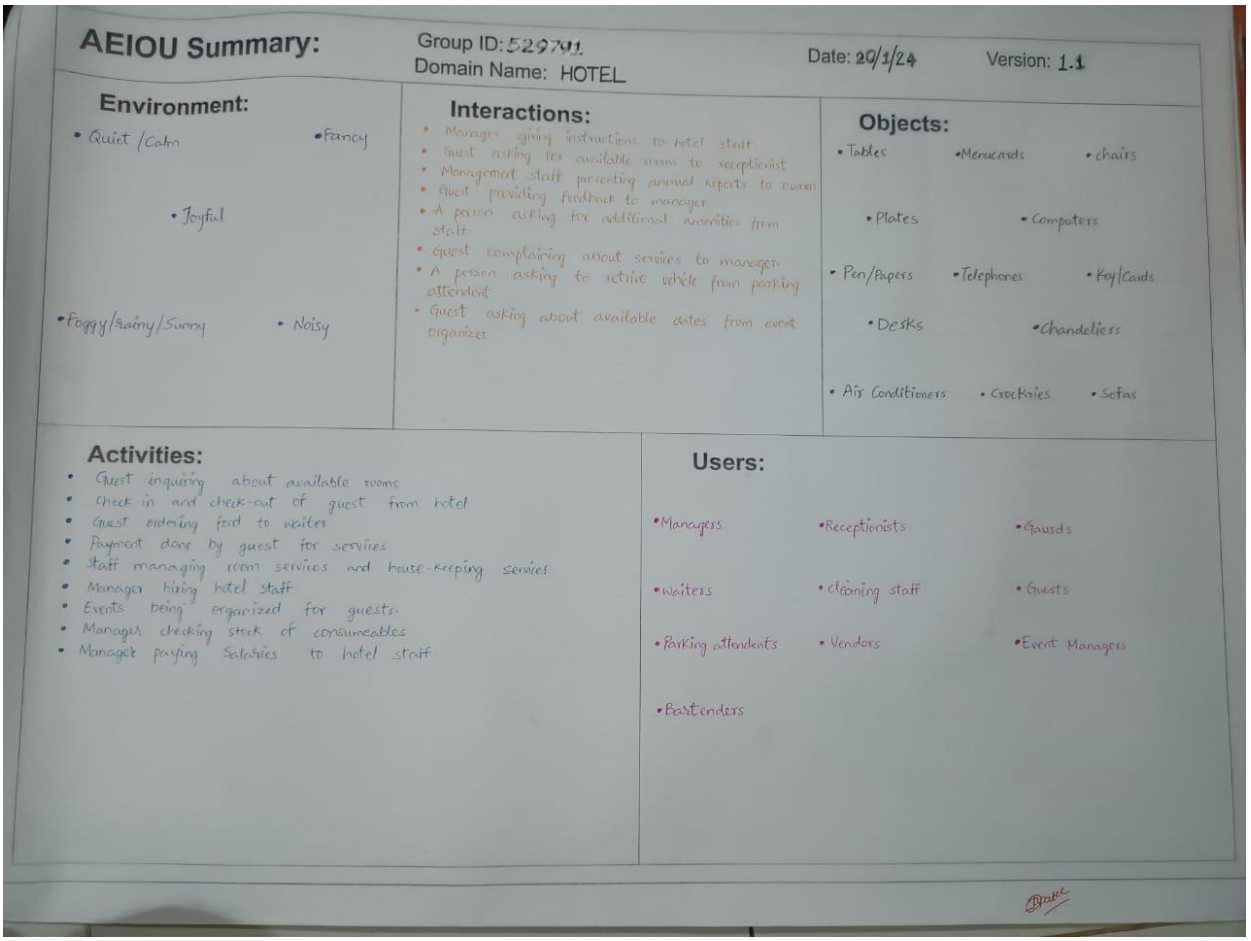


Figure 2.2.1: AEIOU Framework

A-Activities:

General impressions/observations:

- Guest asking for available rooms
- Guest ordering food to waiter
- Guest reading menu card to order food
- Event being organized for guest
- Manager checking stocks of warehouse
- Manager paying salaries to hotel staff

Elements and special notes: Elements:

- Menu card
- Tables
- Pens
- Papers/files
- Cheque/cash

- Chairs
- Computers/laptop
- Telephones
- Printer

Special notes:

- On reaching hotel for staying, we saw many people inquiring on reception for available room because it was a chilling night of winters.

E-Environment:

General impressions/observations:

- Calm, Cool
- Fancy atmosphere
- Crowdy in weekend and festival seasons
- Customer is angry about bad response of the serving staff
- Manager watching CCTV footage for security purpose

Elements, features and special notes:

Elements:

- Air conditioner
- Computer
- Sofa
- Printer
- Spa
- Gym
- CCTV camera
- Chandelier (decorative hanging light)

Special notes:

- Environment was crowdy and noisy because of heavy crowd on New Year's Eve.

I-Interactions:

General impressions/observations:

- Guest asking for available rooms to receptionist
- Management staff presenting annual report
- Guest providing feedback to manager
- A person asking to retrieve vehicle from parking attendant
- Guest asking for additional amenities from staff

Elements, features and special notes:

Elements:

- Projector
- White board
- Telephones
- Sketches
- Chairs
- Tables
- Computer

Special notes:

- Some guest who was came to book venue for events had to return because all the venues were already reserved for a month.

Scene of interaction:

Fig.2.2.2 Customer interact with receptionist about Premium services

Example:

Miss. Pawar was a guest who visited to our hotel, to know about Premium services provided by our hotel. Mr. Shukla, who was the receptionist of hotel explaining her about the Premium services like - Adventurous activities, fitness rooms, premium amenities, personal concierge. (Person who help guests).

O – Objects:

General impressions/Observations:

- Guest reading menu card to order food
- Waiters using plates to serve ordered foods
- Guest using keys to unlock rooms
- Receptionist using computer to check guest detail
- Manager using pen and paper to check inventory

Elements, features and special notes:

Elements:

- Computer
- Plates
- Keys
- Menu card
- AC
- CCTV camera

Special notes:

- Receptionist informing guest on telephone that he is expecting someone on reception

Inventory of key objects:

- Computer
- Internet
- Adhaar card

U –Users:

General impressions/Observations:

- Receptionist checking about available rooms on computer
- Manager giving instructions to hotel staff
- Guards checking CCTV footage for security
- Event manager giving an information of available dates to guest
- Waiter serving ordered food to guest
- Parking attendant retrieving vehicles of guest

Special notes:

- Guest can’t find rooms on an urgent basis when he/she need the room

2.3 Mind Mapping

A mind mapping canvas is a visual tool used to organize and explore ideas. Our systems mind mapping canvas allows hoteliers to visualize and organize key aspects of their operations. It helps map out functions like reservations, check-ins, room assignments, billing, and guest feedback. By connecting these elements visually, it enables efficient coordination, enhances productivity, and streamlines overall hotel management processes for better guest experiences.

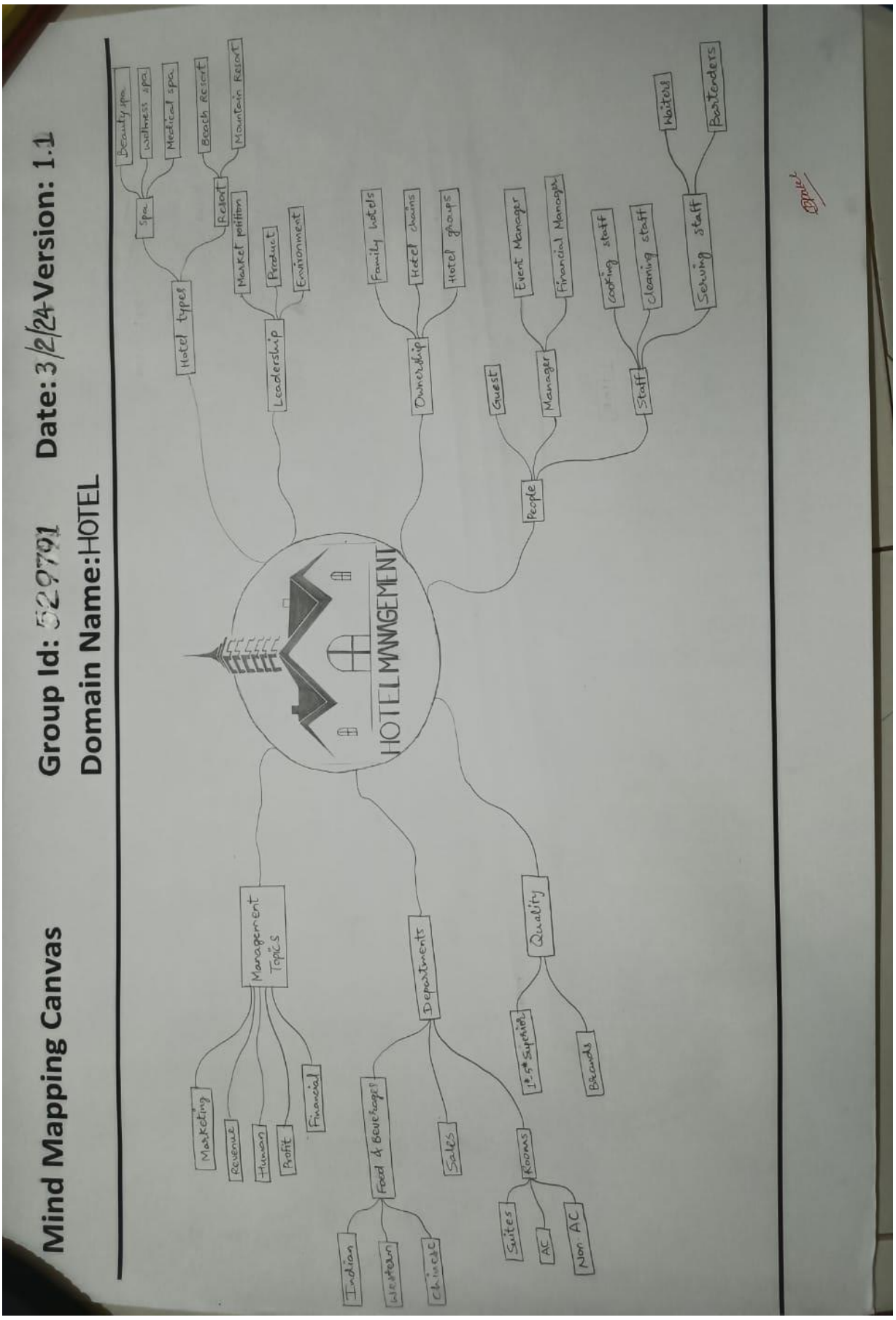


Fig: 2.3.1 Mind Map

2.4 Empathy Canvas

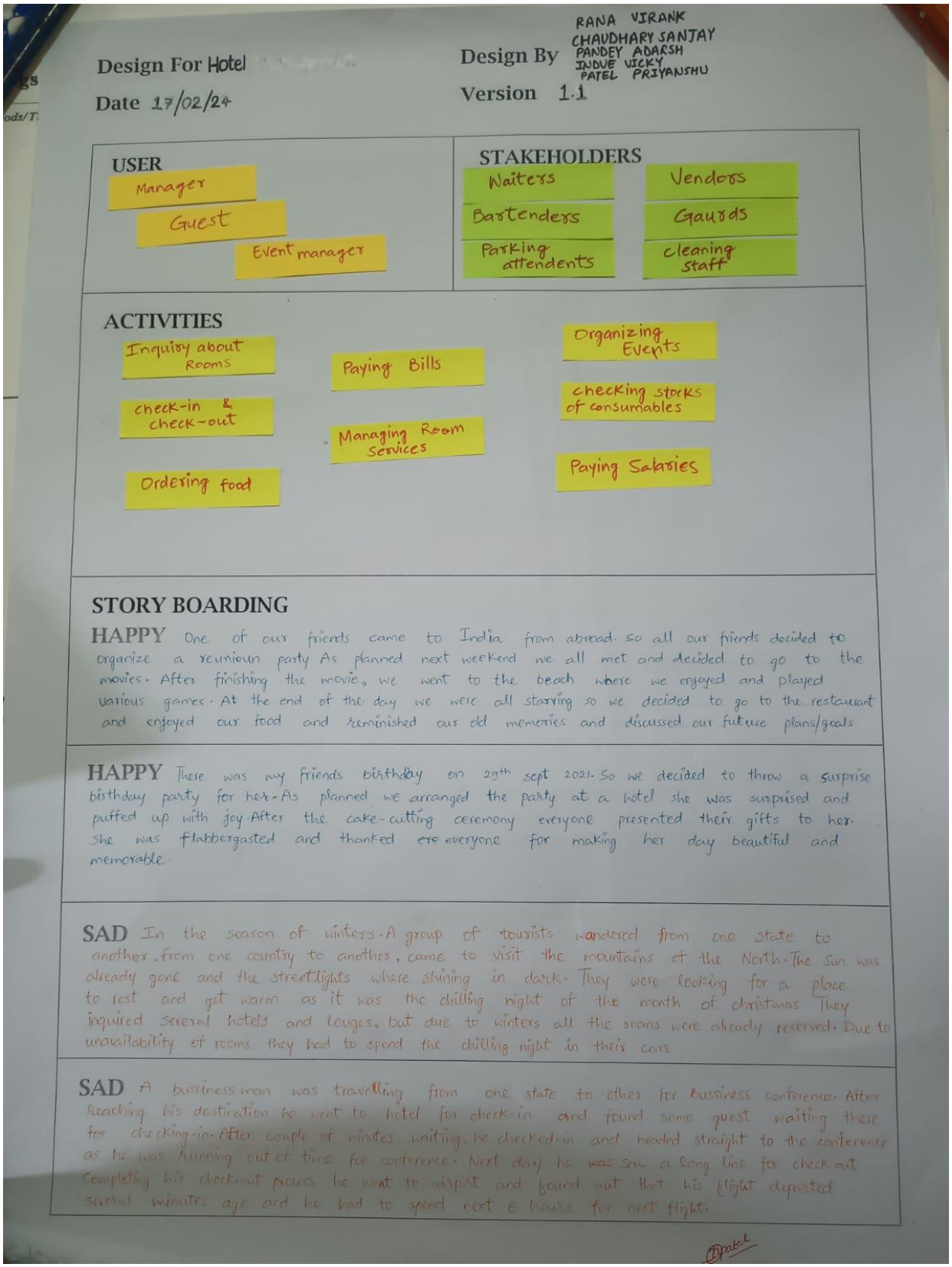


Figure 2.4.1: Empathy Canvas

Users

Users are the people who belong to the domain that we have selected and they are the ones who face problems in that domain. The users that we have included are:

- **Event manager:**

  Event managers may struggle to find available event spaces within the hotel through the online management system, especially during peak seasons or when multiple events are scheduled. Thus, providing him/her a real-time availability calendar that shows up-to-date information on event space availability. Allowing Event Managers to set up notifications or alerts for when a desired space becomes available.

- **Guest:**

  Problem faced by many guests nowadays is slow response times through hotels. We have Optimized the system's performance to ensure fast loading times and quick response to guest requests

- **Managers:**

  Managers may struggle with learning and fully utilizing the features and functionalities of the system. Thus, providing comprehensive training programs for managers, including user manuals, video tutorials, or workshops.

- **Receptionist:**

  They handle sensitive guest information, including personal details and payment data. Any unauthorized access to the online system can have severe consequences. Thus, we Implement robust security measures to safeguard guest data. This includes using secure encryption protocols, regular data backups.

- **Stakeholders:**

  Stakeholders are the people who are directly or indirectly affected by the domain, problem and the solution of the problem. They are the ones who get profit or loss from the domain.

- **Waiter:**

  Waiters are facing Difficulty in taking Orders. To resolve this, Implement clear menu layouts order selection options. Also providing user-friendly interfaces for waiters to easily take order.

- **Bartender:**

  Bartenders faces problem in Communication with Waitstaff and Kitchen for updated order. Integrate the bartender's device with the online system to facilitate communication

with waitstaff and the kitchen. Enabling real-time order updates and modifications to ensure efficient service.

- **Guards:**

  Guards face challenges in Limited Access and Control items. Thus, we provide guards to view relevant information such as guest check-ins, CCTV footage, and security incidents.

- **Cleaning staff:**

  Supervisors facing Difficulty in Tracking Room Status. Thus, we Implemented a room status tracking feature within the system that cleaning staff can easily update. Enable them to mark rooms as cleaned, in progress, or needing attention, ensuring clear visibility for supervisors and other staffs.

- **Investors:**

  Investors face Lack of Financial Visibility. Implementing robust financial analytics capabilities within system. It Also Provide investors with access to performance indicators, and real-time financial data to gain a view of the hotel's financial health.

Activities

Activities are the various tasks which are done by the users and stakeholders. These affect the domain.

- **Ordering foods:**

  In Ordering food, customers order food. During festive Season, discount on various food items takes place.

- **Checking available stocks, dates for event etc.**

  System will display information about current stocks levels, such as quantity on hand, units of measurements and other relevant details. All good and commodities i.e., cleaning supplies, food, linens and beverages which are not present, are filled up. In Planning dates, Event Manager provides the next available date for the event on which event can be organized.

- **Organizing events, business conferences etc.**

  In Planning events, Event manager organizes, planned for variety of events that is being arranged in the hotel only. They check for the vacancy of events to organizes.

- **Paying bills:**

  In paying bills, Guest pays the money in the exchange of food and beverages. During check-in time they were asked for payments in form of cash or online payment method according to their choices.

- **Inquiry about rooms**

  Customers were inquiring about the available rooms and their facilities i.e. Wi-Fi, Fitness room, Swimming pool, etc.

Story Boarding

- **Happy story-1**

  one of our friends come to India from abroad. So, all our friends decided to organize a reunion party. As planned next weekend all met and decided to go the movies. After finishing the movie. we went to the beach where we enjoyed & played various games. At the end of the day, we were all starving so we went restaurant and enjoyed our food. Reminisced/remember our old memories and discussed our future plans/goals.

- **Happy story-2**

  There was my friend's birthday on 29 September 2020. So, we decided to throw a surprise birthday party for her. As planned, we arranged the party at a hotel. She was surprised & puffed up with joy. After the Cake cutting ceremony, everyone presented their gifts to her. She was flabbergasted/surprised and thanked everyone for making her day beautiful and memorable.

- **Sad story-1**

  In the season of winters. A group of tourists who were wandering from one State to another came to visits the mountains of the North. The Sun was already gone and the streetlights were shining in dark. They were looking for a place to rest and get warm as it was freezing outside. They inquired several hotels but due to winters all the rooms were already reserved. Due to unavailability of rooms they had to spent the night in their cars.

- **Sad story-2**

  A businessman. was travelling from one state to another for business conference. After reaching his destination, he went to hotel for check-in and found some guest waiting there for checking-in. Completing the check-in process, he headed to the conference as he was already running out of time. After finishing his conference, he enjoyed the services of hotel. The next day he was worried as he spent lot of time during check-out process, as they were running all the processes manually. Reaching airport, he found that his flight departed 5 minutes ago. and he had to wait for 6 hours fox next flight.

Conclusion:

After visiting the hotel, we came to know about the users of online hotel booking and management. Here, we got the stakeholders regarding to Online hotel booking and management seeing the user performing their task we noted down all the activities done by them. From that we wrote two happy stories and two sad stories. We came to know about Online hotel management from the scratch which made our point of view clear in Empathy canvas.

CHAPTER 3: PHASE 2: IDEATION PHASE

3.1 Ideation Canvas

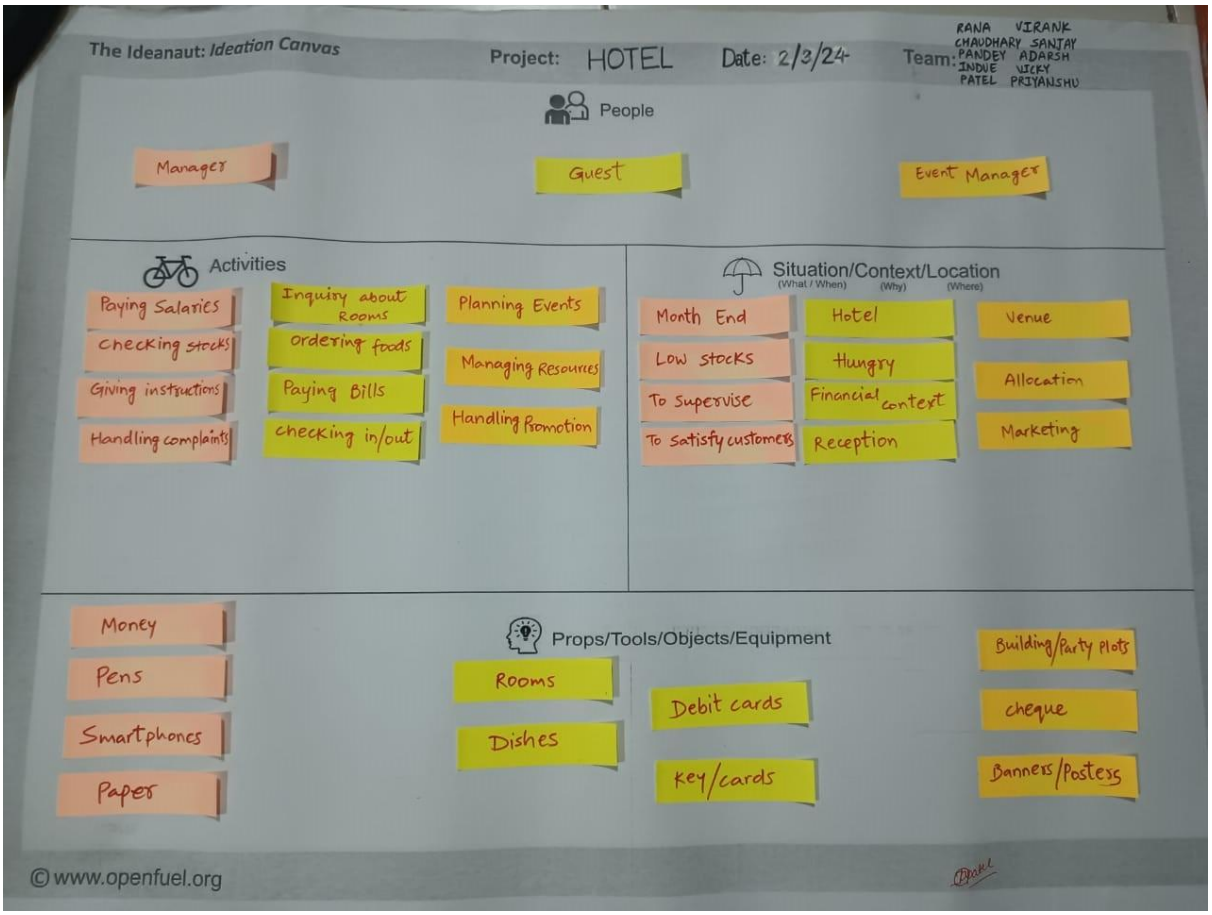


Figure 3.1.1: Ideation Canvas

People

- **Manager:**

  Managers uses business, management, and interpersonal skills to oversees the day-to-day operations of a hotel. The various hotel department heads report directly to them, and he/she must have knowledge of all areas of hotel management.

- **Guest:**

  Staff members were helping the guest about how to use online booking.

- **Event manager:**

  Event Manager were helping guest to show the availability of venue and dates for the events.

Activities

- **Paying salary:**

  Manager providing salaries to each of employees in the hotel through system. System will generate salary slips for each employee, detailing the breakdown of earnings, deductions, and net pay. After salary is being paid, system will update record accordingly.

- **Checking stocks:**

  System will display information about current stocks levels, such as quantity on hand, units of measurements and other relevant details. All good and commodities i.e., cleaning supplies, food, linens and beverages which are not present, are filled up.

- **Inquiry about rooms:**

  Customers were inquiring about the available rooms and their facilities i.e., Wi-Fi, Fitness room, Swimming pool, etc.

- **Bill payment/giving instruction:**

  In giving instruction, Managers gives instruction the trainee, new staff to proper communicate with their guest.

- **Handling complaints:**

  In this, Sources of conflict is being identified and all the complaints are handled carefully.

- **Ordering food**

  In Ordering food, customers order food. During festive Season, discount on various food items takes place.

- **Paying bills**

  In paying bills, Guest pays the money in the exchange of food and beverages. During check-in time they were asked for payments in form of cash or online payment method according to their choices.

- **Checking in/out**

  In Checking in process, guest is welcomed-in for the enjoyment and calm their mind. In checking out, Guest moving back to their homes after amusement.

- Planning events

In Planning events, Event manager organizes, planned for variety of events that is being arranged in the hotel only. They check for the vacancy of events to organizes.

- **Providing dates**

  In Planning dates, Event Manager provides the next available date for the event on which event can be organized.

- **Managing resources**

  In managing resources, various commodities and hotel supplies such as bed linens, toiletries management is essential. We also check whether the food and beverages are not being waste. This enhances guest satisfaction, and maximize revenue opportunities.

- **Handling promotion**

  In handling promotion, Human resource promotes their employees to new position according to their skills and knowledge.

Situation/content/location

- **Low Stocks**

  Manager checking stocks of goods and commodities.

- **Venue:**

  Event Manager planning an events venue on the traditional occasion.

- **Handling Complaint:**

  Manager handling complaint of the customer to satisfy the needs of them.

Props/possible solutions

- Computer
- Pens
- Debit Cards
- Rooms
- Smart phone

The 10 Problems which we saw in our domain are:

- Lengthy check-in and check-out processes due to manual paperwork and documentation, resulting in excessive paper usage and wastage. Lots of paperwork which results in waste of paper.
- Ineffective customer relationship management (CRM) tools, leading to difficulties in managing guest information and preferences.
- Insufficient support or training provided to staff, resulting in difficulties in utilizing the system effectively.
- Difficulty in accessing real-time information about room availability and pricing.
- Challenges in managing guest information and preferences without a centralized database.
- Limited payment options, such as cash-only transactions, which may not be convenient for some customers.
- Limited access to customer reviews and feedback, making it challenging to address customer concerns and improve the overall guest experience. Can not apply for loan online.
- Systems restrict access to information and require physical presence to retrieve or update data.
- Slow booking process, due to manual data entry causing delays or customer dissatisfaction.
- Systems face higher risks of data loss due to physical damage, theft, or hardware failure.
- Generating detailed reports, analyzing trends, or extracting insights from data can be more difficult and time-consuming.

CHAPTER 4: PHASE 3: PRODUCT DEVELOPMENT CANVAS

4.1 Product Development Canvas

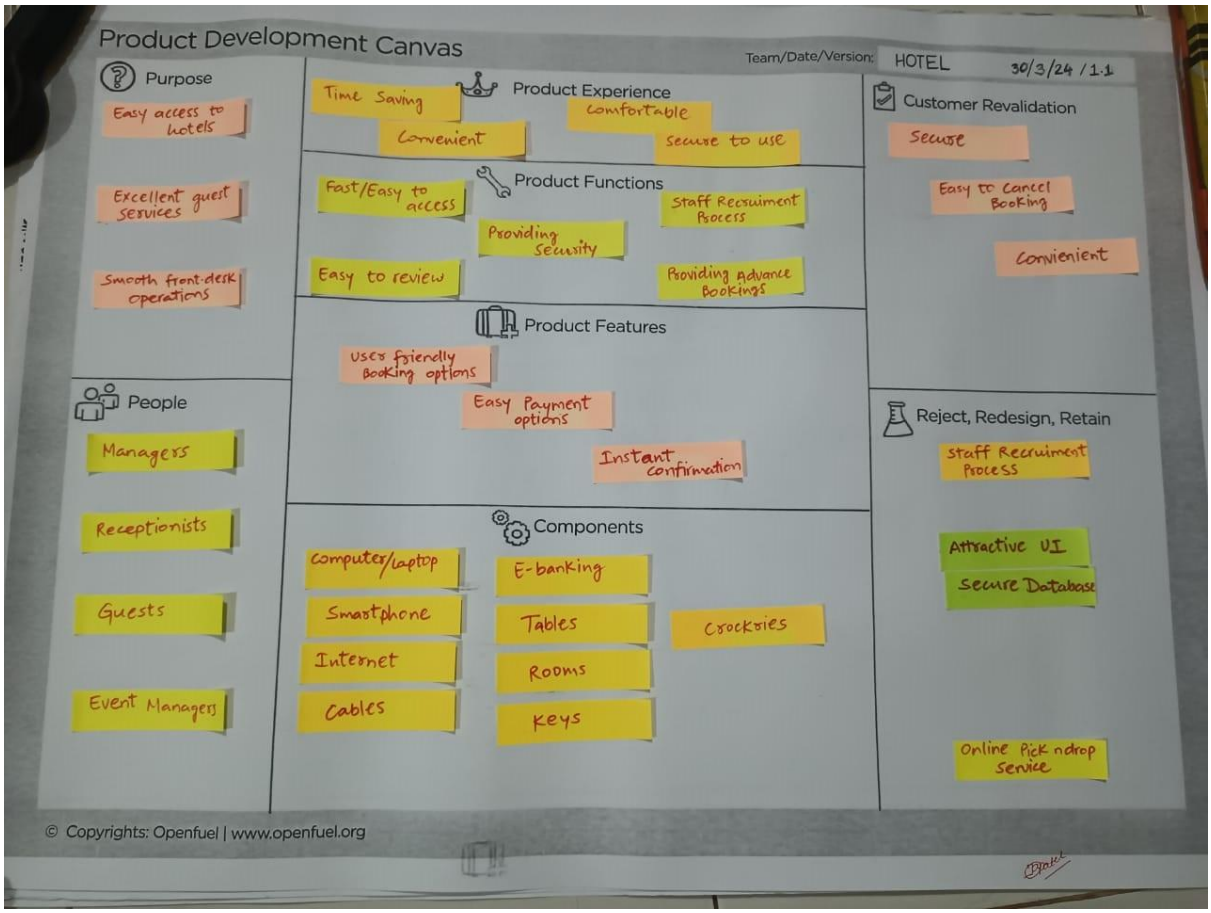


Figure:4.1.1 Product Development Canvas

Purpose

It refers to the purpose of the concept that we are developing.

- The purpose of using the product development canvas is to outline and clarify various element related to development of the system. It helps to clearly define problem that hotel aims to address. It is very easy to access and provides excellent guest services.

People

They are the key customer segment who will use this product/ service or the end product of the concept we are pursuing.

- Managers
- Guest
- Event Manager
- Receptionist

Product experience

- Product experience refers to the overall impression that customers have when interacting with a product throughout their entire journey.
- Time saving: we don't need to go to the hotel for booking room, it can be done through website
- Secure to use
- Convenient: easy to use
- Comfortable: easy to operate
- Security: without authentication no one can access account so this will provide security from unauthenticated users

Product functions

Product Functions refers to specific tasks that a product is designed to perform. These Functions are the features and functionalities that enable the product to meet needs and requirements of its users. The functions required in our device are:

- Easy to access: anyone can access the website easily. Providing Advance bookings: advance booking is available here
- Providing Security: It provides security to quest
- Easy to review: this gives security to transactions and data
- Staff recruitment Process: In this staff are recruited.

Product features

Product features refers to the specific characteristics, qualities, or attributes of a product that provide benefits and fulfill the needs of customers.

The features required in our product are:

- User friendly booking options: Easily operated system.
- Easy payment Options: Customer can pay the money in cash or e-banking form.
- Instant Confirmation: Immediate checking whether rooms are available or not.

Components

Components built up the features. They are the can be major components or the auxiliary (additional) components that make the major components work. The components required in an audio translator are:

- Computer
- Laptop

- Smart phones
- Internet
- Cablese
- e-Banking
- e-booking
- Tables
- Rooms
- Keys
- Crockeries

Customer revalidation

Customer revalidation refers to the process of continuously engaging with customers and gathering feedback to ensure that the product meets their needs and expectations.

- Secure
- Easy to carry: Easy to portable
- Time savior: Time saving
- Comfortable: providing ease and relaxation
- Convenient: easy to useful

Reject, redesign, retain

Rejection of those features or functions that customers didn't find useful. Redesigning those that were partially useful and retaining those that met the bar.

Reject:

According to the customer review about hotel management, we are removing the features of online staff recruitment process for the convivence and security of the customers.

Redesign:

We are working to interact the customer by updating UI-User Interface and we have also designed the secure database to provide security of our data from unauthorized users.

Retain:

Staffs are facing problem in delivering the food far away the hotel. Thus, in future we are planning to do online delivery to satisfy the needs of customers.

4.2 Problem Statement

The existing system does not provide facility of online delivery for the far away living customers so the customer has to go to hotel for taking food. It is possible that taking food will consume so much time as more customers is waiting in the queue for their order.

CHAPTER 5: PROOF OF CONCEPT

5.1 Introduction to LNM Matrix

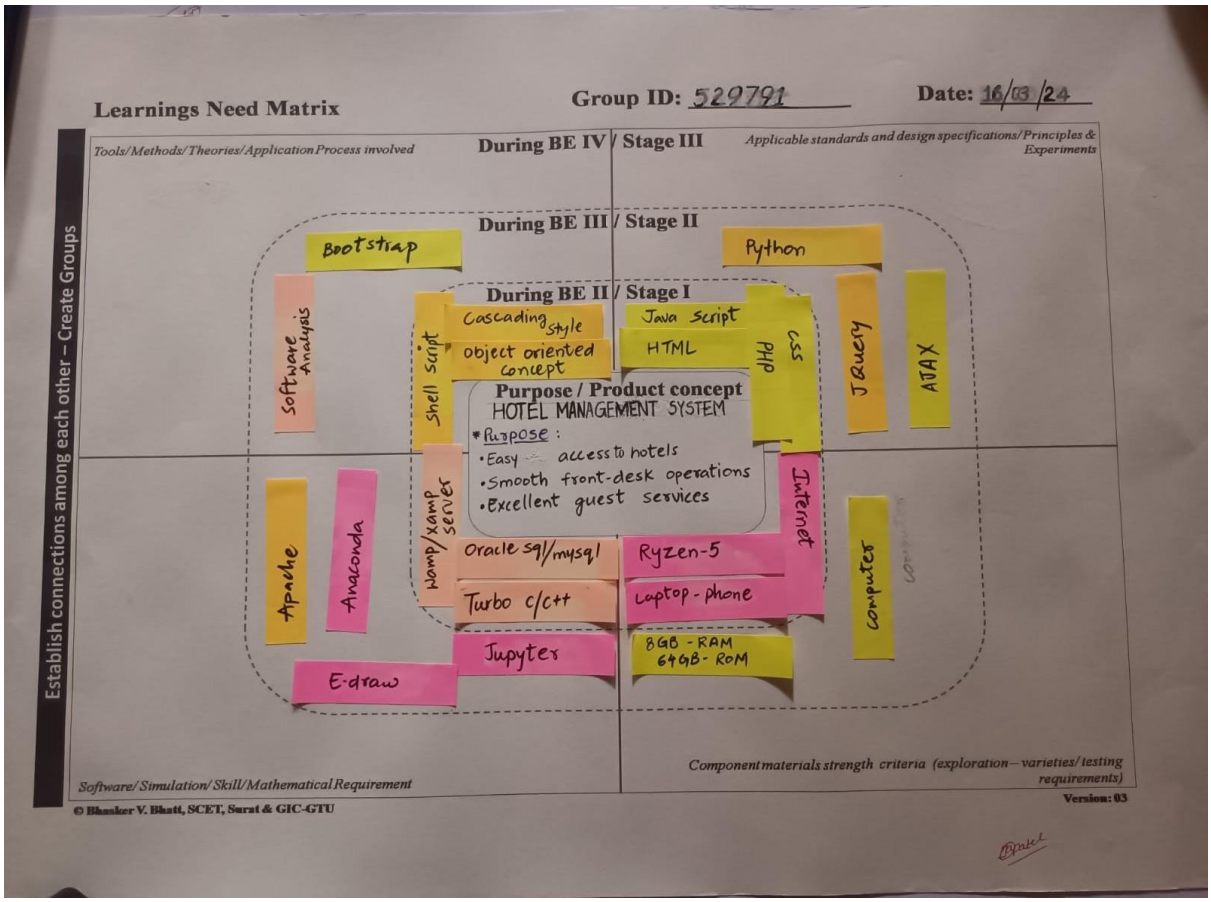


Fig 5.1.1 LNM matrix

LNM – Learning Needs Matrix will help us to identify the learning requirements at an early stage along with prioritization of specific learning along with defined time duration/ time allocation for each. Identification will be focused with listing out Syllabus based and out of syllabus learning & skill development.

A Learning Need Matrix in the context of hotel management refers to a tool or framework that helps identify the learning needs of individuals or teams within the hotel industry. It assists in assessing the current skill levels, knowledge gaps, and training requirements of employees in various areas of hotel management.

By using a Learning Need Matrix, you can ensure that your hotel staff receives targeted and relevant training to enhance their skills and knowledge in specific areas of hotel management. This approach can contribute to the overall improvement of service quality, operational efficiency, and guest satisfaction in your hotel.

5.2 Design for cost:

5.2.1 : Hardware support and Estimation

Table 5.1 Hardware Estimate Cost

Sr.No	Hardware Requirement	Estimate cost
1	Computer	35000-40000
2	Server	15000-25000
3	Router	25000-30000
4	Inverter	60000-70000
5	LAN wire	10000-15000

5.2.2 : Software Estimation

Table 5.2 Software Estimate Cost

Sr.No	Software Requirement	Estimate Cost
1	OS (Windows 11)	15000-20000
2	Microsoft Office	50000-10000
3	Edraw	1000-5000

5.2.3 : Communication Interface Requirement

Table 5.3 Communication Interface Cost

Sr.No	Communication Interface	Estimate Cost
1	Internet	5000-10000
2	Payment gateway	12000-20000
3	Telephones	15000-20000

5.3 ROUGH PROTOTYPE

The online hotel management system prototype aims to enhance the overall guest experience, improve operational efficiency, and increase revenue for hotels. It will be developed iteratively, with regular feedback from users and stakeholders, to ensure that it meets their needs and expectations. The online system is a web-based application aimed at simplifying and automating the hotel management process. It serves as a centralized platform for hotel administrators, staff, and guests to effectively manage and streamline various hotel operations. The prototype will focus on essential features such as online booking and reservation management, guest check-in and check-out, room and inventory management, billing and invoicing, and reporting.

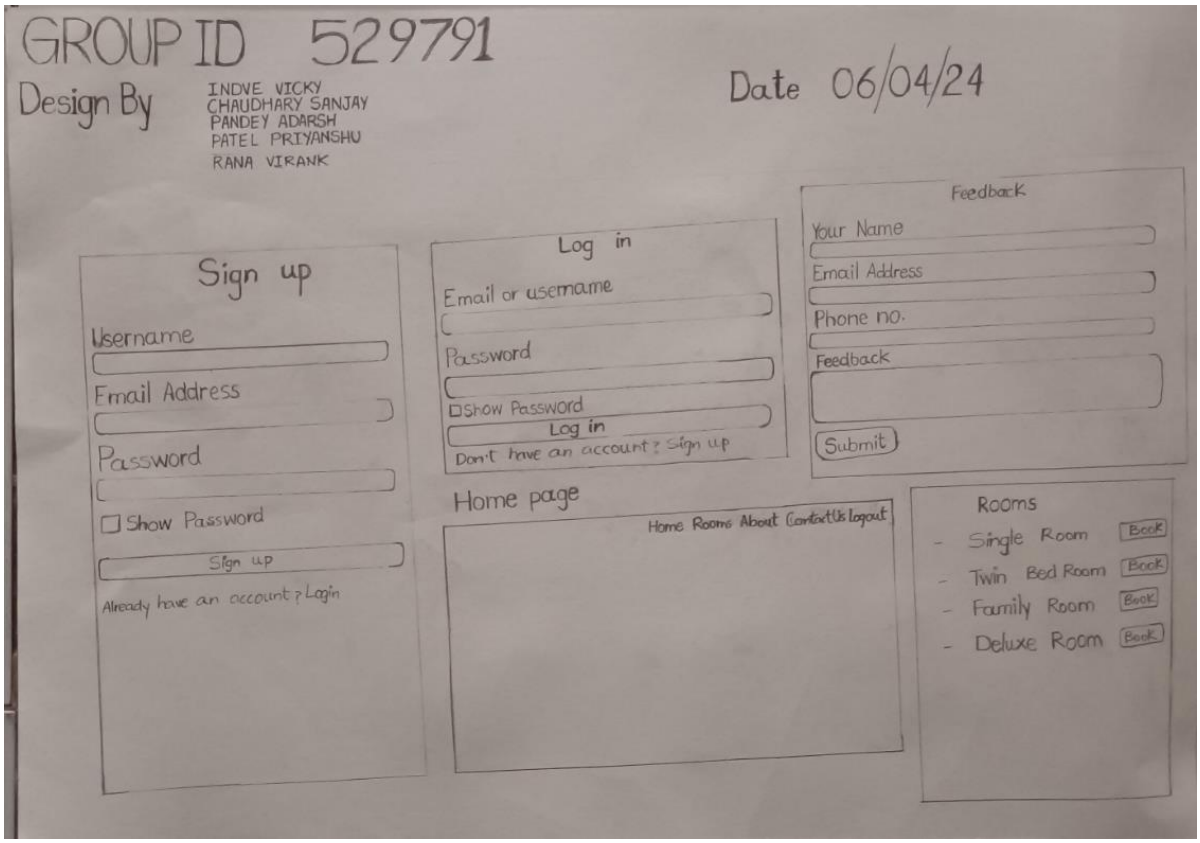


Fig: 5.3.1 Rough Prototype model

CHAPTER 6: IMPLEMENTATION

6.1 SAMPLE SCREENSHOT

Sign Up

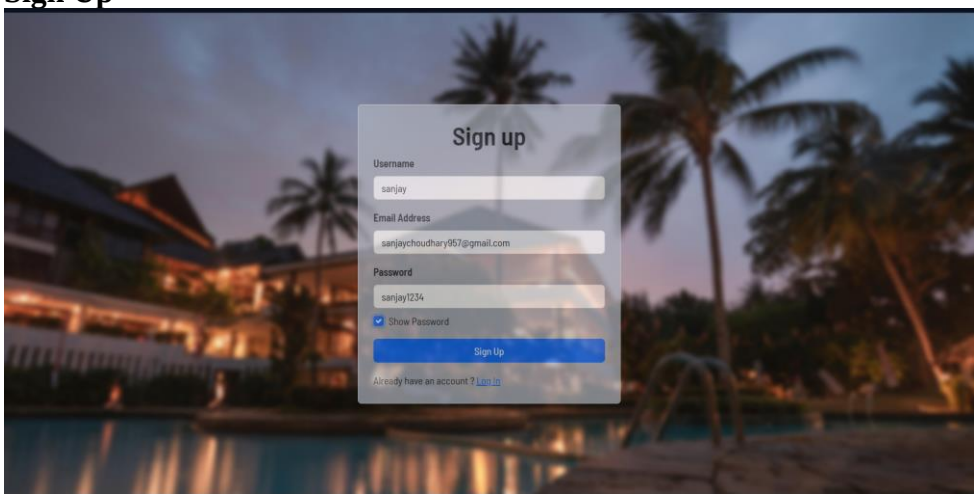


Fig:6.1.1

Log-in

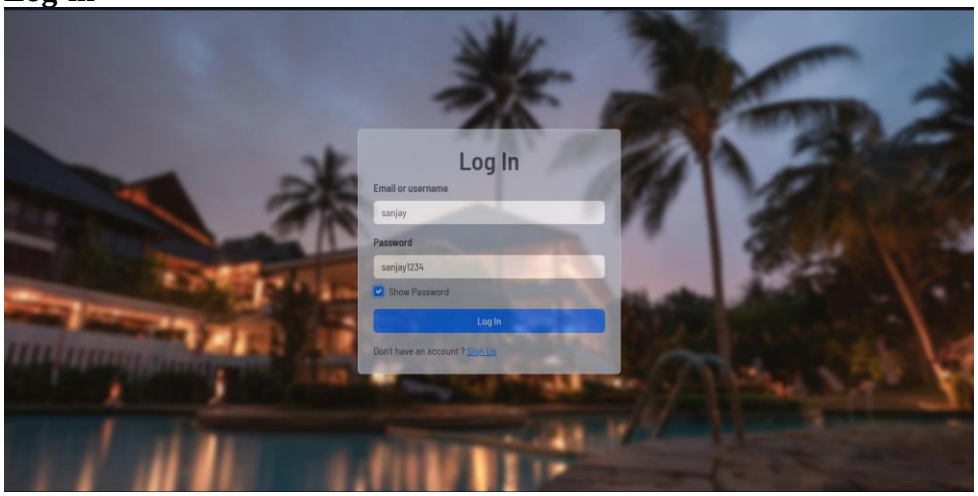
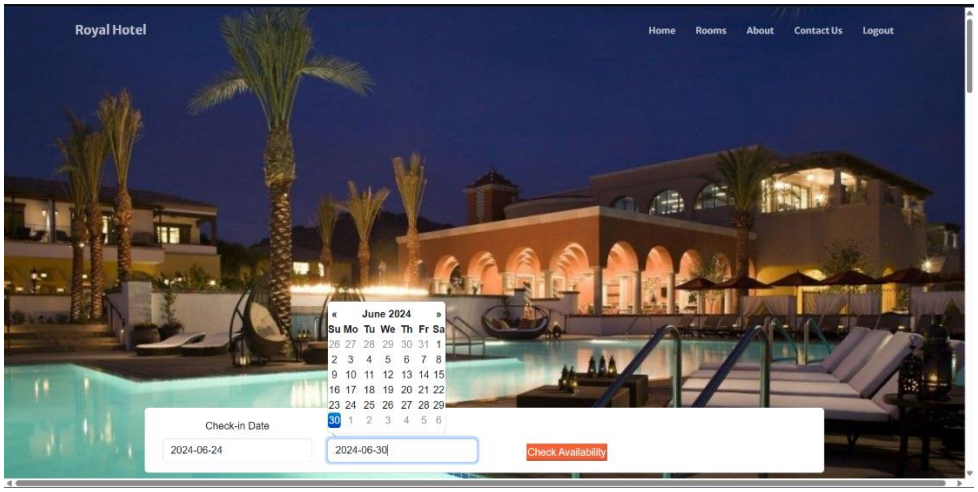


Fig:6.1.2

HOME



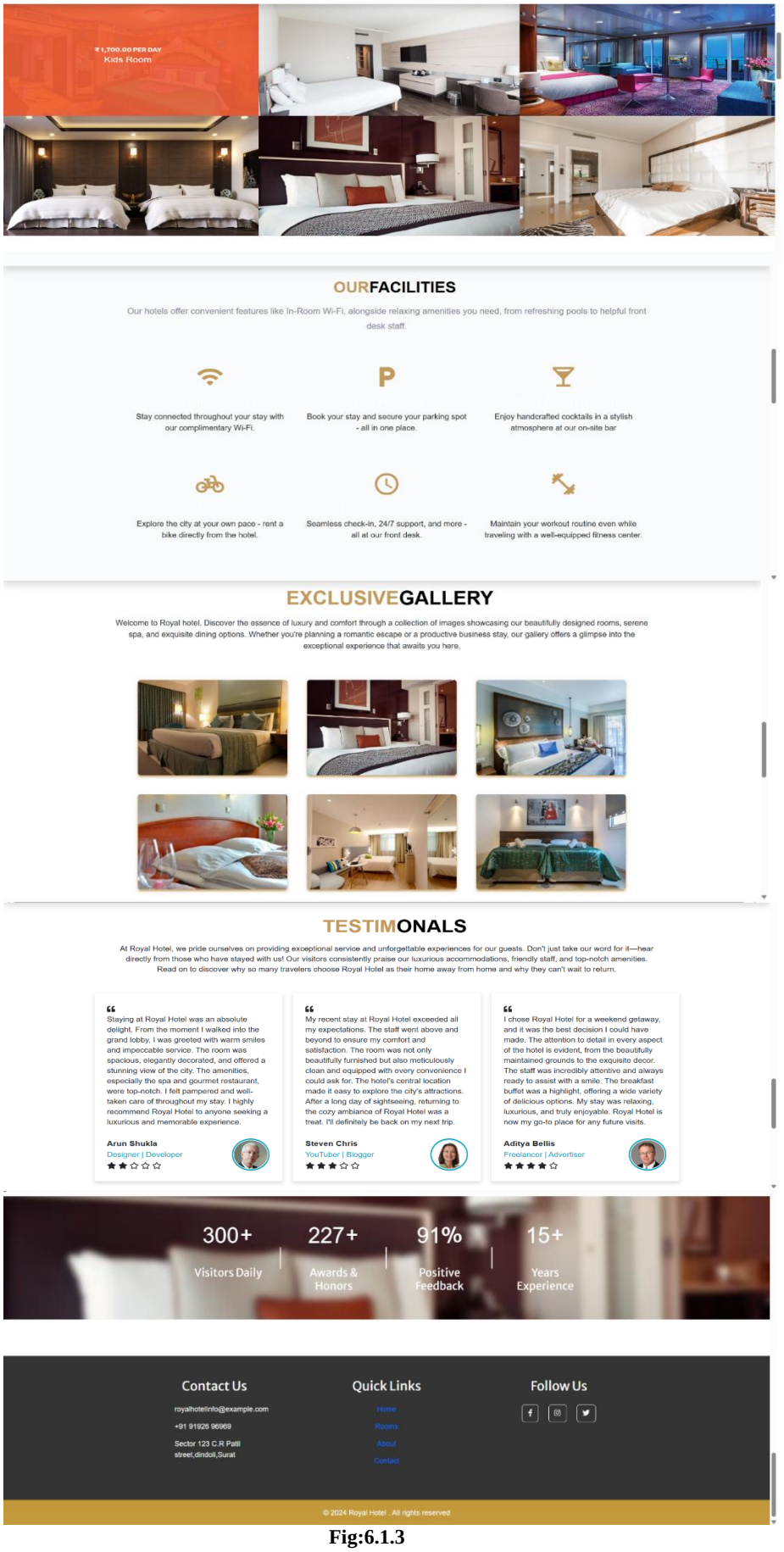

₹ 1,700.00 PER DAY
Kids Room
OURFACILITIES
Our hotels offer convenient features like In-Room Wi-Fi, alongside relaxing amenities you need, from refreshing pools to helpful front desk staff.
Stay connected throughout your stay with our complimentary Wi-Fi.
Book your stay and secure your parking spot - all in one place.
Enjoy handcrafted cocktails in a stylish atmosphere at our on-site bar
Explore the city at your own pace - rent a bike directly from the hotel.
Seamless check-in, 24/7 support, and more - all at our front desk.
Maintain your workout routine even while traveling with a well-equipped fitness center.
EXCLUSIVEGALLERY
Welcome to Royal hotel. Discover the essence of luxury and comfort through a collection of images showcasing our beautifully designed rooms, serene spa, and exquisite dining options. Whether you're planning a romantic escape or a productive business stay, our gallery offers a glimpse into the exceptional experience that awaits you here.
TESTIMONALS
At Royal Hotel, we pride ourselves on providing exceptional service and unforgettable experiences for our guests. Don't just take our word for it—hear directly from those who have stayed with us! Our visitors consistently praise our luxurious accommodations, friendly staff, and top-notch amenities. Read on to discover why so many travelers choose Royal Hotel as their home away from home and why they can't wait to return.
Staying at Royal Hotel was an absolute delight. From the moment I walked into the grand lobby, I was greeted with warm smiles and impeccable service. The room was spacious, elegantly decorated, and offered a stunning view of the city. The amenities, especially the spa and gourmet restaurant, were top-notch. I felt pampered and well-taken care of throughout my stay. I highly recommend Royal Hotel to anyone seeking a luxurious and memorable experience.
Arun Shukla
Designer | Developer
My recent stay at Royal Hotel exceeded all my expectations. The staff went above and beyond to ensure my comfort and satisfaction. The room was not only beautifully furnished but also meticulously clean and equipped with every convenience I could ask for. The hotel's central location made it easy to explore the city's attractions. After a long day of sightseeing, returning to the cozy ambiance of Royal Hotel was a treat. I'll definitely be back on my next trip.
Steven Chris
YouTuber | Blogger
I chose Royal Hotel for a weekend getaway, and it was the best decision I could have made. The attention to detail in every aspect of the hotel is evident, from the beautifully maintained grounds to the exquisite decor. The staff was incredibly attentive and always ready to assist with a smile. The breakfast buffet was a highlight, offering a wide variety of delicious options. My stay was relaxing, luxurious, and truly enjoyable. Royal Hotel is now my go-to place for any future visits.
Aditya Bellis
Freelancer | Advertiser
300+
Visitors Daily
227+
Awards & Honors
91%
Positive Feedback
15+
Years Experience
Contact Us
royalhotelinfo@example.com
+91 91926 96969
Sector 123 C.R Patil street,dindoli,Surat
Quick Links
Home
Rooms
About
Contact
Follow Us
© 2024 Royal Hotel . All rights reserved

Fig:6.1.3

Rooms

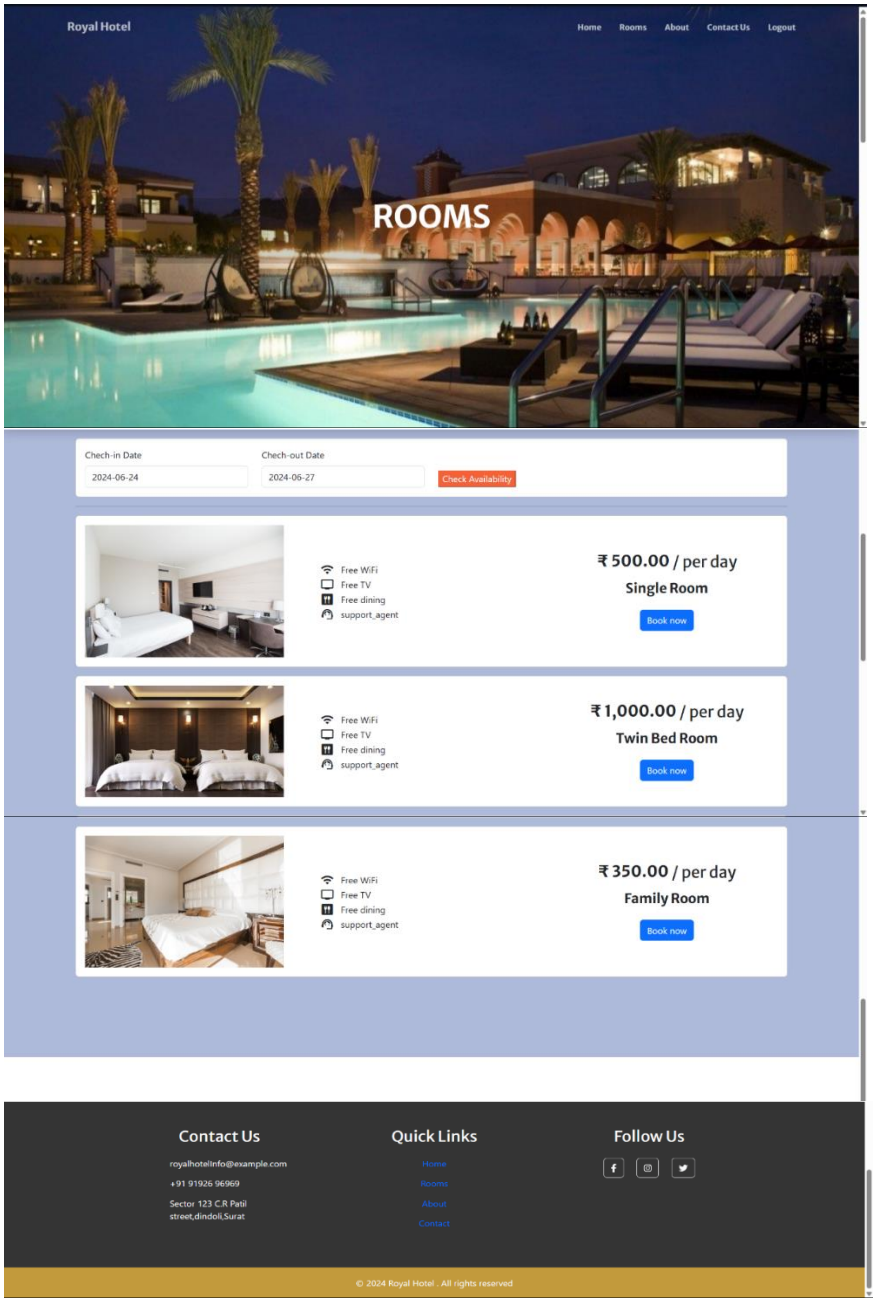


Fig:6.1.4

Booing

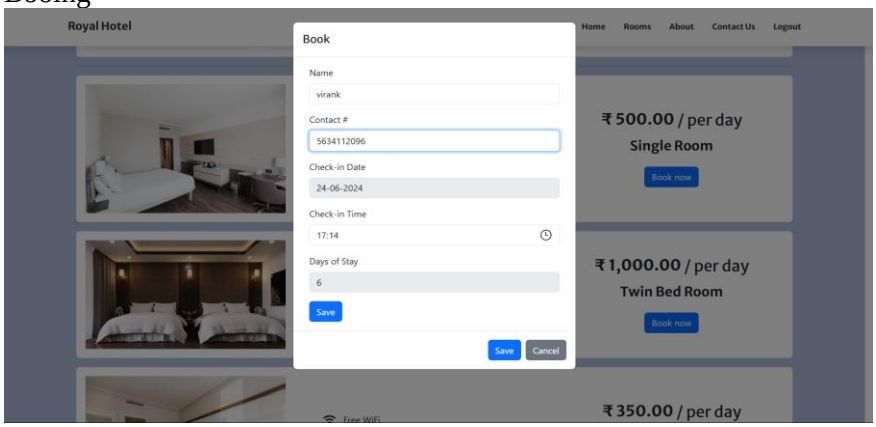


Fig:6.1.5

About

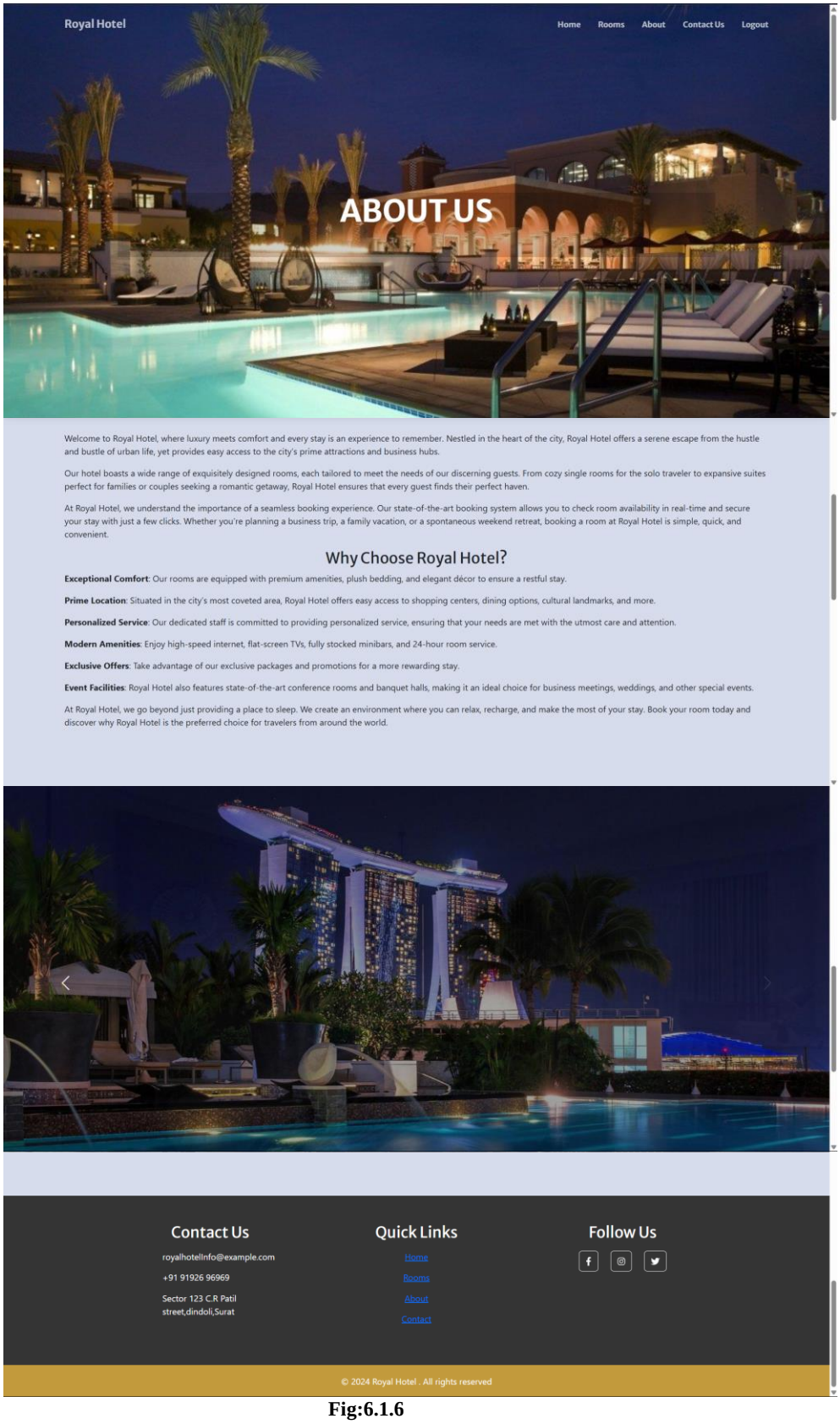


Fig:6.1.6

Contact

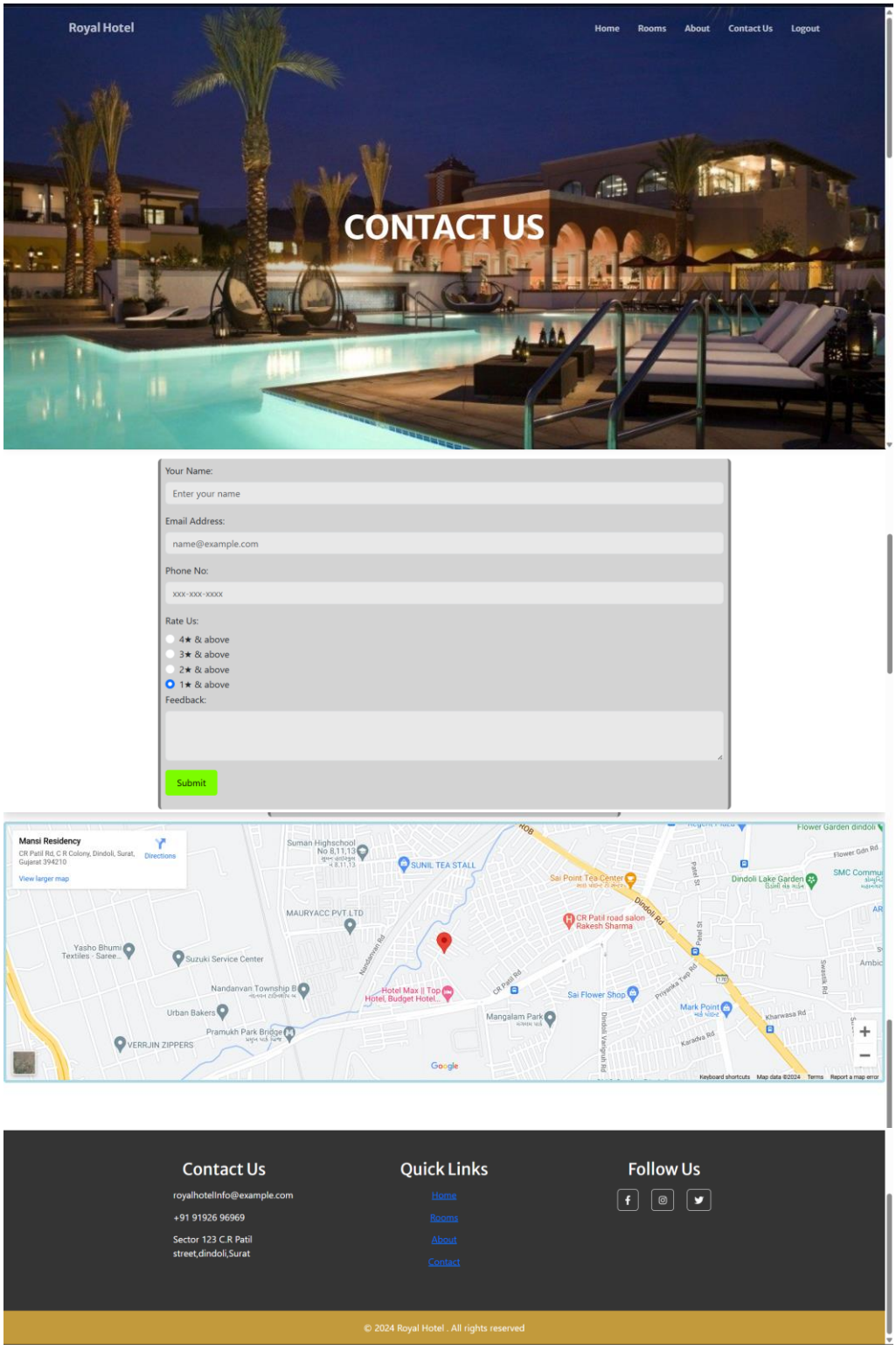


Fig:6.1.7

ADMIN PANEL

login

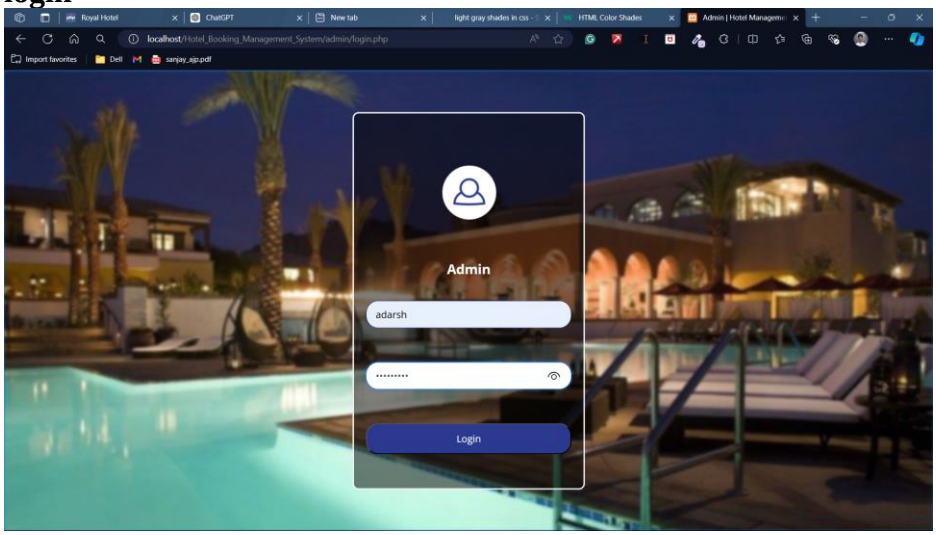


Fig:6.1.8

Home(Adminstrator)

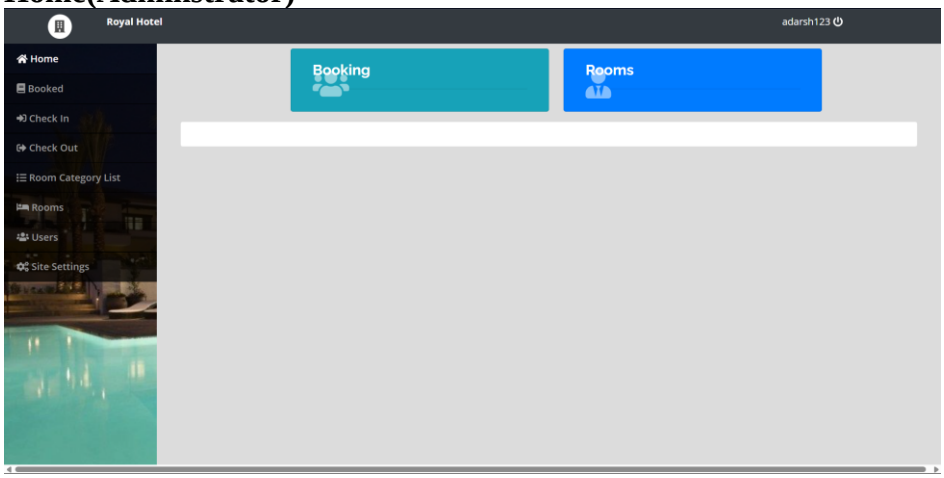


Fig:6.1.9

Booked section

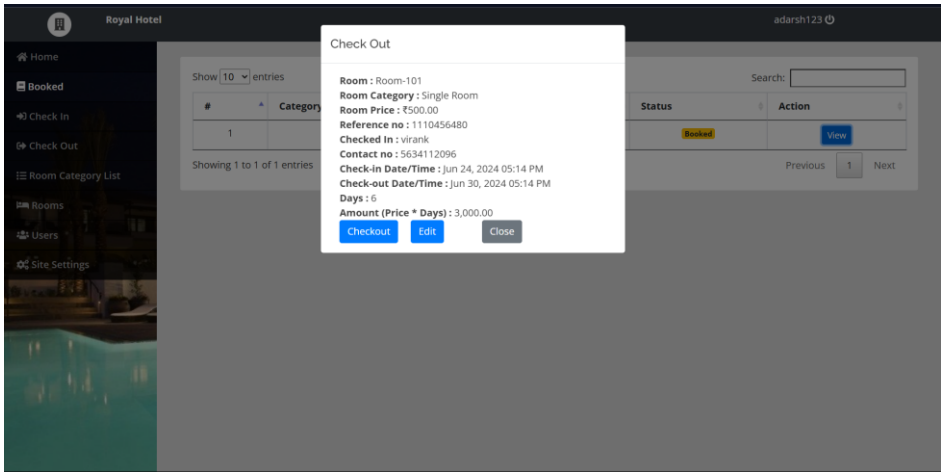


Fig:6.1.10

Check-in

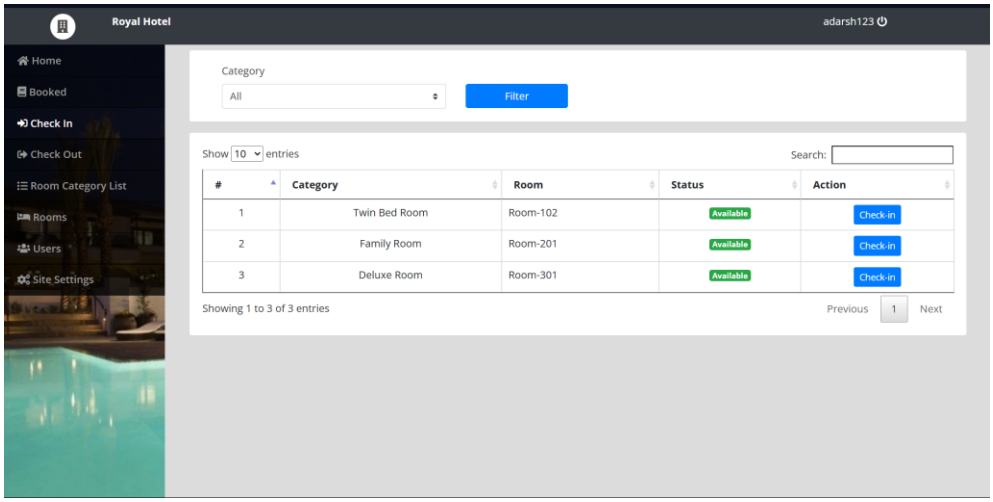


Fig:6.1.11

Check-out

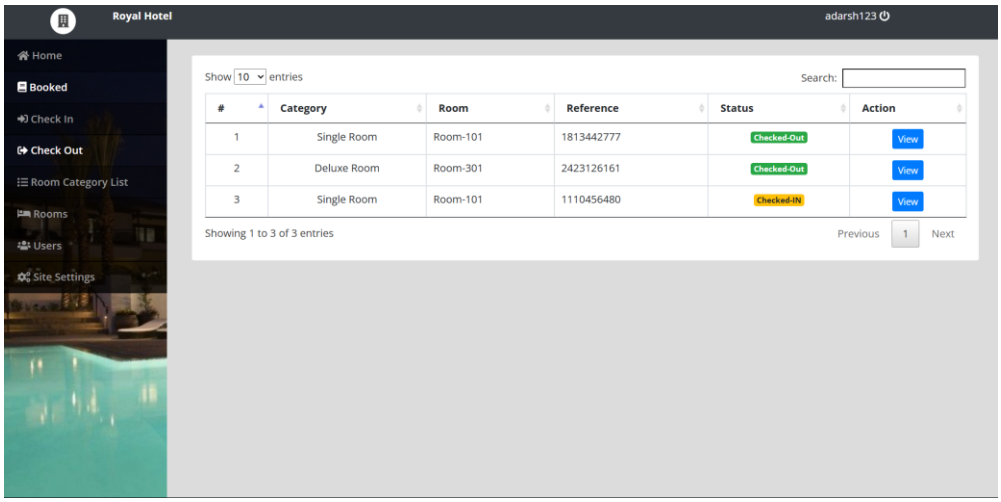


Fig:6.1.12

Room categories

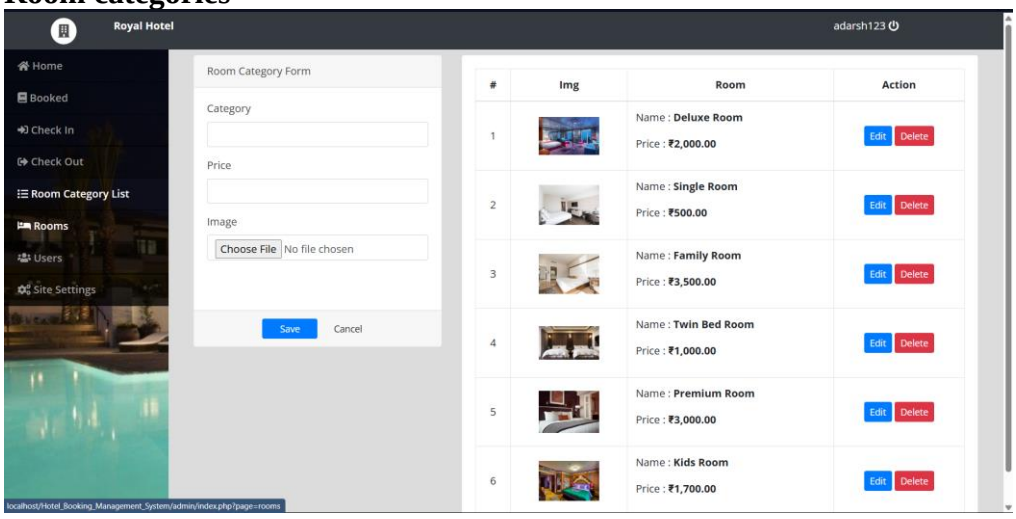


Fig:6.1.13

Users

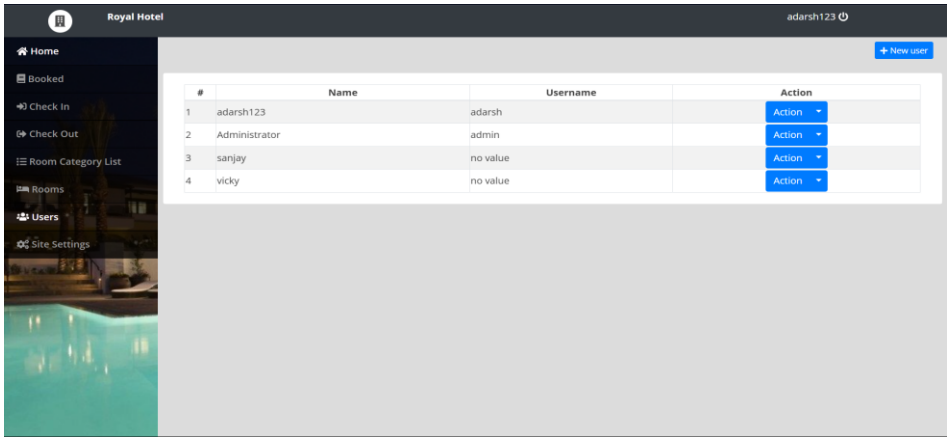


Fig:6.1.14

Rooms

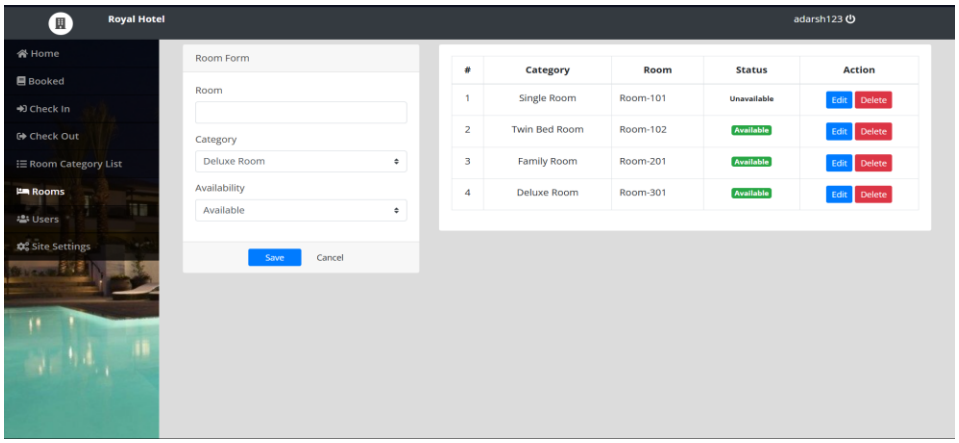


Fig:6.1.15

Site setting

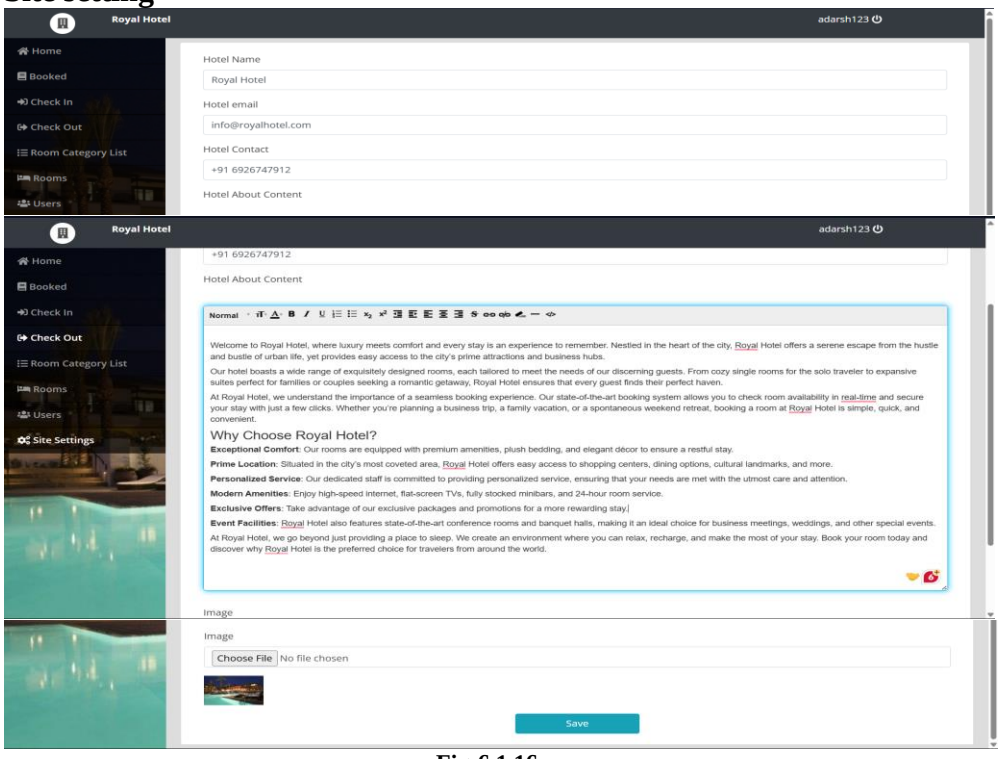


Fig:6.1.16

6.2 SAMPLE CODING

- **Index File:**

```
<!DOCTYPE html>
<html lang="en">
<?php
session_start();
if (!isset($_SESSION["loggedin"]) || $_SESSION["loggedin"] !== TRUE) {
  echo "<script>" . "window.location.href='./login.php';" . "</script>";
  exit;
}
include ('header.php');
include ('admin/db_connect.php');

$query = $conn->query("SELECT * FROM system_settings limit 1")->fetch_array();
foreach ($query as $key => $value) {
  if (!is_numeric($key))
    $_SESSION['setting_' . $key] = $value;
}
?>
<link href="https://fonts.googleapis.com/icon?family=Material+Icons" rel="stylesheet">
<link href="https://cdn.jsdelivr.net/npm/bootstrap@5.3.3/dist/css/bootstrap.min.css"
rel="stylesheet"
  integrity="sha384-
QWTKZyjpPEjISv5WaRU9OFeRpok6YctnYmDr5pNlyT2bRjXh0JMhjY6hW+ALEwI
H" crossorigin="anonymous">
<link rel="stylesheet" href="https://cdnjs.cloudfare.com/ajax/libs/lightgallery-
js/1.4.0/js/lightgallery.min.js">
<style>
  header.masthead {
    background: url(assets/img/<?php echo $_SESSION['setting_cover_img'] ?>);
    background-repeat: no-repeat;
    background-size: cover;
  }
  /* footer---starts */
  footer {
    background: #343434;
    padding-top: 50px;
    margin-top: 80px;
  }

  .container_footer {
    width: 1140px;
    margin: auto;
    display: flex;
    justify-content: center;
    color: white;
```

```
}

.footer-content {
  width: 33.3%;
}

h3 {
  font-size: 28px;
  margin-bottom: 15px;
  text-align: center;
}

.footer-content p {
  width: 190px;
  margin: auto;
  padding: 7px;
}

.footer-content ul {
  text-align: center;
}

.list {
  padding: 0;
}

.list li {
  width: auto;
  text-align: center;
  list-style-type: none;
  padding: 7px;
  position: relative;
}

.list li::before {
  content: '';
  position: absolute;
  transform: translate(-50%, -50%);
  left: 50%;
  top: 100%;
  width: 0;
  height: 2px;
  background: white;
  transition-duration: .5s;
}

.list li:hover::before {
  width: 70px;
}
```

```
.social-icons {
  text-align: center;
  padding: 0;
 }

 .social-icons li {
  display: inline-block;
  text-align: center;
  padding: 5px;
 }

 .social-icons i {
  color: white;
  font-size: 50px;
 }

 a {
  text-decoration: none;
 }

 a:hover {
  color: white;
 }

 .social-icons i:hover {
  color: white;
 }

 .bottom-bar {
  background-color: #C29A3C;
  text-align: center;
  padding: 10px 0;
  margin-top: 50px;
 }

 .bottom-bar p {
  color: white;
  margin: 0;
  font-size: 16px;
  padding: 7px;
 }

 /* footer----ends */

</style>

<body id="page-top">
 <!-- Navigation-->
 <div class="toast" id="alert_toast" role="alert" aria-live="assertive" aria-atomic="true">
  <div class="toast-body text-white">
```

```
    </div>
  </div>
  <nav class="navbar navbar-expand-lg navbar-light fixed-top py-3" id="mainNav">
    <div class="container">
      <a class="navbar-brand js-scroll-trigger" href="./"><?php echo
$_SESSION['setting_hotel_name'] ?></a>
      <button class="navbar-toggler navbar-toggler-right" type="button" data-
toggle="collapse"
        data-target="#navbarResponsive" aria-controls="navbarResponsive" aria-
expanded="false"
        aria-label="Toggle navigation"><span class="navbar-toggler-
icon"></span></button>
      <div class="collapse navbar-collapse" id="navbarResponsive">
        <ul class="navbar-nav ml-auto my-2 my-lg-0">
          <li class="nav-item"><a class="nav-link js-scroll-trigger"
href="index.php?page=home">Home</a></li>
          <li class="nav-item"><a class="nav-link js-scroll-trigger"
href="index.php?page=list">Rooms</a></li>
          <li class="nav-item"><a class="nav-link js-scroll-trigger"
href="index.php?page=about">About</a></li>
          <li class="nav-item"><a class="nav-link js-scroll-trigger"
href="index.php?page=contact">Contact Us</a></li>
          <li class="nav-item"><a class="nav-link js-scroll-trigger"
href="./logout.php">Logout</a></li>
        </ul>
      </div>
    </div>
  </nav>
  <?php
  $page = isset($_GET['page']) ? $_GET['page'] : "home";
  include $page . '.php';
  ?>
<div class="modal fade" id="confirm_modal" role='dialog'>
    <div class="modal-dialog modal-md" role="document">
      <div class="modal-content">
        <div class="modal-header">
          <h5 class="modal-title">Confirmation</h5>
        </div>
        <div class="modal-body">
          <div id="delete_content"></div>
        </div>
        <div class="modal-footer">
          <button type="button" class="btn btn-primary" id='confirm'
onclick="">Continue</button>
          <button type="button" class="btn btn-secondary" data-
dismiss="modal">Close</button>
        </div>
      </div>
    </div>
  </div>
```

```
  <div class="modal fade" id="uni_modal" role='dialog'>
    <div class="modal-dialog modal-md" role="document">
      <div class="modal-content">
        <div class="modal-header">
          <h5 class="modal-title"></h5>
        </div>
        <div class="modal-body">
        </div>
        <div class="modal-footer">
          <button type="button" class="btn btn-primary" id='submit'
            onclick="$('#uni_modal form').submit()">Save</button>
          <button type="button" class="btn btn-secondary" data-
dismiss="modal">Cancel</button>
        </div>
      </div>
    </div>
  </div>
  <!-- Test-footeer -->
  <footer>
    <div class="container_footer ">
      <div class="footer-content">
        <h3>Contact Us</h3>
        <p>royalhotelInfo@example.com</p>
        <p>+91 91926 96969</p>
        <p>Sector 123 C.R Patil street,dindoli,Surat</p>
      </div>
      <div class="footer-content">
        <h3>Quick Links</h3>
        <ul class="list">
          <li class="text-white"><a href="index.php?page=home">Home</a></li>
          <li><a href="index.php?page=list">Rooms</a></li>
          <li><a href="index.php?page=about">About</a></li>
          <li><a href="index.php?page=contact">Contact</a></li>
        </ul>
      </div>
      <div class="footer-content">
        <h3>Follow Us</h3>
        <ul class="social-icons">
          <li><a class="btn btn-outline-light btn-floating m-1"
              href="https://www.facebook.com/vicky.indve.7?mibextid=ZbWKwL "
role="button"><i
              class="fab fa-facebook-f"></i></a></li>
          <!-- <li><a class="btn btn-outline-light btn-floating m-1"
href="https://www.google.com/royalhotel/wikipedia" role="button"><i class="fab fa-
google"></i></a></li> -->
          <li><a class="btn btn-outline-light btn-floating m-1"
href="https://www.instagram.com/priyanshu_patel.__"
            role="button"><i class="fab fa-instagram"></i></a></li>
          <li><a class="btn btn-outline-light btn-floating m-1"
href="https://www.twitter.com/hotel" role="button"><i
```

```
                class="fab fa-twitter"></i></a></li>
          </ul>
        </div>
      </div>
      <div class="bottom-bar">
        <p>&copy; 2024 Royal Hotel . All rights reserved</p>
      </div>
    </footer>
    <?php include ('footer.php') ?>
  </body>
  <?php $conn->close() ?>
  </html>
```

CHAPTER 7: ADVANTAGES & DISADVANTAGES

Advantages:

- **Convenience**: Customers can book rooms anytime, from anywhere, without needing to call or visit the hotel.
- **Real-time Availability**: Users can instantly check room availability, making the booking process faster and more efficient.
- **Wide Reach**: The website can attract customers from different geographical locations, increasing the hotel's potential customer base.
- **Reduced Workload**: Automation of bookings reduces the workload on hotel staff, allowing them to focus on other important tasks.
- **User Experience**: A well-designed website can provide a seamless and user-friendly booking experience, enhancing customer satisfaction.
- **Cost-Effective Marketing**: The website can serve as a marketing tool, showcasing the hotel's amenities, special offers, and customer reviews.
- **Data Collection**: The website can collect valuable customer data for targeted marketing and improving services based on customer preferences and feedback.
- **Immediate Confirmation**: Customers receive instant booking confirmation, which builds trust and reliability.
- **Multiple Payment Options**: The website can offer various payment methods, catering to different customer preferences and increasing booking rates.
- **Competitive Advantage**: Having an efficient online booking system can give the hotel a competitive edge over others that may not offer such services.

Disadvantages:

- **Technical Issues**: Website downtime or technical glitches can disrupt the booking process and lead to customer dissatisfaction.
- **Security Concerns**: Handling online payments and customer data requires robust security measures to prevent data breaches and fraud.
- **Maintenance Costs**: Regular updates and maintenance of the website can incur additional costs.
- **Dependency on Technology**: Over-reliance on the website may lead to problems if there are connectivity issues or system failures.
- **Complex Navigation**: Poorly designed websites can frustrate users, leading to a negative experience and potential loss of bookings.

- **Competition**: Competing with numerous other hotel booking websites can be challenging, requiring constant optimization and marketing efforts.
- **Initial Setup Costs**: Developing a functional and appealing website can require significant initial investment.
- **Customer Service Limitations**: Some customers may prefer personalized service and might feel that the website lacks the human touch.
- **Limited Customer Interaction**: Less direct interaction with customers can mean fewer opportunities to upsell additional services or address specific needs.
- **Market Saturation**: With many hotels having online booking systems, standing out in a saturated market can be difficult without unique features or offers.

CONCLUSION

In conclusion we believe this project if properly utilized will save time, reduce the amount of work the administration has to do, and will replace the stationery material with electronic apparatus. The system should also serve as a major tool to improving the efficiency in hotel management. Hence a system with expected results has been developed but there is still room for improvement. In terms of experience gained through the duration of this project study, the students have been able to have broader knowledge about the management of hotel organization using manual and automated procedures

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