

HOTEL ROOM MANAGEMENT SYSTEM

MINI PROJECT REPORT

Submitted By

B.KIRTHIKA – 111721203026

in partial fulfilment for the award of the

degree of

BACHELOR OF TECHNOLOGY

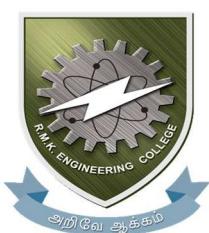
IN

INFORMATION TECHNOLOGY

R.M.K ENGINEERING COLLEGE

(An Autonomous Institution)

R.S.M Nagar, Kavaraipettai - 601 206



NOVEMBER 2023

ACKNOWLEDGEMENT

We earnestly portray our sincere gratitude and regards to our beloved **Founder Chairman, Thiru. R. S. MUNIRATHINAM** for giving us the infrastructure for conducting the project work and our **Chairperson Tmt. MANJULA MUNIRATHINAM** for her blessings. We also thank our **Vice Chairman, Thiru. R. M. KISHORE** and our **Director, Thiru. R. JOTHI NAIDU** for their constant support and affection shown towards us throughout the course.

We are extremely thankful to our **Principal, Dr. K. A. MOHAMED JUNAID**, for being the source of inspiration in this college.

We reveal our sincere thanks to our **Professor and Head of the Department, Information Technology, Dr. M. SHEERIN BANU**, for her commendable support and encouragement for the completion of our project.

We would like to express our sincere gratitude to our Course coordinators **Dr.R.Rajitha Jasmine**, and **Dr.S.Selvakanmani** for their valuable suggestions towards the successful completion for this project.

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Abstract

The Hotel Room Management System project endeavours to revolutionize the current system by integrating advanced features that enhance operational efficiency and elevate customer satisfaction. The existing system's limitations hinder effective room allocation, guest management, billing calculations, and overall guest experience. To address these challenges, the project will implement critical features, including room categorization, streamlined check-in/check-out processes, real-time occupancy status tracking, efficient room service request management, seamless guest management and room assignment, automated billing calculations, and secure user management. These advancements will transform the hotel's operations, leading to improved efficiency, reduced errors, and enhanced guest satisfaction.

The project's comprehensive approach addresses the shortcomings of the current system by introducing a suite of functionalities that streamline room management, guest experience, and billing processes. Room categorization will facilitate efficient room selection based on guest preferences and availability. Streamlined check-in/check-out processes will enhance guest convenience and reduce administrative burden. Real-time occupancy status tracking will optimize room allocation and prevent overbooking. Efficient room service request management will ensure prompt responses to guest needs. Secure user management will safeguard sensitive guest data and maintain system integrity. Automated billing calculations will ensure accurate guest charges and minimize errors. By implementing these transformative features, the Hotel Room Management System project will elevate the hotel's operations, leading to a more efficient, customer-centric, and profitable experience.

Keywords: Hotel Room, room allocation, Room categorization, room service, profitable experience.

CHAPTER I

INTRODUCTION

1.1 AIM

The main aim of this project is to develop a Hotel Room Management System designed to automate and streamline various hotel room-related processes. It encompasses features such as room type and category management, efficient check-in and check-out procedures, real-time tracking of room occupancy status, handling room service requests, managing guest profiles, and facilitating room allocations. This system aims to enhance operational efficiency and deliver a seamless experience for both guests and hotel staff.

1.2 PROBLEM STATEMENT

The Hotel Room Management System project aims to enhance the existing system by incorporating advanced features that streamline the hotel's operations and improve customer satisfaction. The current system lacks several critical functionalities, leading to inefficiencies in room allocation, guest management, billing calculations, and overall customer experience. To address these challenges, the project will focus on implementing the following key features like Rooms type and Category, check in and Check Out, Room occupation Status, Room Service Request, Guests Management and allocation Room, Billing Calculation, User management

CHAPTER II

SYSTEM REQUIREMENTS SPECIFICATION

2.1 HARDWARE SPECIFICATIONS

Processor	: Intel Pentium III or later
Main Memory (RAM)	: 256 MB
Cache Memory	: 512 KB
Monitor	: 17-inch Color Monitor
Keyboard	: 108 Keys
Mouse	: Optical Mouse
Hard Disk	: 160 GB

2.2 SOFTWARE SPECIFICATIONS

Front End/Language : HTML, CSS, JAVA SCRIPT
Back End/Database: MySQL
Additional Tools : Visual Studio 6.0
Operating System : Windows 7/Windows 8

CHAPTER III

SYSTEM DESCRIPTION

3.1 EXISTING SYSTEM

The existing hotel management systems typically consist of a Property Management System (PMS) for core functionalities like reservations and check-ins, a Central Reservation System (CRS) for multi-property coordination, and channel managers for synchronization with online travel agencies. Point of Sale (POS) systems manage on-site services, while Customer Relationship Management (CRM) systems handle guest relationships and preferences. Booking engines on hotel websites allow direct reservations, and key card systems secure room access. Accounting software manages financial aspects, and housekeeping systems handle cleaning schedules. Despite these components, challenges such as lack of seamless integration and manual data entry persist. The industry continually adapts to technological advancements, with each hotel using a unique combination of systems tailored to its size and operational requirements. For the most current information, contacting specific hotels or industry experts is recommended.

3.2 PROPOSED SYSTEM

The proposed Hotel Room Management System is envisioned to revolutionize and streamline hotel room operations by introducing a comprehensive suite of features. This system will empower hotel staff with efficient tools for managing diverse aspects, including defining and modifying room types and categories, facilitating smooth check-in and check-out processes, maintaining real-time updates on room occupancy status, handling guest service requests, managing guest profiles and room allocations, automating billing calculations, and implementing secure user management. With a focus on performance, security, scalability, and reliability, the system aims to provide a seamless and integrated solution to enhance operational efficiency. Dependencies may exist on external services for payment processing and system integration. Ultimately, the proposed system aspires to optimize hotel room management, elevating the guest experience and supporting the evolving needs of the hospitality industry.

CHAPTER IV – SYSTEM ARCHITECTURE

4.1 SYSTEM ARCHITECTURE DIAGRAM

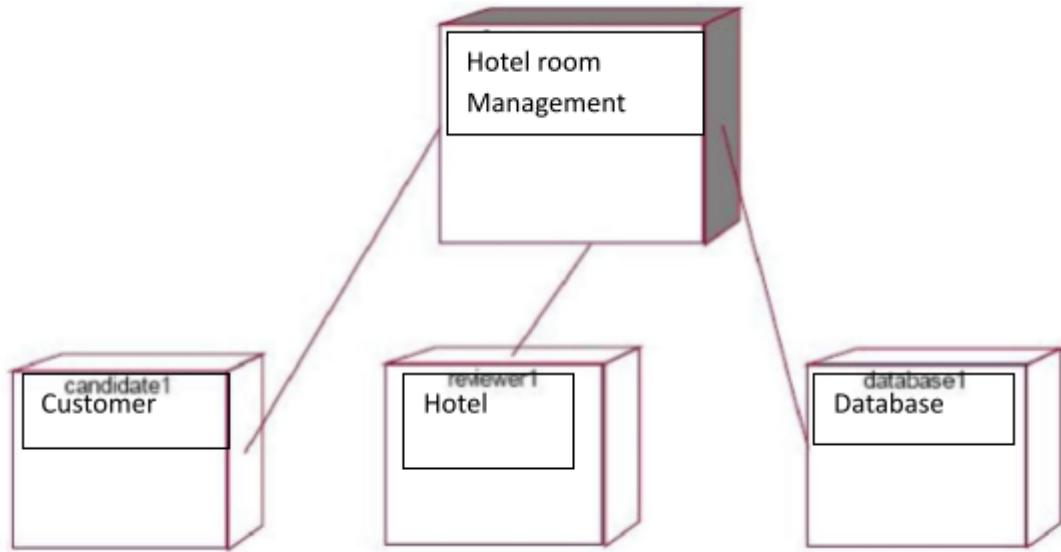


Fig 4.1.1 Diagram for system architecture

Software architecture is a set of principles that define the way software is designed and developed. Architecture defines the structure of the software system and how it is organized. It also describes the relationships between components, levels of abstraction, and other aspects of the software system. Architecture can be used to define the goals of a project, or it can be used to guide the design and development of a new system. Software architecture is a set of principles that define the way software is designed and developed. The architecture of a system reflects how the system is used and how it interacts with other systems and the outside world. It describes the interconnection of all the system's components and the data link between them. The architecture of a system reflects the way it is thought about in terms of its structure, functions, and relationships.

CHAPTER V – TECHNOLOGY DESCRIPTION

5.1 TECHNOLOGY DESCRIPTION

HTML stands for **Hyper Text Markup Language**, which is the most widely used language on Web to develop web pages. HTML was created by Berners-Lee in late 1991 but "HTML 2.0" was the first standard HTML specification which was published in 1995. HTML 4.01 was a major version of HTML and it was published in late 1999. Though HTML 4.01 version is widely used but currently we are having HTML-5 version which is an extension to HTML 4.01, and this version was published in 2012. **Hypertext** refers to the way in which Web pages (HTML documents) are linked together. Thus, the link available on a webpage are called Hypertext. As its name suggests, HTML is a **Markup Language** which means you use HTML to simply "mark up" a text document with tags that tell a Web browser how to structure it to display.

HTML Tags

As told earlier, HTML is a markup language and makes use of various tags to format the content. These tags are enclosed within angle braces <Tag Name>. Except few tags, most of the tags have their corresponding closing tags. For example <html> has its closing tag</html> and <body> tag has its closing tag </body> tag etc.

Above example of HTML document uses following tags:

Tag	Description
<!DOCTYPE...>	This tag defines the document type and HTML version.

<html>	This tag encloses the complete HTML document and mainly comprises of document header which is represented by <head>...</head> and document body which is represented by <body>...</body> tags.
<head>	This tag represents the document's header which can keep other HTML tags like <title>, <link> etc.
<title>	The <title> tag is used inside the <head> tag to mention the document title.
<body>	This tag represents the document's body which keeps other HTML tags like <h1>, <div>, <p> etc.
<h1>	This tag represents the heading.
<p>	This tag represents a paragraph.

Table 5.1.1 for showing the HTML Tags

CASCADING STYLE SHEETS (CSS) is a stylesheet language used to describe the presentation and formatting of a document written in HTML or XML. It enables web developers to control the layout, appearance, and style of multiple web pages consistently. CSS allows the separation of document content (HTML) from its presentation, making it easier to maintain and update websites. Selectors in CSS target HTML elements, and style rules define

how these elements should be displayed. Styles can include properties such as colors, fonts, spacing, borders, and positioning. CSS supports a cascade mechanism, where multiple style sheets can be applied, and styles are resolved based on specificity and source order. Media queries in CSS enable responsive design, allowing styles to adapt to different screen sizes and devices. Overall, CSS is a fundamental technology in web development, contributing significantly to the visual aesthetics and user experience of websites.

JAVASCRIPT is a versatile and widely-used programming language that is primarily employed to enhance the interactivity and functionality of web pages. Developed by Netscape, JavaScript is a client-side scripting language, meaning it runs on the user's web browser rather than on the web server. It is supported by virtually all modern web browsers, making it a crucial component of web development.

Client-Side Scripting: JavaScript is primarily used for client-side scripting, allowing developers to create dynamic and interactive web pages. It can respond to user actions such as mouse clicks, form submissions, and keyboard input.

Object-Oriented: JavaScript is an object-oriented language, which means it uses objects to organize and structure code. This facilitates code reuse, modularity, and maintainability.

Event-Driven: One of JavaScript's strengths is its event-driven programming model. Developers can define actions or functions to be executed in response to specific events, such as user interactions or changes in the browser environment.

Asynchronous Programming: JavaScript supports asynchronous programming through features like callbacks and promises. This is crucial for handling tasks such as fetching data from a server without blocking the execution of other scripts.

Cross-Browser Compatibility: JavaScript is designed to be compatible with various web browsers, allowing developers to write code that works consistently across different platforms.

CHAPTER VI – DESIGN

6.1 USE CASE DIAGRAM

A use case is a methodology used in system analysis to identify, clarify, and organize system requirements. The use case is made up of a set of possible sequences of interactions between systems and users in a particular environment and related to a particular goal. It is represented using ellipse. Actor is any external entity that makes use of the system being modeled. It is represented using stick figure.

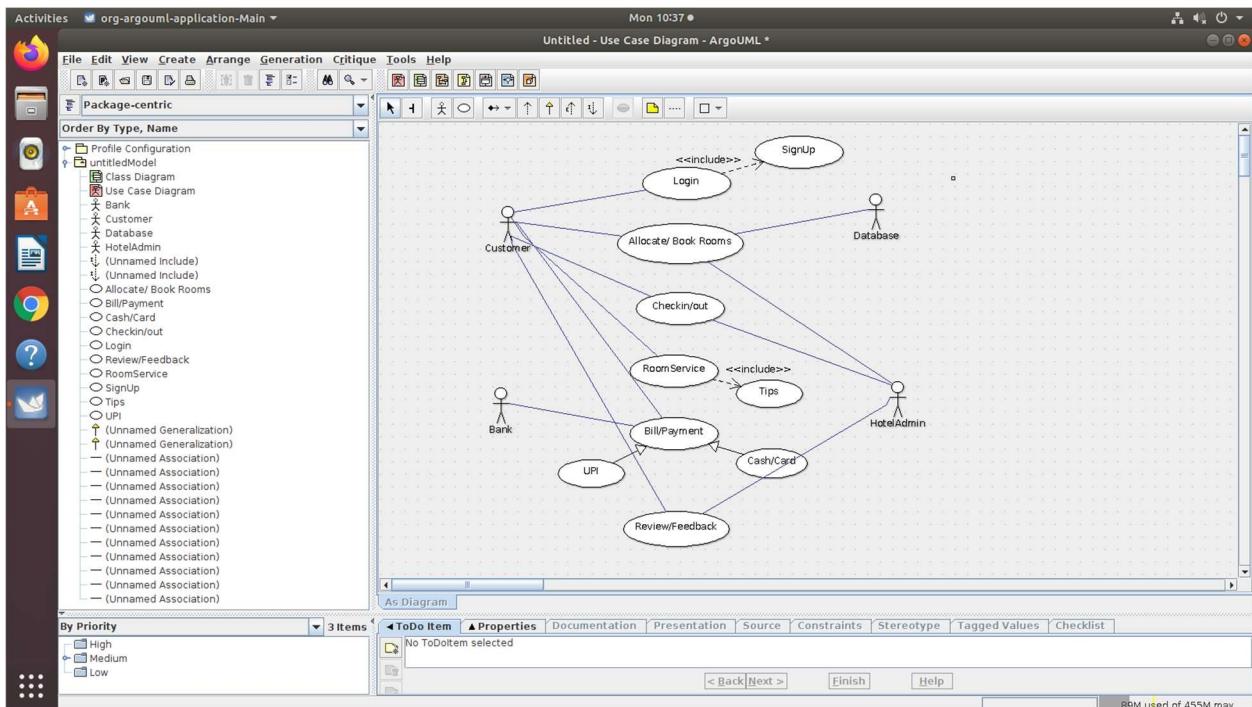


Fig 6.1.1 Use case Diagram

DOCUMENTATION OF USE CASE DIAGRAM

The actors in this use case diagram are candidate, reviewer and database. The use cases are the activities performed by actors.

The actors in this use case diagram are

- **Customer** - Logins the hotel room management system and checks for room availability, book rooms and makes payment.
- **Hotel** – Allocates rooms for customers and manage the payments.
- **Bank** – Handles the bill payments.
- **Databases** - verify the login and register details and allocation of rooms.

6.2 CLASS DIAGRAM

DOCUMENTATION OF CLASS DIAGRAM

This class diagram has three classes candidate, reviewer and database.

- **Hotel** – Allocates and manages the booking of rooms .
- **Customer** – Getting check in and check out details of the customers.
- **Payment** –Selecting the billing method and print bills

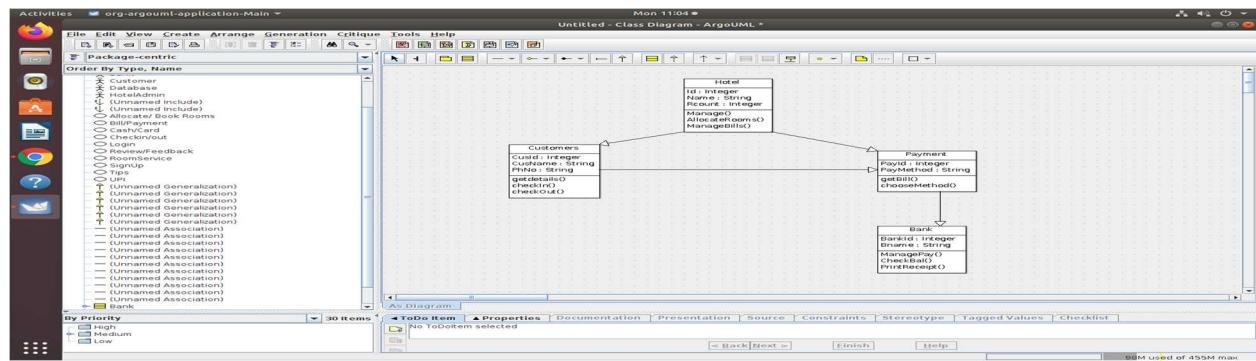


Fig 6.2.1 Diagram of Class Diagram

6.3 INTERACTION DIAGRAM

6.3.1 SEQUENCE DIAGRAM

A sequence diagram in Unified Modeling Language (UML) is a kind of interaction diagram that shows how processes operate with one another and in what order. It is a construct of a Message Sequence Chart.

DOCUMENTATION OF SEQUENCE DIAGRAM

1. Customer checks for availability and booking of rooms. Confirms and makes the payment.
2. The Hotel module plays a central role in efficiently allocating rooms to customers and overseeing payment processes.
3. It collaborates closely with the Bank module to ensure seamless handling of bill settlements, creating a streamlined financial transaction workflow.
4. The Bank module enhances customer experience by offering a user-friendly interface for selecting billing methods and promptly generating accurate bills.

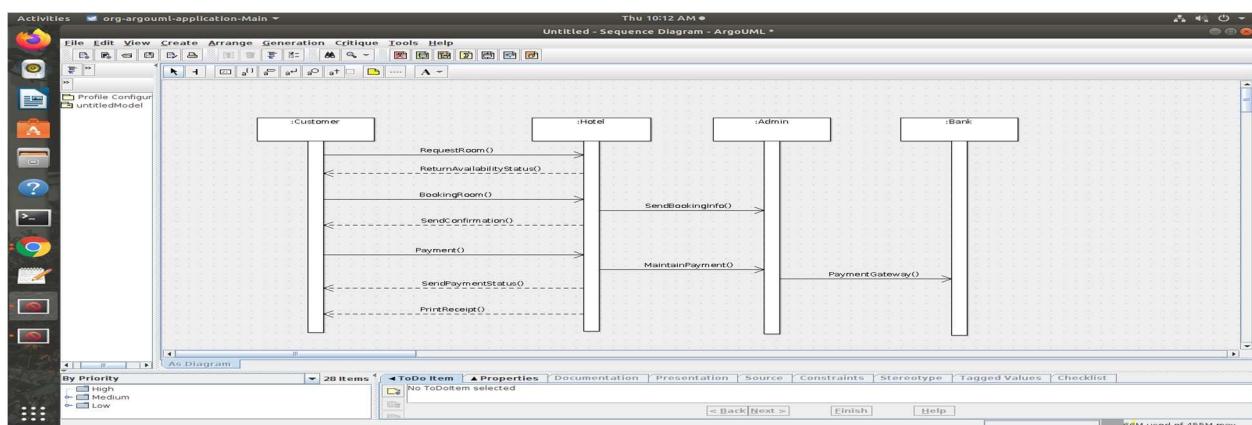


Fig 6.3.1.1 Diagram of sequence

6.3.2 COLLABORATION DIAGRAM

A collaboration diagram, also called a communication diagram or interaction diagram, A sophisticated modeling tool can easily convert a collaboration diagram into a sequence diagram and the vice versa. A collaboration diagram resembles a flowchart that portrays the roles, functionality and behavior of individual objects as well as the overall operation of the system in real time.

DOCUMENTATION OF COLLABORATION DIAGRAM

1. The customer request for any availability of rooms.
2. Hotel gets the information of the rooms from the database.
3. Customer books the room and moves to the payment.

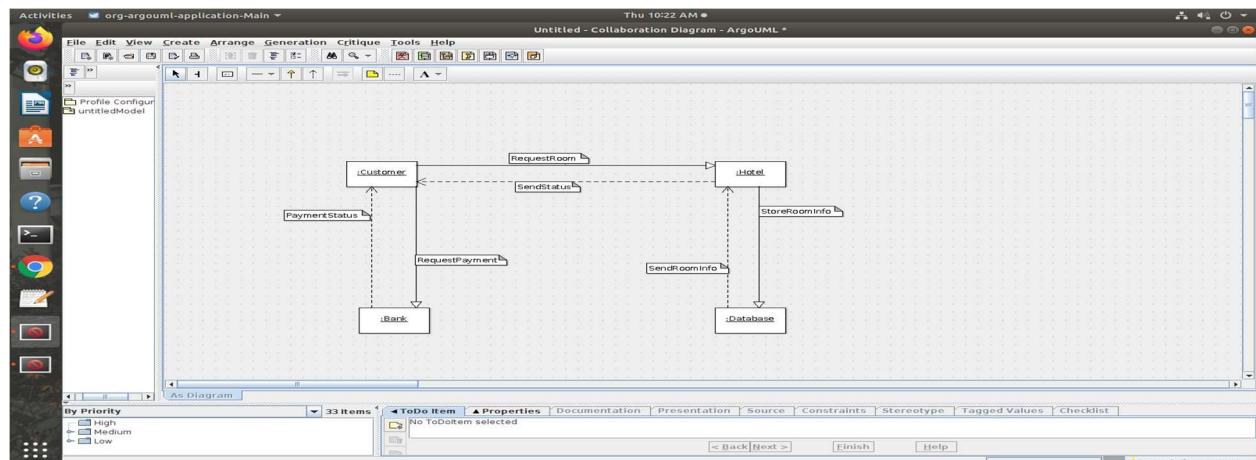


Fig 6.3.2.1 Diagram of collaboration

6.4 ACTIVITY DIAGRAM

Activity diagrams are graphical representations of workflows of stepwise activities and actions with support for choice, iteration and concurrency. In the Unified Modeling Language, activity diagrams can be used to describe the business and operational step-by-step workflows of components in a system. An activity diagram shows the overall flow of control. An activity is shown as an rounded box containing the name of the operation.

DOCUMENTATION OF ACTIVITY DIAGRAM

This activity diagram flow of stepwise activities performed in recruitment system.

- First the customer login to the database.
- Then the customer checks for the availability of rooms by selecting the no.of days and category.
- If the room is available then the customer moves to the payment section.
- After completing the payment, receipt is generated.

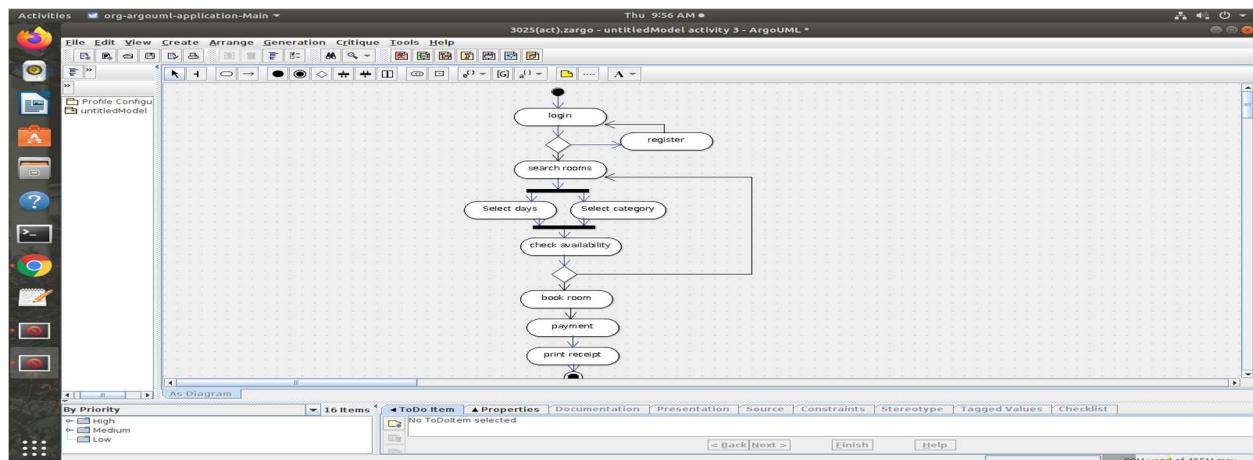


Fig 6.4.1. Diagram of activity

6.5 STATECHART DIAGRAM

Statechart diagram is one of the five UML diagrams used to model the dynamic nature of a system. They define different states of an object during its lifetime and these states are changed by events. Statechart diagrams are useful to model the reactive systems. Reactive systems can be defined as a system that responds to external or internal events.

Statechart diagram describes the flow of control from one state to another state. States are defined as a condition in which an object exists and it changes when some event is triggered. The most important purpose of Statechart diagram is to model lifetime of an object from creation to termination.

DOCUMENTATION OF STATECHART DIAGRAM

1. First the customer login to the database.
2. Then the customer checks for the availability of rooms
3. By selecting the no. of days and category the user can book the rooms.
4. If the room is available then the customer moves to the payment section.
5. The customer can even cancel the reservation.

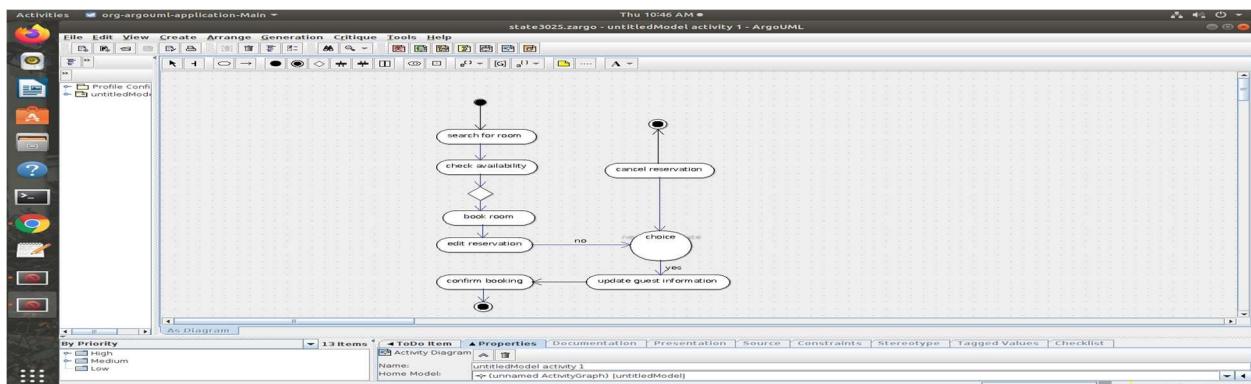
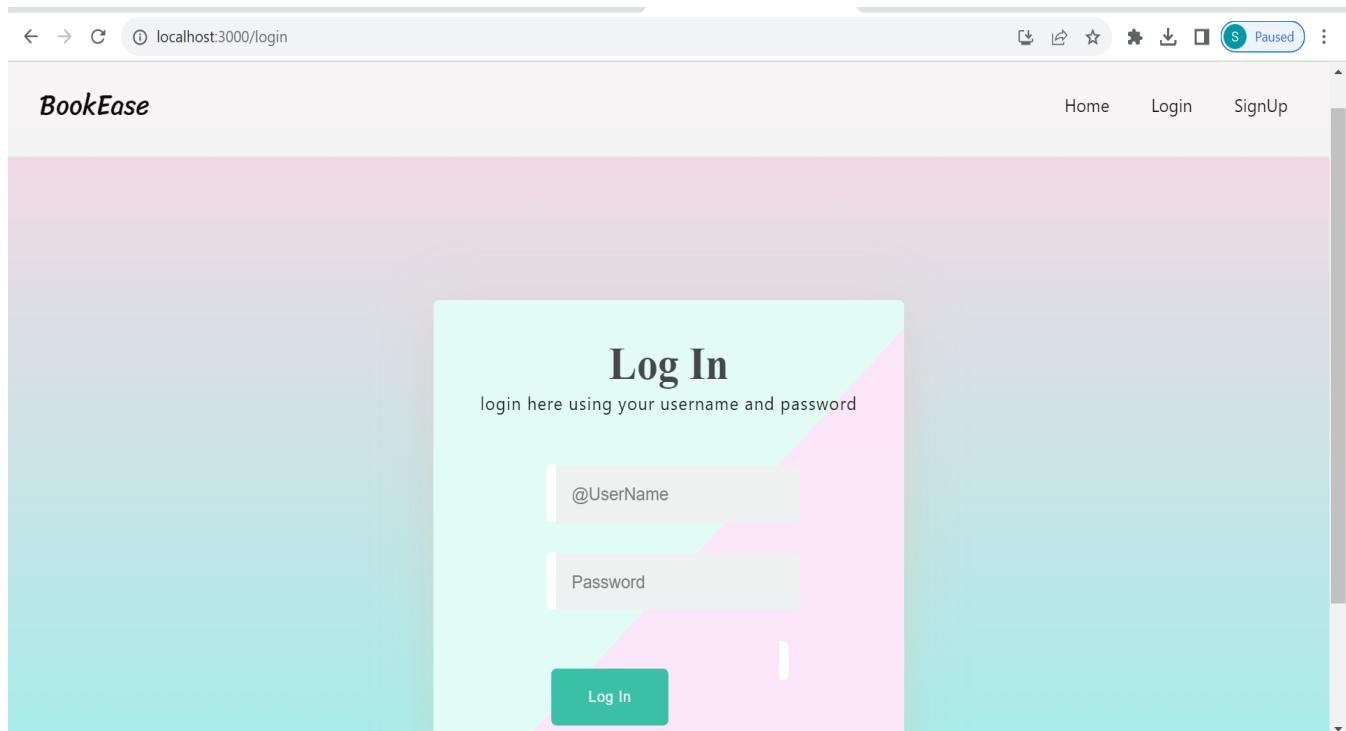


Fig 6.5.1 Diagram of statechart

CHAPTER VII – IMPLEMENTATION

7.1 SCREENSHOTS

LOGIN PAGE



HOME PAGE

A screenshot of a web browser window displaying the BookEase homepage. The address bar shows "localhost:3000". The main content area features a large image of a modern hotel room with a king-size bed, a sofa, and a bathroom. The room is labeled "1/4". At the top right of the page are links for "Home", "Login", and "SignUp". The overall interface has a pink-to-blue gradient header.

USER PROFILE

A screenshot of a user profile page. On the left is a large, black placeholder image for a profile picture. To the right, the user's information is displayed:
Customer Name: B Kirthika
Customer Id : RP1113022
Phone: 123-456-7890
Email: kirt21128.it@rmkec.ac.in
Address: 228 , SRR AVENUE ,CHENNAI,
TAMILNADU ,INDIA
Date of Birth:
March 14th, 1984

HOTEL BOOKING FORM



Book your room

Name
First Name Last Name

E-mail * ex: myname@example.com
example@example.com

Room Type

Number of Guests *

Arrival Date & Time * PM

Departure Date *

Free Pickup? * Yes Please! - Pick me up on arrival
 No Thanks - I'll make my own way there

Flight Number

Special Requests

SOURCE CODE

LOGIN.jsp

```
<html><style type="text/css">
a:link {text-decoration: none;}a:visited {text-decoration: none;
}a:hover {text-decoration: none;}a:active {text-decoration: none;}body {
background-color: #0FC;}</style><body><form action = "welcome.jsp"
method="post" name="f1">

<h2> <center>Conference Management System </center> </h2><table align="center"><tr>
<td align="left">UserName</td><td> <input type=text name="user_name"></td></tr>
<tr><td align="left">Password</td><td> <input type=password name="pass_word">
</td></tr><tr></tr><br><tr>

<td> <button type="button"><a href="hotel.html">login</a></button>
</td><td><button type="button"><a href="register (1).jsp">register</a></button> </td>
</tr></table></form></body></html>
```

HOME.jsp

```
<html><style type="text/css">
```

```

a:link {text-decoration: none;
}a:visited {text-decoration: none;
}a:hover {text-decoration: none;
}a:active {text-decoration: none;
}body {background-color: #0F9;}</style>

<body><h2> <center>Conference registration Form </center> </h2><table><tr>
<td align="right">Name</td><td> <input type="text name="name"></td>
</tr><tr><td align="right">Age</td><td> <input type="text name="age"> </td></tr><tr>
<td align="right">Book Room</td><td> <input type="text name=edu_qua"> </td></tr><tr>
<td align="right">Email Id:</td><td> <input type="text name="email"> </td></tr>
<tr><td align="right">Phone/Mobile No:</td><td> <input type="text name="phone"> </td>
</tr><tr><td></td></tr><tr><td align="right">Would you like to review?</td>
<td><input type="radio" name="g1" value="yes">yes
<br><input type="radio" name="g1" value="no">no</td></tr>
<tr><td align="right">Area of Interest</td><td> <select name="area"><option>Robotics</option>
<option selected="selected">Imageprocessing</option><option>Cloud computing</option>
<option>Big data analysis</option><option>Android</option></select>
</td></tr><tr><td></td><td><a href="welcome.html">submit</a></td>
</tr></table></form></body></html>

```

BOOKING.jsp

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0  
Transitional//EN"  
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">  
  
<html xmlns="http://www.w3.org/1999/xhtml"><head>  
  
<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />  
  
<title>Untitled Document</title><style type="text/css"><!--body {  
  
font: 100%/1.4 Verdana, Arial, Helvetica, sans-serif; background: #4E5869; margin: 0; padding: 0;  
  
color: #000; background-color: #369; } padding: 0; margin: 0; }  
  
h1, h2, h3, h4, h5, h6, p { margin-top: 0; padding-right: 15px; padding-left: 15px; } a img {  
border: none; }  
  
}a:link { color: #414958; text-decoration: underline; } a:visited {  
  
color: #4E5869; text-decoration: underline; } a:hover, a:active, a:focus { text-decoration: none; }  
  
}container { width: 80%; max-width: 1260px; min-width: 780px; background: #FFF; margin: 0 auto; }  
  
header { background: #6F7D94; }  
  
.sidebar1 { float: left; width: 20%; background: #93A5C4; padding-bottom: 10px; }  
  
.content { padding: 10px 0; width: 60%; float: left; }  
  
.sidebar2 { float: left; width: 20%; background: #93A5C4; padding: 10px 0; }  
  
.content ul, .content ol { padding: 0 15px 15px 40px; } ul.nav { list-style: none; border-top: 1px solid #666; margin-bottom: 15px; } ul.nav li { border-bottom: 1px solid #666; }
```

```

ul.nav a, ul.nav a:visited { padding: 5px 5px 5px 15px; display: block; text-decoration: none; background: #8090AB; color: #000; }

ul.nav a:hover, ul.nav a:active, ul.nav a:focus { background: #6F7D94; color: #FFF; }

.footer { padding: 10px 0; background: #6F7D94; position: relative; clear: both; background-color: #00CCCC; }

.fltrt { float: right; margin-left: 8px; }

.fltlft { float: left; margin-right: 8px; }

.clearfloat { clear: both; height: 0; font-size: 1px; line-height: 0px; }

body, td, th { color: #C03; }

--></style><!--[if lte IE 7]><style>.content { margin-right: -1px; }

ul.nav a { zoom: 1; }

</style><![endif]--></head><body link="#336699" vlink="#990000" alink="#CC0033" leftmargin="20" topmargin="20"><div class="container">

<div class="header"><a href="#" class="header"> <strong>Conference management system </strong></a>

<!-- end .header --></div> <div class="sidebar1"> <ul class="nav">

<li><a href="conference.html">HOME</a></li> <li><a href="search.html">SEARCH</a></li>

<li><a href="submit.html">SUBMIT</a></li> <li><a href="conference.html">EXIT</a></li></ul>

<p> The Conference system helps you to post and see yours papers for any conference that was being held in the years so far </p><p>&nbsp;</p>

<p>&nbsp;</p> <p>&nbsp;</p> <p class="sidebar1">&nbsp;</p> </div>

<div class="content"> <h1>conferences upcoming</h1>

<p>1. IEEE international conference</p> <p>2. RMK engineering electrical and electronic department symposiums</p> <p>3. Jeppiar college information technology symposium</p>

```

```

<p>&nbsp;</p><p>&nbsp;</p><p>&nbsp;</p><h2>&nbsp;</h2>
<p>&nbsp;</p> <p>&nbsp;</p> <!-- end .content --></div><div class="sidebar2">
<h4>upcoming events</h4> <p>register soon if you have not registered to get the
best conference details.</p>
<p>LOGIN if you had done.</p> <p>&nbsp;</p> <p>&nbsp;</p><p>&nbsp;</p>
<p>&nbsp;</p> <p>&nbsp;</p> <p>&nbsp;</p>
</div> <div class="footer"><!-- end .footer --><!-- end .container --
></div></div></body></html>

```

PROFILE.jsp

```

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0
Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd"><html
xmlns="http://www.w3.org/1999/xhtml">

<head><meta http-equiv="Content-Type" content="text/html; charset=utf-8" />

<title>Untitled Document</title><style type="text/css"><!--body {font: 100%/1.4 Verdana,
Arial, Helvetica, sans-serif;
background: #4E5869; margin: 0; padding: 0; color: #000;
}ul, ol, dl { padding: 0; margin: 0;
}h1, h2, h3, h4, h5, h6, p {margin-top: 0; padding-right: 15px; padding-left: 15px;}a img {
border: none;
}a:link {color:#414958;text-decoration: underline;}</style>

```

```

a:visited {color: #4E5869;text-decoration: underline;
}a:hover, a:active, a:focus { text-decoration: none;}container {width: 80%;
max-width: 1260px; min-width: 780px; background: #FFF; margin: 0 auto; }

ul.nav li {border-bottom: 1px solid #666; }ul.nav a, ul.nav a:visited{ padding: 5px 5px
5px 15px;

display: block; text-decoration: none; background: #8090AB; color: #000; }

ul.nav a:hover, ul.nav a:active, ul.nav a:focus{ background: #6F7D94; color: #FFF; }.footer
{padding: 10px 0; background: #6F7D94; position: relative; clear: both; }

.fltrt { float: right; margin-left: 8px;

}.fltlft { float: left; margin-right: 8px;

}.clearfloat { clear: both; height: 0; font-size: 1px;

line-height: 0px; }--></style><!--[if lte IE 7]><style>.content { margin-right: -1px;
}ul.nav a { zoom: 1; }

</style><![endif]--></head><body><div class="container">

<div class="header"><a href="#"></a>

<li><a href="conference.html">HOME</a></li><li><a href="search.html">SEARCH</a></li> <li><a href="submit.html">SUBMIT</a></li>

<li><a href="conference.html">EXIT</a></li> <li></li>

<p>The Conference system helps you to post and see yours papers for any conference that was being held</p>

```

```
<p></p> </ul> <p>&nbsp;</p> <!-- end .sidebar1 --></div> <div class="content">
<h1>search your paper here</h1> <p><strong>1. robotics mapping by prof.sundharam
,RMK</strong></p>

<p><strong>2. augmented reality by prof.John</strong></p>
<p><strong>3.Ethical hacking by Ms.charulatha</strong></p>
<p>&nbsp;</p> <h2>&nbsp;</h2>
<!-- end .content --></div> <div class="sidebar2">
<h4>&nbsp;</h4> <h4>upcoming events</h4><p>regiter soon if u have not registered to get
the best conference details.</p>
<p>LOGIN if u had done.</p> <p></p> <p>&nbsp;</p>
<!-- end .sidebar2 --></div> <div class="footer"> <p>&nbsp;</p>
<!-- end .footer --></div><!-- end .container --></div></body></html>
```

CHAPTER VIII – CONCLUSION AND REFERENCE

8.1 CONCLUSION AND FUTURE ENHANCEMENTS

Thus, the project has been implemented, future enhancements like giving ratings for the rooms, hospitality to be developed in future. Present system involves booking of rooms, checking availability, payments.

FUTURE ENHANCEMENTS IN THE SYSTEM

1. Giving rating to the rooms.
2. Viewing other customer's reviews.
3. Implement AI-driven algorithms for predictive analytics to optimize room pricing based on demand forecasting.

8.2 REFERENCES

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