



Bachelor of Computer Applications (BCA) Programme

Minor Project Report

BCA Sem V
AY 2024-25

Project Title : Hotel Management System

by

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I am extremely grateful to her/him for providing such a nice support and guidance though she/he had busy schedule managing the college dealings.

I am thankful and fortunate enough to get support and guidance from all Teaching staffs of Bachelor of Computer Application Department which helped us in successfully completing our project work. Also, we would like to extend our sincere regards to all the non-teaching staff of Bachelor of Computer Application Department for their timely support.

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1 Introduction

1.1 Description :

A hotel management system (HMS) is software that helps hotels run smoothly. It combines tasks like booking rooms, managing check-ins, and handling payments into one easy platform. This makes it simpler for staff to provide better service to guests.

With an HMS, many tasks are automated, which reduces mistakes and saves time. For example, guests can check in and out quickly, and housekeeping can see which rooms need cleaning in real time. This allows staff to focus more on helping guests and making their stay enjoyable.

Additionally, modern HMS features tools to track sales and analyze guest data. This helps hotel managers make smart decisions about pricing and marketing. Overall, an HMS improves hotel operations and creates a better experience for guests, leading to happier customers and more revenue.

A hotel management system (HMS) is a tool that helps hotels manage their daily operations. It organizes tasks like booking rooms, checking guests in and out, and handling payments all in one place. This makes it easier for hotel staff to provide great service.

Using an HMS saves time and reduces mistakes. Guests can check in quickly, and housekeeping knows which rooms need attention right away. This means staff can spend more time focusing on guest needs.

1.2 Profile :

Project Title	Hotel Management System
Name of theCollege	SDJ International College,Vesu
Duration	3 Months
Front - EndTool	HTML, CSS , Javascript
Back - EndTool	Microsoft SQL Server
Project Type	Web Application
Language	PHP(Preprocessor Hypertext)
Team Size	4 Member
Internal Guide	Akansha Srivastav
Submitted By	1. Gangani Srushti PravinBhai 2. Kathiriya Dhruvisha BhaylalBhai 3. Chothani Krina BhaveshBhai 4. Gajera Aayushi GopalBhai
Submitted To	SDJ International College,Vesu

2 Environment Description

2.1 Hardware Requirements

Hardware configuration	
Processor	Intel(R) Core(TM) i3-5005U CPU @ 2.00GHz 2.00 GHz
RAM	4 GB
Hard disk	4 GB
System Type	64-bit Operating System,X64-based Processor

- **Software Requirements**

Software configuration	
Browser	Microsoft Internet Explorer, Mozilla firefox and Google
Operating System	Windows 10 pro
IDE	Microsoft VS code
Database	PHP myadmin
Language	PHP

2.2 Technologies Used

Front-End	Microsoft VS code
Back-End	PHPmyadmin

3 System Analysis and Planning

The planning for a hotel management system (HMS) starts with understanding what the hotel needs to run smoothly and keep guests happy. This involves talking to staff and guests to find out their requirements. The design focuses on making an easy-to-use system that includes features like booking, billing, and secure data handling.

Once the design is ready, the hotel selects the right technology and creates a plan for implementation, including staff training. Testing is done to fix any issues before the full launch. Finally, ongoing support is set up to keep the system running well and to continuously improve the guest experience.

3.1 Existing System and its Drawbacks

➤ **Manual Processes :**

The current system relies heavily on paper records, leading to inefficiencies and a higher risk of errors.

➤ **Limited Integration :**

Existing systems often do not integrate well with other software, making it difficult to manage reservations and payments effectively.

➤ **Poor Communication :**

Communication between departments is often lacking, resulting in slow service and guest dissatisfaction.

➤ **Slow Check-In/Check-Out :**

Manual check-in and check-out processes create long wait times for guests, impacting their overall experience.

➤ **Lack of Real-Time Data :**

Staff often do not have access to real-time information about room availability and guest preferences, hindering effective management.

➤ **Weak Reporting Tools :**

Current systems typically lack robust reporting features, making it hard for managers to analyze performance and make informed decisions.

3.2 Feasibility Study

The Feasibility study summarizes the findings and offers a recommendation on whether to move forward with the hotel management system based on its technical, economic, operational, legal, schedule, and risk feasibility. Here are some key factors to consider in a feasibility study for a Hotel management system:

➤ **Technical Feasibility :**

This checks if the current technology can support the new hotel management system. It looks at available hardware, software, and whether staff have the skills needed for implementation.

➤ **Economic Feasibility :**

This analyzes costs versus benefits. It estimates development and maintenance expenses and compares them to potential gains like improved efficiency and increased revenue.

➤ **Operational Feasibility :**

This assesses how well the new system fits into daily operations. It considers staff readiness to adopt the system and the impact on existing workflows, including training needs.

➤ **Legal Feasibility :**

This ensures the system complies with laws and regulations, particularly regarding data protection and privacy for guest information.

➤ **Schedule Feasibility :**

This evaluates the timeline for implementing the system, setting realistic deadlines for each phase, from development to training and launch.

➤ **Risk Assessment :**

This identifies possible challenges, such as technical issues or staff resistance, and suggests ways to address these risks.

3.3 Requirement Gathering and Analysis

- Systems are only dependent on accurate data. It depends on well organized data to be stored in system. It provides direction to system analyst and designers to design a system that is efficient.
- To collect requirement for Hotel Management System, following steps were carried out:
- I got several information from my mentor Akansha Srivastav(as out Project Guide). She helped us to understand required functionalities, also noted down some useful features to be included and also to know what about input and output.
- I also got help from senior software developer.
- With the documentation help, Document all gathered requirements in a clear and organized manner. This includes creating use cases and requirement specifications to provide a comprehensive overview for the development team.

4 Proposed System

4.1 Scope :

The scope of a Hotel management system refers to the boundaries and limitations of the project, including its objectives, deliverables, and the features and functions it will include. Here are some key elements to consider when defining the scope of a Hotel management system:

- **Room Management**
 - Manage room availability, bookings, and check-ins/check-outs.
- **Guest Management**
 - Store and access guest profiles, preferences, and history for personalized service.
- **Billing and Invoicing**
 - Automate billing processes, including payments and invoice generation.
- **Reservation System**
 - Provide online and offline booking options for guests.
- **Housekeeping Management**
 - Track room cleaning status and assign tasks to housekeeping staff.
- **Reporting and Analytics**
 - Generate reports on occupancy rates, revenue, and guest demographics.
- **User Management**
 - Control access for different staff roles and set permissions accordingly.
- **Marketing Tools**
 - Include features for promotions, discounts, and loyalty programs.
- **Customer Support**
 - Offer support features like chat or ticketing systems for guest inquiries and issues.

4.2 Project modules

1. Admin Module:

- The **Admin Module** provides hotel staff with tools to manage rooms and bookings, process check-ins, and oversee user accounts. It also includes reporting features for tracking revenue and occupancy, along with settings for payment methods and staff access

2. User Module:

- The **User Module** lets guests register, log in, and search for available rooms. They can book rooms, manage reservations, make secure payments, and leave reviews about their stay.

4.3 Module wise objectives/functionalities Constraints

1) Admin:

- Objectives of admin are described below.
- Admin manage the system and control the system.
- Admin manage the restaurant and users.
- Admin also accept the user and any other hotel related problem.

2) User(Customer) :

- Objectives of user are described below.
- User logged in the website.
- User give review on hotel services.
- User see all hotel details.

▪ Module wise objectives:

The objectives of a hotel management system can vary depending on the specific requirements of the organization. However, some general module-wise objectives of a hotel management system could include:

➤ User Module Objectives

- Registration/Login : Allow guests to create accounts and securely log in.
- Room Search : Enable users to search for available rooms by date and type.
- Booking Management : Facilitate easy booking, modification, and cancellation of reservations.
- Payment Processing : Provide secure online payment options for bookings.
- Feedback System : Enable guests to leave reviews and feedback on their stay.

➤ Admin Module Objectives

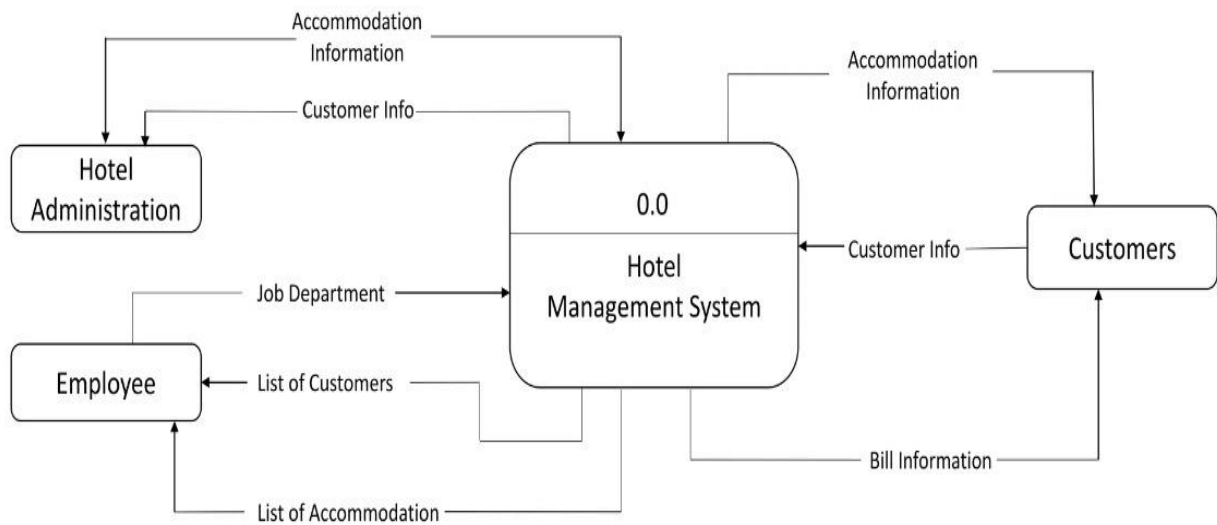
- Dashboard Overview : Offer a real-time view of bookings and occupancy rates.
- Room Management : Allow admins to add, update, or remove room details and availability.
- Booking Oversight : Manage all bookings, including check-ins and check-outs.
- User Account Management : Oversee user profiles and handle inquiries or issues.
- ReportingTools : Generate reports on revenue and occupancy trends for analysis.
- Settings Configuration : Manage hotel settings, payment methods, and staff permissions.

5 Detail Planning

5.1 Data Flow Diagram

0 level dfd :

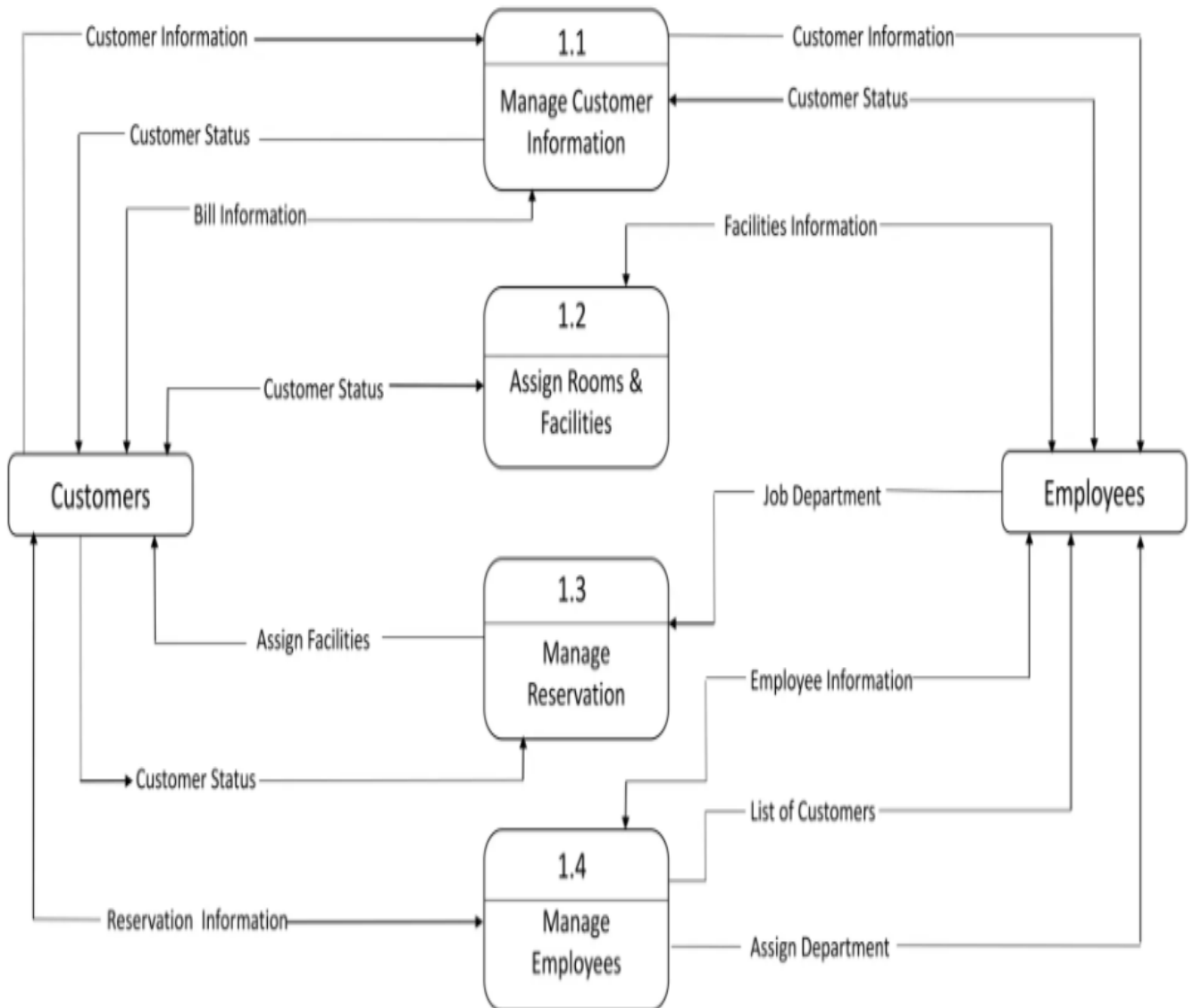
0 level DFD



Context Diagram for Hotel Management System

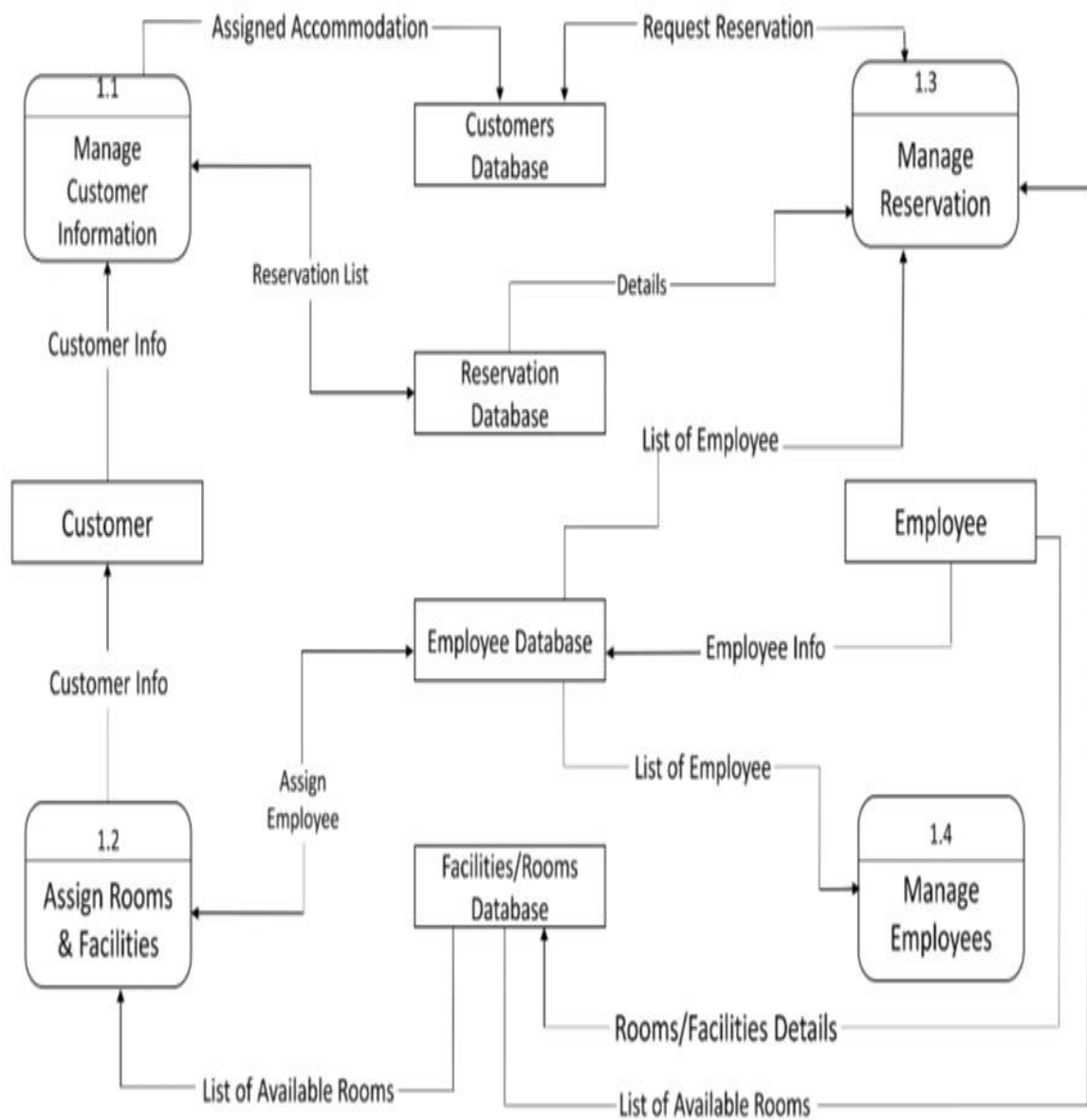
Level 1 DFD

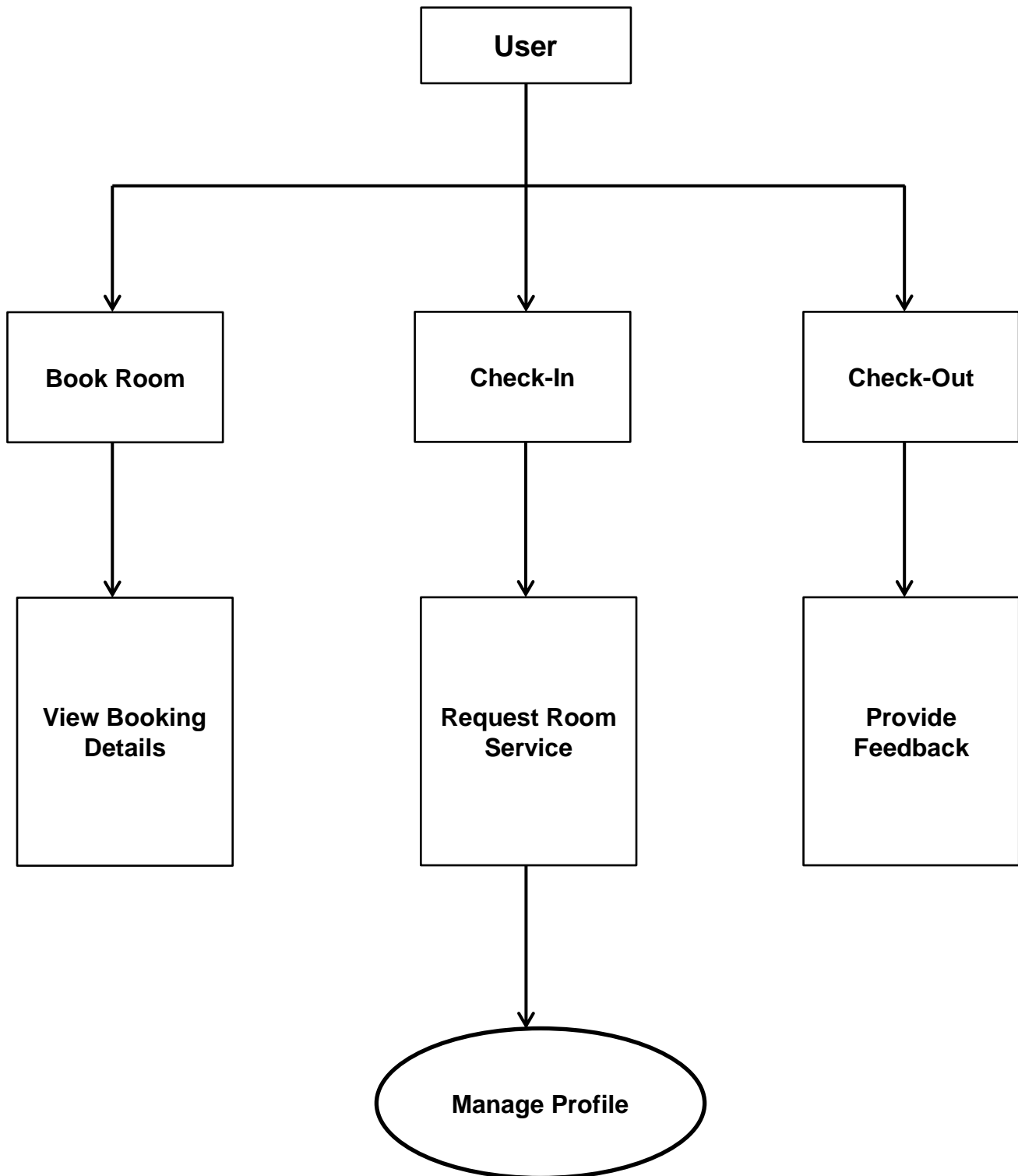
Level 1 DFD for Hotel Management System

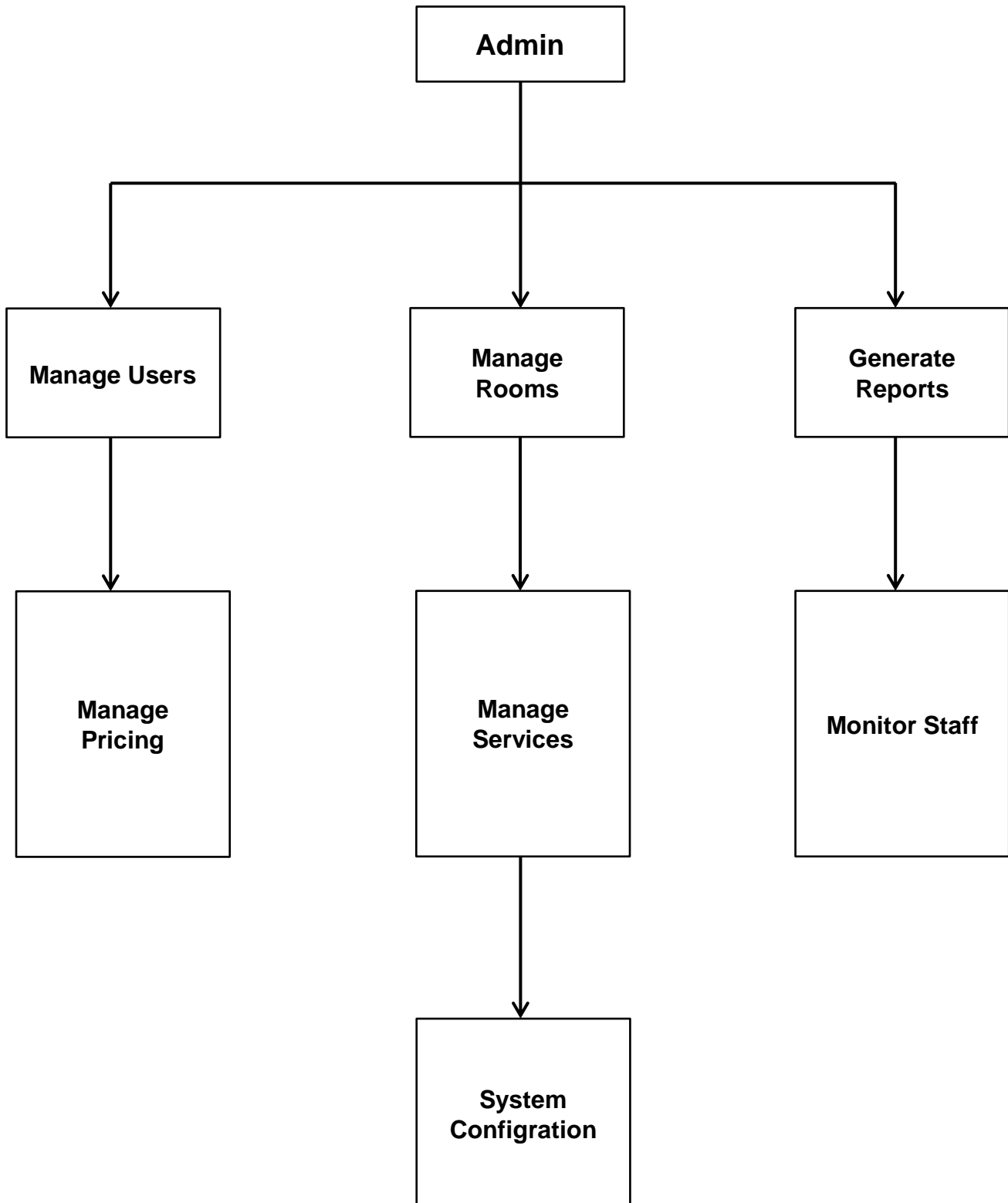


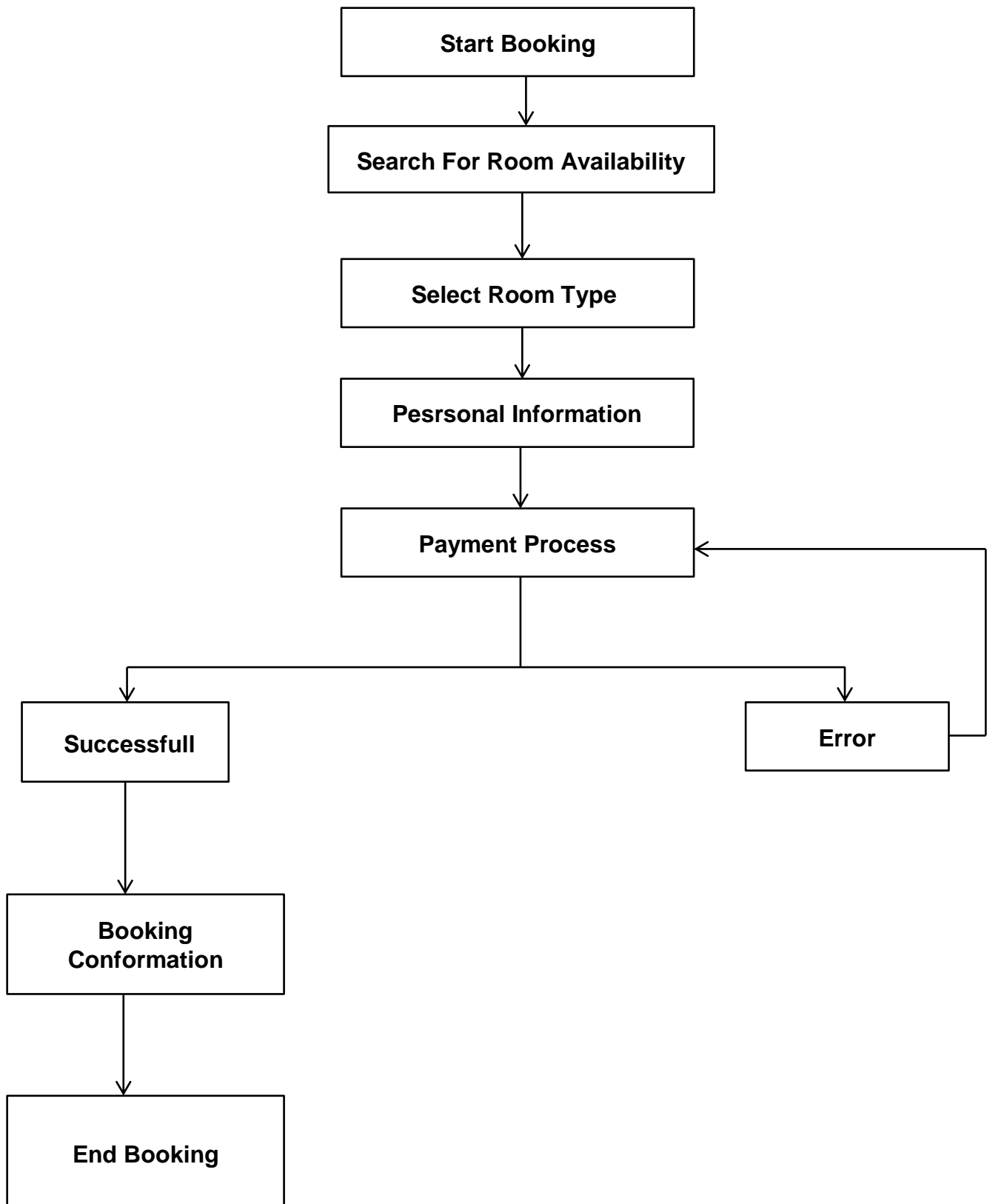
2 level Data Flow Diagram:

level 2 DFD



a. Use case diagram:**User :**

Admin Use case :

b. Activity Diagram

5.2 Process_specification :

c. Data Dictionary

user	
Alias	Null
Where used/how used	To retrieve or store users Detail
Description	id +name+username+email+password + created_at

Staff_type	
Alias	Null
Where used/how used	To retrieve or store staff detail
Description	Staff_type_id+staff_type

shift	
Alias	Null
Where used/how used	To retrieve or store staff working shift Detail
Description	Shift_id+shift+shift_timing.

Room_type	
Alias	Null
Where used/how used	To retrieve or store available rooms types
Description	Room_type_id+room_type+price+max_person.

Emp_history	
Alias	Null
Where used/how used	To retrieve or store employee history Detail
Description	Id,emp_id,shift_id,from_date,to_date,created_date
Supplementary information	p_id must be unique

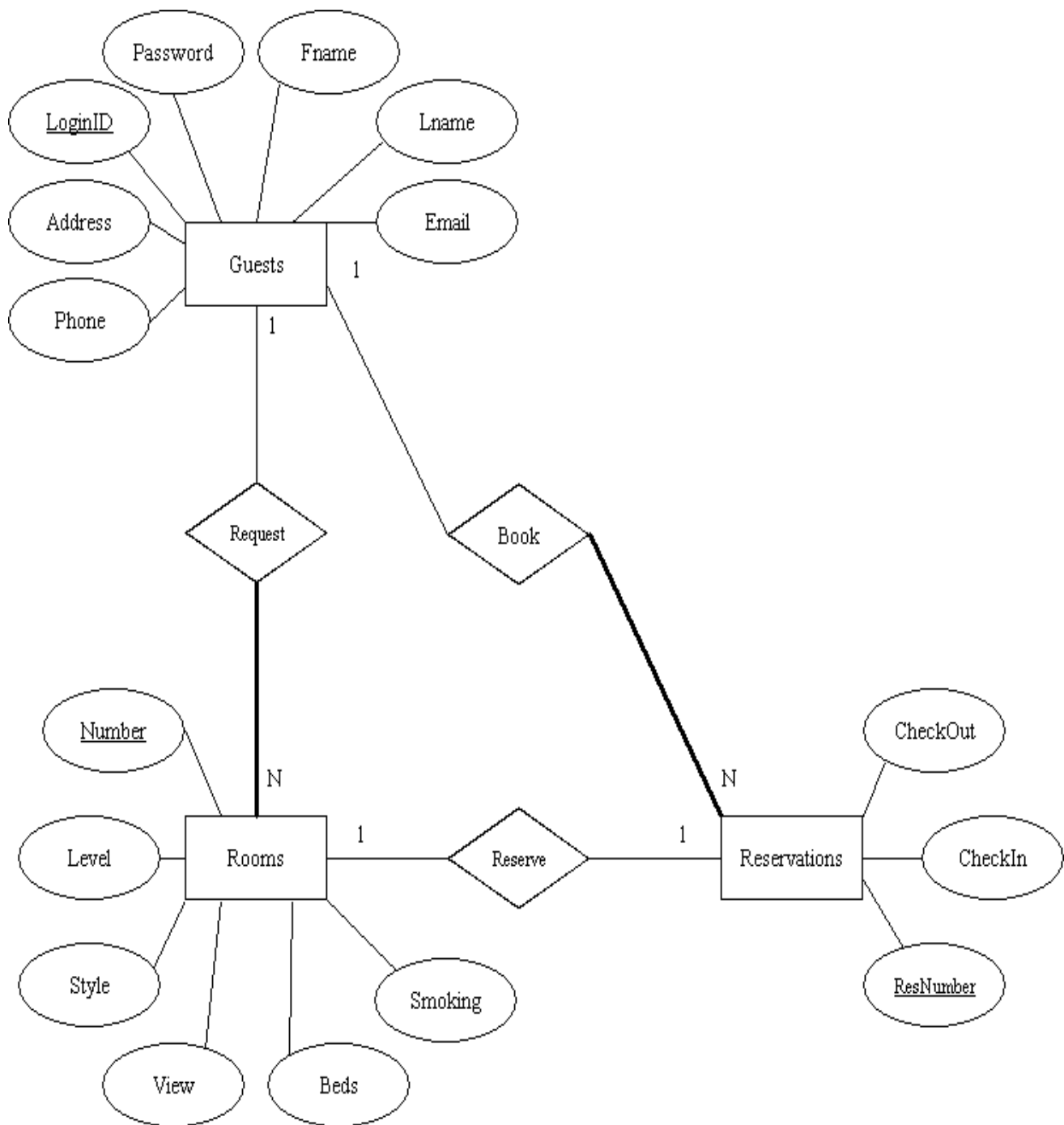
customer	
Alias	Null
Where used/how used	To store customers Details
Description	customer_id,customer_name,contact_no,email,id_card_type_id,id_card_no,address.

complaint	
Alias	Null
Where used/how used	To retrieve or store customer's complaint Detail
Description	id,complainant_name,complaint,created_at,resolve_status,resolve_date,budget.

staff	
Alias	Null
Where used/how used	To retrieve or store staff details
Description	Emp_id,emp_name,staff_type_id,shift_id,id_card_type,address,contact_no,salary,joining_date

booking	
Alias	Null
Where used/how used	To retrieve or store room booking details.
Description	booking_id,customer_id,room_id,booking_date,check_in,check_out,total_price,remaining_price,payment_status

5.3 Entity-Relationship Diagram



❖ System Design

• Database Design

User :

Description : This table can store borrowers details like id , name,username,email, password, create_at.

					id	name	username	email	password	created_at
<input type="checkbox"/>					2	srushti	srushti	srushti@gmail.com	srushti@12	2024-09-29 18:19:22
<input type="checkbox"/>					3	dhruvisha	dhruvisha	dhruvisha@gmail.com	dhruvisha@12	2024-09-29 18:19:22
<input type="checkbox"/>					4	aayushi	aayushi	aayushi@gmail.com	aayushi@12	2024-09-29 12:17:51
<input type="checkbox"/>					5	krina	krina	krina@gmail.com	krina@12	2024-09-29 12:18:56













Staff_type :

Description : This table can store staff deatils like staff_type_id,staff_type.

					staff_type_id	staff_type
<input type="checkbox"/>					1	Manager
<input type="checkbox"/>					2	Housekeeping Manager
<input type="checkbox"/>					3	Front Desk Receptionist
<input type="checkbox"/>					4	Cheif
<input type="checkbox"/>					5	Waiter
<input type="checkbox"/>					6	Room Attendant
<input type="checkbox"/>					7	Concierge
<input type="checkbox"/>					8	Hotel Maintenance Engineer
<input type="checkbox"/>					9	Hotel Sales Manager































shift :

Description : This table can store staff working shifts details list like shift_id,shift,shift_timing.

<div>←T→</div>				shift_id	shift	shift_timing
<input type="checkbox"/>	 Edit	 Copy	 Delete	1	Morning	5:00 AM - 10:00 AM
<input type="checkbox"/>	 Edit	 Copy	 Delete	2	Day	10:00 AM - 4:00PM
<input type="checkbox"/>	 Edit	 Copy	 Delete	3	Evening	4:00 PM - 10:00 PM
<input type="checkbox"/>	 Edit	 Copy	 Delete	4	Night	10:00PM - 5:00AM

















































Room_type :

Description : This table can store available rooms types details like room_type_id,room_type,price,max_person.

←T→				room_type_id	room_type	price	max_person
<input type="checkbox"/>	 Edit	 Copy	 Delete	1	Single	1000	1
<input type="checkbox"/>	 Edit	 Copy	 Delete	2	Double	1500	2
<input type="checkbox"/>	 Edit	 Copy	 Delete	3	Triple	2000	3
<input type="checkbox"/>	 Edit	 Copy	 Delete	4	Family	3000	2
<input type="checkbox"/>	 Edit	 Copy	 Delete	5	King Sized	5500	4
<input type="checkbox"/>	 Edit	 Copy	 Delete	6	Master Suite	6500	6
<input type="checkbox"/>	 Edit	 Copy	 Delete	7	Mini-Suite	3600	3
<input type="checkbox"/>	 Edit	 Copy	 Delete	8	Connecting Rooms	8000	6
<input type="checkbox"/>	 Edit	 Copy	 Delete	9	Presidential Suite	21000	4
<input type="checkbox"/>	 Edit	 Copy	 Delete	10	Murphy Room	6900	3















Emp_history :

Description : This table can store employee history details like id,emp_id,shift_id,from_date of joining,to_date.

				id	emp_id	shift_id	from_date	to_date	created_at
<input type="checkbox"/>				1	1	1	2014-09-13 11:09:06	2024-09-17 07:52:26	2024-09-29 13:39:35
<input type="checkbox"/>				2	2	3	2020-08-13 11:09:39	2024-09-16 07:52:43	2024-09-29 13:39:35
<input type="checkbox"/>				3	3	1	2005-09-18 11:10:18	2024-09-16 07:52:49	2024-09-29 13:39:35
<input type="checkbox"/>				4	4	1	2014-05-20 11:10:56	2024-09-16 07:52:35	2024-09-29 13:39:35
<input type="checkbox"/>				5	5	1	2002-09-13 11:11:31	NULL	2024-09-29 13:39:35
<input type="checkbox"/>				6	6	3	2002-09-17 11:12:03	NULL	2024-09-29 13:39:35
<input type="checkbox"/>				7	7	4	2006-09-15 11:12:35	2024-09-18 08:05:02	2024-09-29 13:39:35
<input type="checkbox"/>				8	8	3	2013-09-13 11:13:13	2024-09-18 08:02:26	2024-09-29 13:39:35
<input type="checkbox"/>				9	9	2	2019-09-12 11:13:49	NULL	2024-09-29 13:39:35
<input type="checkbox"/>				10	10	1	2004-09-16 12:00:45	2024-09-20 08:04:28	2024-09-29 13:39:35
<input type="checkbox"/>				11	1	2	2020-09-14 12:22:26	2024-09-18 07:53:05	2024-09-29 13:39:35
<input type="checkbox"/>				12	4	3	2009-09-15 12:22:35	NULL	2024-09-29 13:39:35
<input type="checkbox"/>				13	2	3	2010-09-15 12:22:43	NULL	2024-09-29 13:39:35
<input type="checkbox"/>				14	3	3	2021-09-15 12:22:49	NULL	2024-09-29 13:39:35
<input type="checkbox"/>				15	1	3	2023-09-17 12:23:05	NULL	2024-09-29 13:39:35
<input type="checkbox"/>				16	8	1	2024-09-18 12:32:26	NULL	2024-09-29 13:39:35

customer :

Description : This table can store customers details like customer_id, customer_name, contact_no, email, id_card_type_id, id_card_no, address .

		customer_id	customer_name	contact_no	email	id_card_type_id	id_card_no	address
<input type="checkbox"/>	 Edit  Copy  Delete	1	aayushi gajera	7540001240	aayushig02@gmail.com	1	422510099122	3166 Rockford Road
<input type="checkbox"/>	 Edit  Copy  Delete	2	krina chauthani	2870214970	krinac@gmail.com	2	422510099122	1954 Armory Road
<input type="checkbox"/>	 Edit  Copy  Delete	3	Dhruvisha kathiriya	1247778460	dhruvishak@gmail.com	1	422510099122	4879 Shearwood Forest Drive
<input type="checkbox"/>	 Edit  Copy  Delete	4	rutvi vaghani	1478546500	rutviv@gmail.com	3	0	926 Richland Avenue
<input type="checkbox"/>	 Edit  Copy  Delete	5	jenil bhalani	2671249780	jenilb@gmail.com	1	422510099122	4698 Columbia Road
<input type="checkbox"/>	 Edit  Copy  Delete	6	kevin asodariya	1245554780	kevin@gmail.com	4	AASS 12454784541	4764 Warner Street
<input type="checkbox"/>	 Edit  Copy  Delete	7	bhautik gajera	2450006974	bhautikg@gmail.com	1	457896000002	1680 Brownton Road
<input type="checkbox"/>	 Edit  Copy  Delete	8	heet gangani	2457778450	heet@gmail.com	1	147000245810	766 Lodgeville Road
<input type="checkbox"/>	 Edit  Copy  Delete	9	srushti gangani	5489626841	themoon5star@gmail.com	3	RKCS10257A	Premium Home Stay, Near krishna Guest House, Praya...
<input type="checkbox"/>	 Edit  Copy  Delete	10	neeta gangani	2584136941	neeta@gmail.com	4		krishna apartment, banglore.
<input type="checkbox"/>	 Edit  Copy  Delete	11	aayushi gajera	2055825623	aayushi02@gmail.com	2	RKCS1064712	sitanagar soci,surat,gujarat































complaint :

Description : This table can store complaints of customers details like id,complainant_name,complaint,created_at,resolve_status,resolve_date,budget.

←T→										
		▼ id	complainant_name	complaint_type	complaint	created_at	resolve_status	resolve_date	budget	
<input type="checkbox"/>	 Edit	 Copy	 Delete	1	Janice Alexander	Room Windows	Doesnot operate properly	2024-08-28 12:21:24	2024-09-03 12:21:58	3600
<input type="checkbox"/>	 Edit	 Copy	 Delete	2	Robert Peter	Air Conditioner	Sensor Problems	2024-09-06 12:21:44	2024-09-06 12:36:02	7950
<input type="checkbox"/>	 Edit	 Copy	 Delete	3	krina chauthani	Bad Smells	Some odd smells around room areas	2024-08-15 12:31:17	2024-08-15 12:31:52	500
<input type="checkbox"/>	 Edit	 Copy	 Delete	5	jenil bhalani	Faulty Electronics	Due to some weird reasons, the electronics are not...	2024-04-09 14:08:19	2024-04-09 14:08:39	2500
<input type="checkbox"/>	 Edit	 Copy	 Delete	6	srushti	room cleaning	there is no one come to clean the room so please c...	2024-09-29 21:25:39	2024-09-29 21:26:18	250

booking :

Description :This table can store room booking details like booking_id,customer_id,room_id,booking_date,check_in,check_out,total_price,remaining_price,payment_status.

← T →															
			▼	booking_id	customer_id	room_id	booking_date	check_in	check_out	total_price	remaining_price	payment_status			
<input type="checkbox"/>		Edit		Copy		Delete	1	1	5	2024-11-28 11:15:17	13-05-2025	15-05-2025	3000	3000	0
<input type="checkbox"/>		Edit		Copy		Delete	2	2	2	2023-09-13 11:16:04	13-09-2024	16-09-2024	6000	0	1
<input type="checkbox"/>		Edit		Copy		Delete	3	3	2	2024-08-21 12:19:19	21-08-2024	24-08-2024	6000	0	1
<input type="checkbox"/>		Edit		Copy		Delete	4	4	7	2024-09-09 12:20:24	09-09-2024	14-09-2024	10000	10000	0
<input type="checkbox"/>		Edit		Copy		Delete	5	5	13	2024-09-17 12:29:10	17-09-2024	20-09-2024	12000	0	1
<input type="checkbox"/>		Edit		Copy		Delete	6	6	9	2024-06-01 15:15:56	01-06-2024	05-06-2024	3000	3000	0
<input type="checkbox"/>		Edit		Copy		Delete	7	7	14	2024-04-24 23:26:41	08-06-2024	10-06-2024	16500	11500	0
<input type="checkbox"/>		Edit		Copy		Delete	8	8	22	2024-04-04 14:02:57	09-04-2024	13-04-2024	34500	0	1
<input type="checkbox"/>		Edit		Copy		Delete	9	9	10	2024-09-27 23:09:17	04-10-2024	05-10-2024	3000	3000	0
<input type="checkbox"/>		Edit		Copy		Delete	10	10	4	2024-09-29 13:29:49	30-09-2024	03-10-2024	12000	11999	0
<input type="checkbox"/>		Edit		Copy		Delete	11	11	26	2024-09-30 09:41:23	02-10-2024	10-10-2024	58500	58500	0

➤ **Directory structure :**

- Login.php
- Index.php
- Header.php
- Db.php
- Ajax.php
- Functionmis.php
- Emp_history.php
- Dashboard.php
- Reservation.php
- Room_manag.php
- Sllidebar.php
- Staff_manag.php
- Notification.php
- Footer.php
- Logout.php
- Complain.php
- Add_emp.php
- 404.php

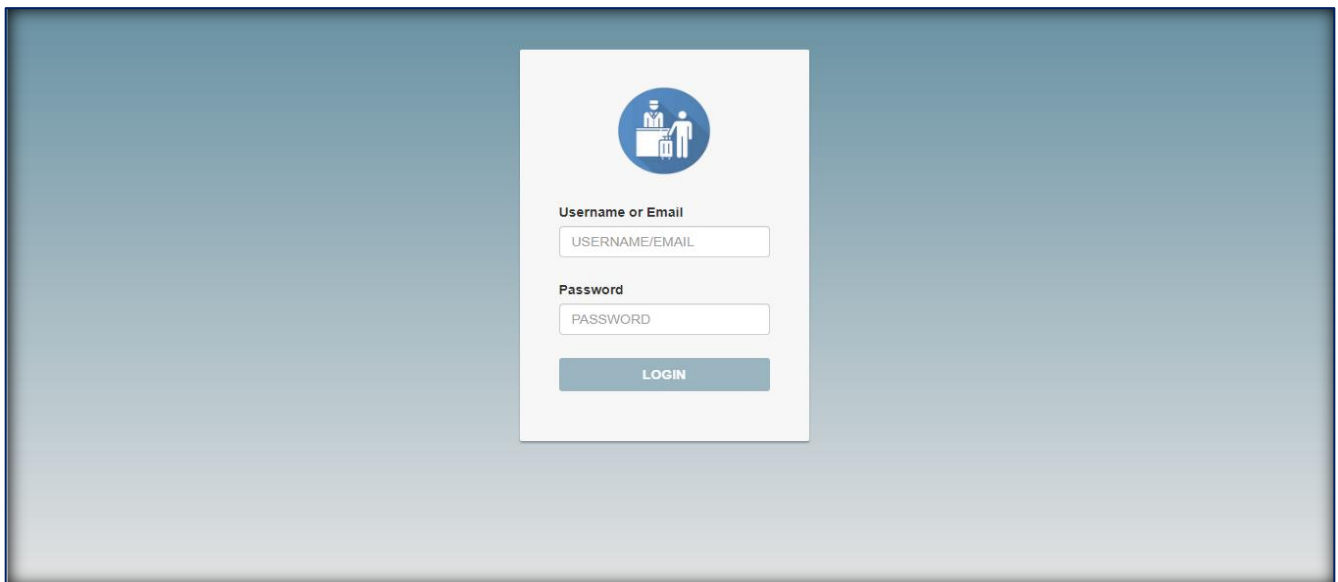
❖ Counters :

- [avrooms-count.php](#)
- [bookedroom-count.php](#)
- [checkedin-count.php](#)
- [checkedin-count.php](#)
- [income-count.php](#)
- [pendingpay-count.php](#)
- [pendingpayment.php](#)
- [reserve-count.php](#)
- [room-count.php](#)
- [staff-count.php](#)

6.2 User Interface :

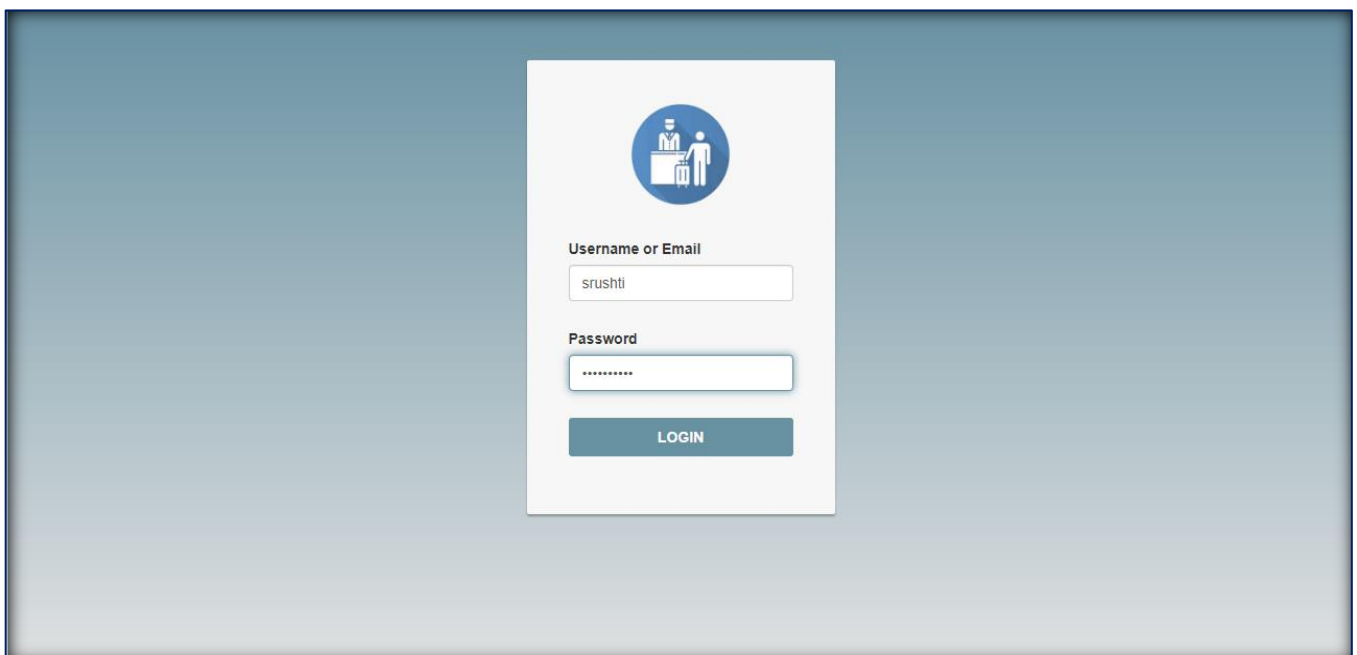
➤ User_login :

Description : User can login.



A screenshot of a user login interface. It features a central white card on a blue gradient background. At the top of the card is a circular icon with a white background and a blue border, containing a blue silhouette of a person at a desk with a laptop. Below the icon, the text "Username or Email" is followed by a text input field containing the placeholder text "USERNAME/EMAIL". Below that, the text "Password" is followed by a text input field containing the placeholder text "PASSWORD". At the bottom of the card is a blue button with the text "LOGIN" in white.

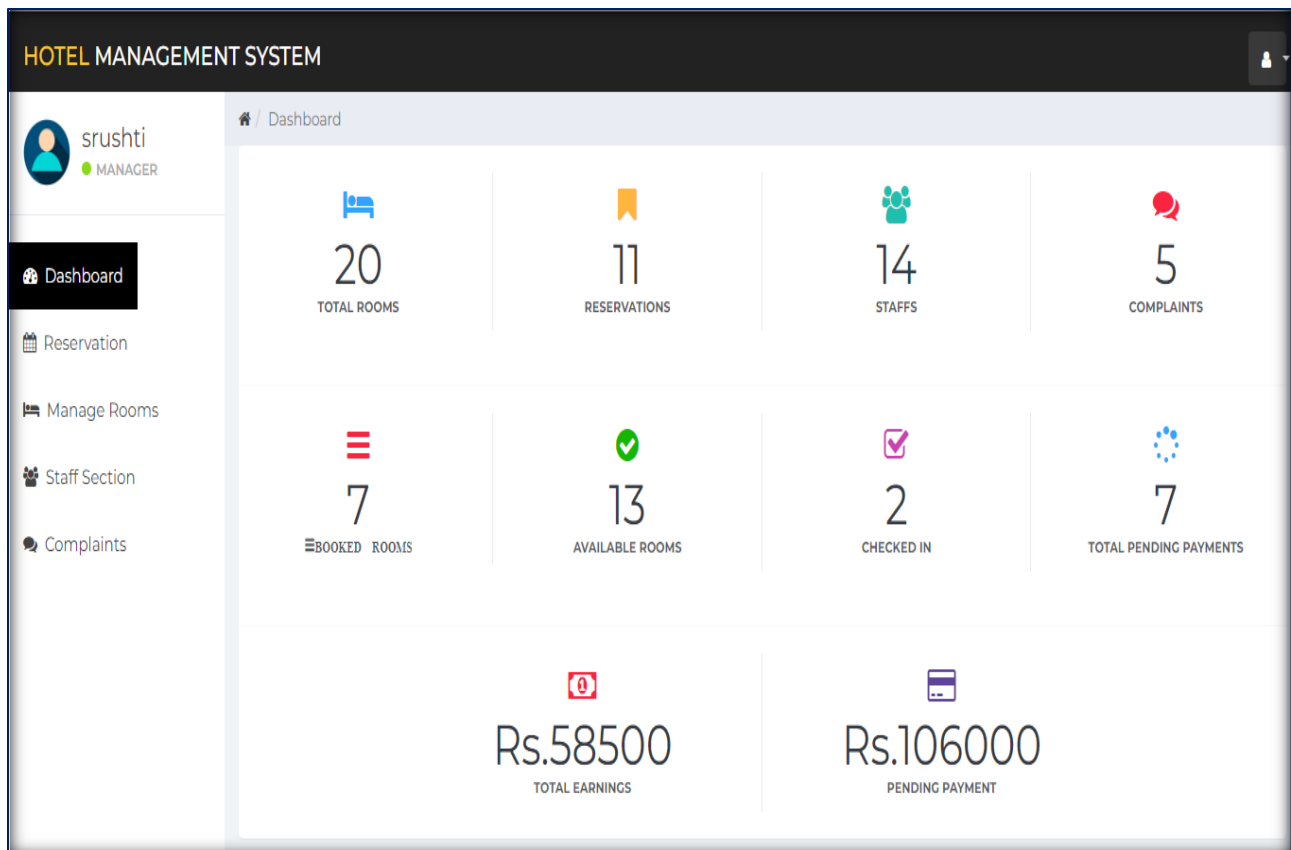
➤ Output Design :



A screenshot of the user login interface showing the output design. It features a central white card on a blue gradient background. At the top of the card is a circular icon with a white background and a blue border, containing a blue silhouette of a person at a desk with a laptop. Below the icon, the text "Username or Email" is followed by a text input field containing the text "srushti". Below that, the text "Password" is followed by a text input field containing a series of asterisks "*****". At the bottom of the card is a blue button with the text "LOGIN" in white.

➤ **Dashboard_Page :**

Description : Display All Important Details To Manage Hotel Management System .




➤ **Reservation :**

Description : All Details About Room , Customer details.

➤ **Room Information :**

Description : Room Details.

 / Reservation

Room Information:

Replan Booking

Room Type	Room No
Select Room Type	
Check In Date	Check Out Date
04-10-2024	mm/dd/yyyy
Total Days : 0 Days	
Price: 0 /-	
Total Amount : 0 /-	

➤ **Customer Details :**

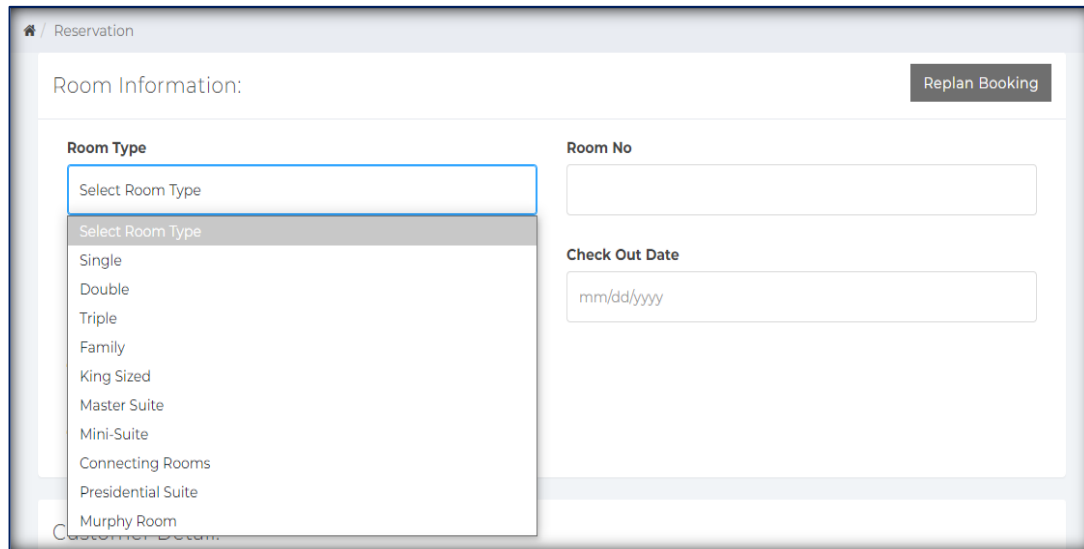
Description : Customer Details.

Customer Detail:

First Name	Last Name
First Name	Last Name
	Contact Number
	Contact No
Email Address	ID Card Type
Email Address	Select ID Card Type
Selected ID Card Number	
ID Card Number	
Residential Address	
Full Address	

➤ **Reservation_Output :**

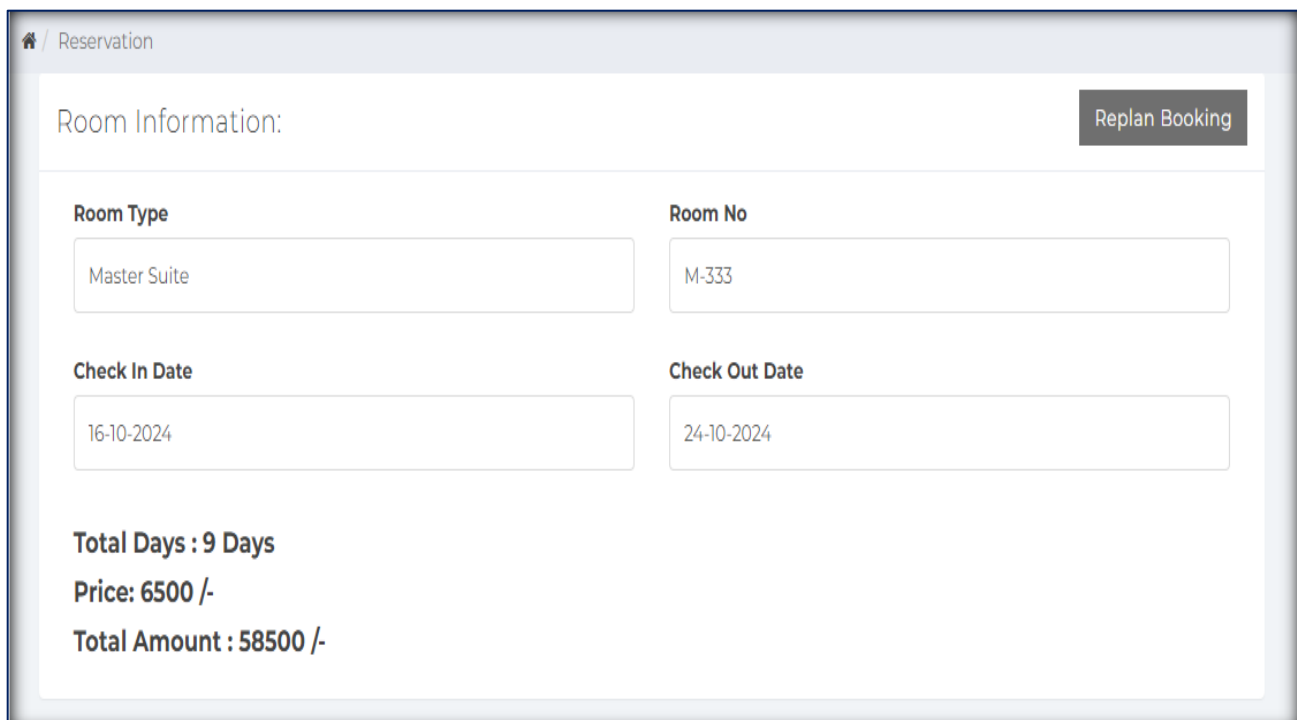
Description : Room Types And Information About Room Availability.



The screenshot shows a web application interface for a reservation system. At the top, there is a breadcrumb trail "Home / Reservation". Below this, the heading "Room Information:" is displayed. To the right of the heading is a button labeled "Replan Booking". The form contains two main sections. The first section, "Room Type", features a dropdown menu that is currently open, showing a list of room types: "Select Room Type", "Single", "Double", "Triple", "Family", "King Sized", "Master Suite", "Mini-Suite", "Connecting Rooms", "Presidential Suite", and "Murphy Room". The second section, "Room No", has a text input field. Below this, the "Check Out Date" section has a date input field with a placeholder "mm/dd/yyyy".

➤ **Room Information output :**

Description : About Room Price And Total Reservation Amount Details.



The screenshot shows the same web application interface as before, but now the form is populated with data. The "Room Type" dropdown menu is closed, and the text "Master Suite" is visible in the input field. The "Room No" input field contains the text "M-333". The "Check In Date" input field contains the date "16-10-2024", and the "Check Out Date" input field contains the date "24-10-2024". Below these input fields, the following information is displayed: "Total Days : 9 Days", "Price: 6500 /-", and "Total Amount : 58500 /-". The "Replan Booking" button remains in the top right corner.

➤ Customer Information design :

Description : Customer's Personal Details.

Customer Detail:

First Name

Last Name

Contact Number

Email Address

ID Card Type

Selected ID Card Number

Residential Address


Submit

DEVELOPED BY SRUSHTI GANGANI

➤ Submit Output :

Description : Room Booking Successful Details.

HOTEL MANAGEMENT SYSTEM


srushti
MANAGER

Customer Detail:

First Name

Email Address

Selected ID Card Number

Residential Address

Room Booking

Room Successfully Booked

Customer Name	shree kapoor
Room Type	Master Suite
Room No	M-333
Check In	16-10-2024
Check Out	24-10-2024
Total Amount	58500
Payment Status	Unpaid

Submit

DEVELOPED BY SRUSHTI GANGANI

➤ Room Management Design :

Description : All Details About Room Availability (Booked Or Not).

Manage Rooms
Add Rooms

Show 10 entries
Search:

Room No	Room Type	Booking Status	Check In	Check Out	Action
A-102	Double	Book Room	-	-	
A-103	Triple	Book Room	-	-	
A-104	Family	Booked	Checked In	Check Out	
B-101	Single	Booked	Check In		
B-103	Triple	Booked	Check In		
C-101	Single	Booked	Check In		
C-102	Double	Booked	Check In		
C-104	Family	Book Room	-	-	
K-699	King Sized	Booked	Checked In	Check Out	
K-799	King Sized	Book Room	-	-	

Showing 1 to 10 of 20 entries
Previous 1 2 Next

➤ Edit Room :

Description : User can edit there booked room type or room no.

HOTEL MANAGEMENT SYSTEM

srushti
MANAGER

Dashboard
Reservation
Manage Rooms
Staff Section
Complaints

Manage Rooms
Add Rooms

Show 10 entries
Search:

Room No	Room Type	Booking Status	Check In	Check Out	Action
A-102	Double	Book Room	-	-	
A-103	Triple	Book Room	-	-	
A-104	Family	Booked	Checked In	Check Out	
B-101	Single	Booked	Check In		
B-103	Triple	Booked	Check In		
C-101	Single	Booked	Check In		
C-102	Double	Booked	Check In		
C-104	Family	Book Room	-	-	
K-699	King Sized	Booked	Checked In	Check Out	
K-799	King Sized	Book Room	-	-	

Edit Room

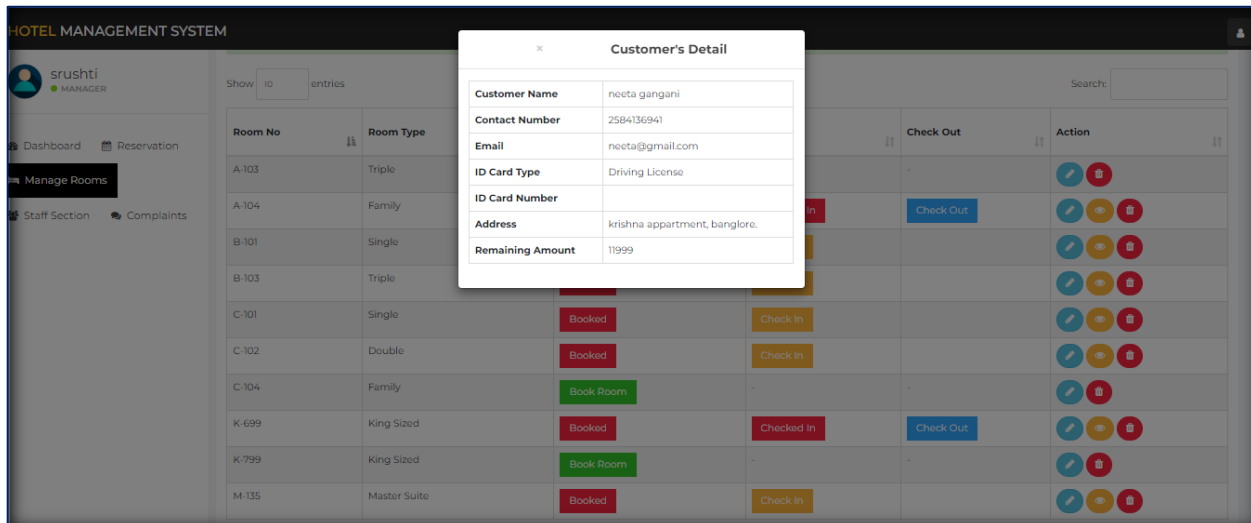
Room Type
Double

Room No
A-102

Edit Room

➤ Show Customer Details:

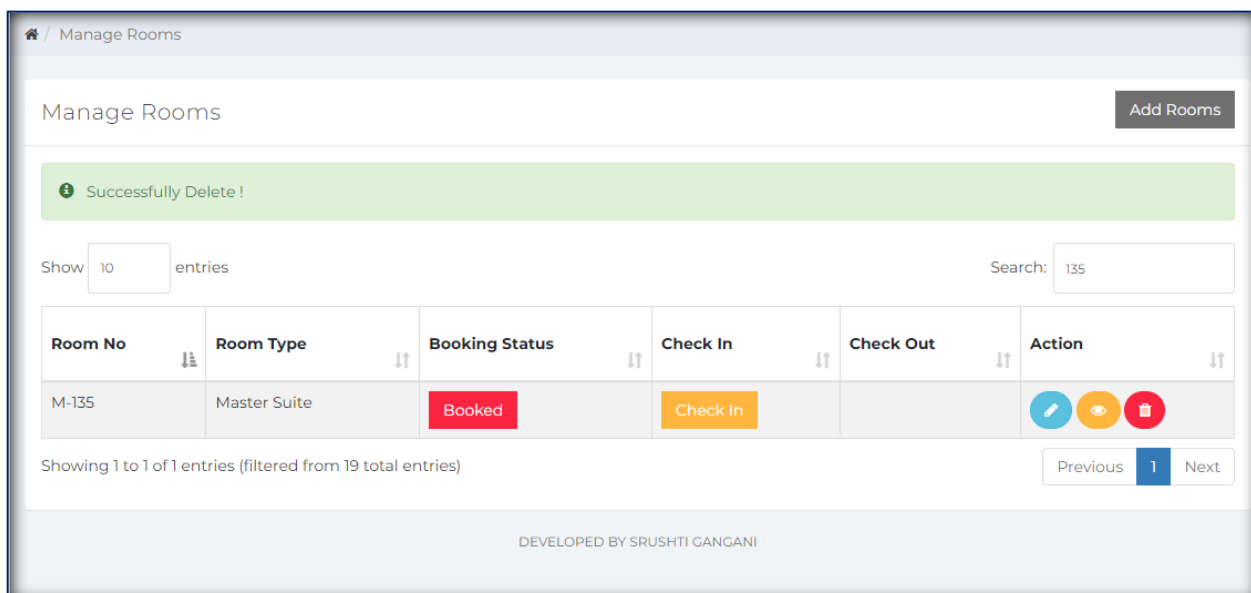
Description : Show customers Details.



Room No	Room Type	Booking Status	Check In	Check Out	Action
A-103	Triple				
A-104	Family				
B-101	Single				
B-103	Triple				
C-101	Single	Booked			
C-102	Double	Booked			
C-104	Family	Book Room			
K-699	King Sized	Booked	Checked In	Check Out	
K-799	King Sized	Book Room			
M-135	Master Suite	Booked	Check In		

➤ Search Details :

Description : Search Details About Any Information.



Manage Rooms

Successfully Delete !

Show 10 entries Search: 135

Room No	Room Type	Booking Status	Check In	Check Out	Action
M-135	Master Suite	Booked	Check In		

Showing 1 to 1 of 1 entries (filtered from 19 total entries)

Previous 1 Next

DEVELOPED BY SRUSHTI GANGANI

➤ Staff Details :

Description : Employee details.

HOTEL MANAGEMENT SYSTEM













srushti
MANAGER

Dashboard
Reservation
Manage Rooms
Staff Section
Complaints

Manage Staffs

Employee Details: Add Employee

Show 10 entries Search:

Sr. No	Employee Name	Staff	Shift	Joining Date	Salary	Change Shift	Action
1	Joseph Bow	Manager	Evening - 4:00 PM - 10:00 PM	Nov 13, 2020	21000	Change Shift	  
2	charme Lokhande	Front Desk Receptionist	Evening - 4:00 PM - 10:00 PM	Apr 8, 2021	12500	Change Shift	  
3	Gerald	Housekeeping Manager	Evening - 4:00 PM - 10:00 PM	Nov 13, 2019	25000	Change Shift	  
4	Frank Welch	Housekeeping Manager	Evening - 4:00 PM - 10:00 PM	Nov 30, -0001	31000	Change Shift	  

➤ Edit employee details :

Description : Edit Employee Details.

HOTEL MANAGEMENT SYSTEM

srushti
MANAGER

Dashboard
Reservation
Manage Rooms
Staff Section
Complaints

Manage Staffs

Employee Detail: Add Employee

Show 10 entries Search:

Employee Detail:

Staff
Manager

First Name
Joseph

Last Name
Bow

ID Card Type
National Identity Card













ID Card No
422510099122

Contact Number
3479454777

Address
4516 Spruce Drive

Salary
21000

Submit Reset

Sr. No	Employee Name	Staff	Shift	Joining Date	Salary	Change Shift	Action
1	Joseph Bow	Manager	Evening - 4:00 PM - 10:00 PM	Nov 13, 2020	21000	Change Shift	  
2	charme Lokhande	Front Desk Receptionist	Evening - 4:00 PM - 10:00 PM	Apr 8, 2021	12500	Change Shift	  
3	Gerald	Housekeeping Manager	Evening - 4:00 PM - 10:00 PM	Nov 13, 2019	25000	Change Shift	  
4	Frank Welch	Housekeeping Manager	Evening - 4:00 PM - 10:00 PM	Nov 30, -0001	31000	Change Shift	  

➤ Insert Employee :

Description : Add New Employee Details.

Add Employee

Employee Detail:

Staff

Shift

First Name

Last Name

ID Card Type

ID Card Number

Contact Number


Residential Address

Salary

➤ Staff Type Details :

Description : Staff Type Details.

HOTEL MANAGEMENT SYSTEM



srushti
MANAGER

Dashboard
Reservation
Manage Rooms
Staff Section
Complaints

Add Employee

Employee Detail:

Staff

Select Staff Type
Manager
Housekeeping Manager
Front Desk Receptionist
Chelf
Waiter
Room Attendant
Concierge
Hotel Maintenance Engineer
Hotel Sales Manager

Shift

Last Name

ID Card Number

Residential Address

Salary

➤ Delete Details Output :

Description : For Delete Employee data.

localhost says

Are you Sure?

OK

























Cancel

Details:

Add Employee

entries

Search:

Employee Name	Staff	Shift	Joining Date	Salary	Change Shift	Action
Joseph Bow	Manager	Evening - 4:00 PM - 10:00 PM	Nov 13, 2020	21000	Change Shift	  
Arme Lokhande	Front Desk Receptionist	Evening - 4:00 PM - 10:00 PM	Apr 8, 2021	12500	Change Shift	  
Gerald	Housekeeping Manager	Evening - 4:00 PM - 10:00 PM	Nov 13, 2019	25000	Change Shift	  
Frank Welch	Housekeeping Manager	Evening - 4:00 PM - 10:00 PM	Nov 30, -0001	31000	Change Shift	  
Mary Johnson	Cheif	Morning - 5:00 AM - 10:00 AM	Nov 13, 2018	28000	Change Shift	  
Guigel M. Miller	Front Desk Receptionist	Evening - 4:00 PM - 10:00 PM	Nov 13, 2017	40000	Change Shift	  
Emment L. Brainerd	Housekeeping Manager	Day - 10:00 AM - 4:00PM	Nov 13, 2017	40000	Change Shift	  
Donald Leclair	Manager	Morning - 5:00 AM - 10:00 AM	Nov 13, 2020	15000	Change Shift	  

➤ Show Details :

Description : Employee History Details.

Employee History

Employee History

Employee Name: Joseph Bow

Employee Salary: 21000/-

Show 10 entries

Search:

Sr. No	Shift	From Date	To Date
1	Day - 10:00 AM - 4:00PM	Sep 14, 2020	Sep 18, 2024
2	Morning - 5:00 AM - 10:00 AM	Sep 13, 2014	Sep 17, 2024
3	Evening - 4:00 PM - 10:00 PM	Sep 17, 2023	Currently Working

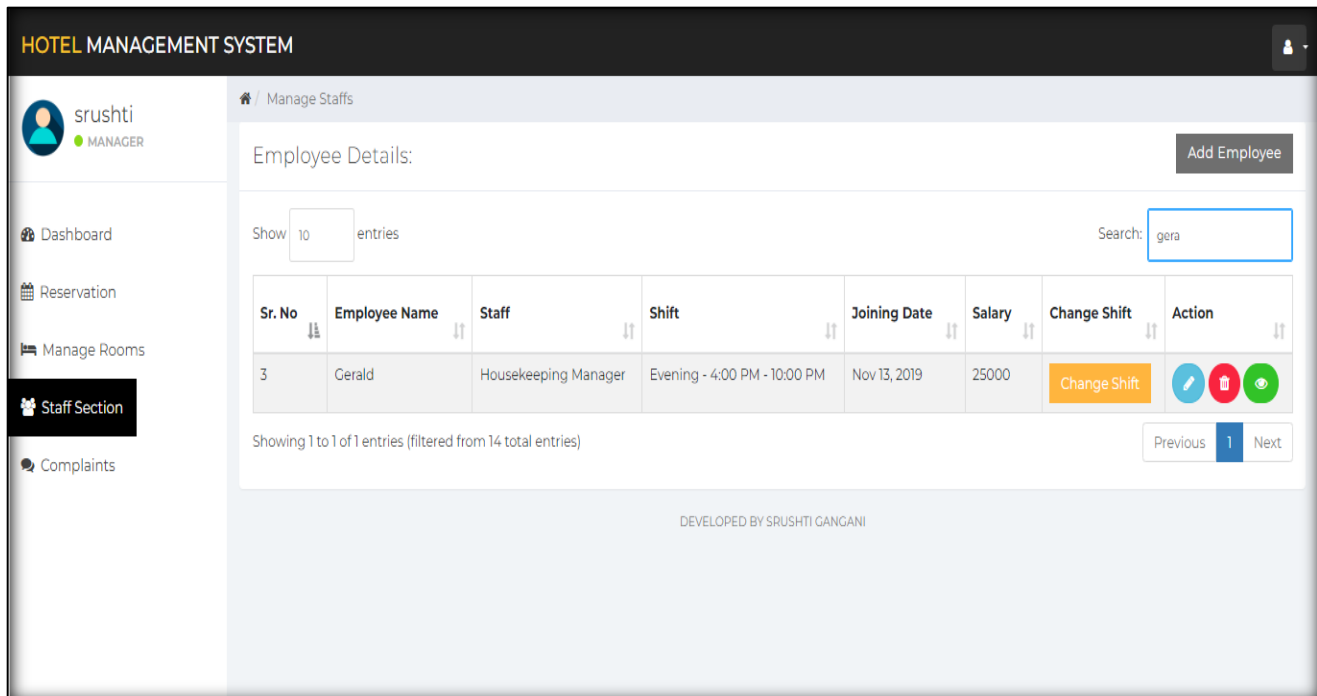
Showing 1 to 3 of 3 entries

Previous 1 Next

DEVELOPED BY SRUSHTI GANGANI

➤ Search employee Data :

Description : Search Particular Employee Details.






HOTEL MANAGEMENT SYSTEM

Manage Staffs

Employee Details:

Show 10 entries Search: gera

Sr. No	Employee Name	Staff	Shift	Joining Date	Salary	Change Shift	Action
3	Gerald	Housekeeping Manager	Evening - 4:00 PM - 10:00 PM	Nov 13, 2019	25000	Change Shift	  

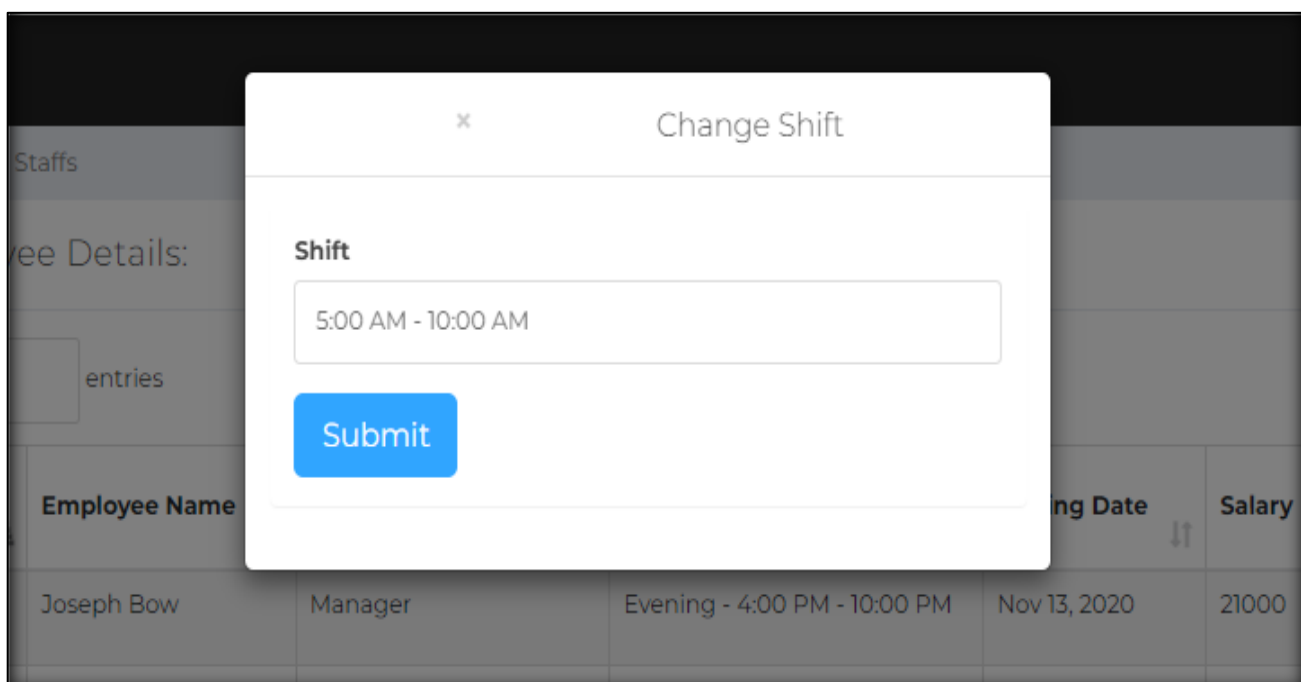
Showing 1 to 1 of 1 entries (filtered from 14 total entries)

Previous 1 Next

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➤ Employee Change shift Output:

Description : For Changing Employee Work Shift Timing.



Change Shift

Shift

5:00 AM - 10:00 AM

Submit

Employee Name

Joseph Bow

Manager

Evening - 4:00 PM - 10:00 PM

Nov 13, 2020

21000

➤ **Add new Employee Output :**

Description : For Displaying Success Massage.

Add Employee

Employee Detail:

Staff <input type="text" value="Waiter"/>	Shift <input type="text" value="Morning - 5:00 AM - 10:00 AM"/>
First Name <input type="text" value="ramu"/>	Last Name <input type="text" value="panwala"/>
ID Card Type <input type="text" value="National Identity Card"/>	ID Card Number <input type="text" value="155110002012"/>
Contact Number <input type="text" value="1514574632"/>	Residential Address <input type="text" value="naher road,puna"/>
Salary <input type="text" value="8500"/>	
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

Add Employee

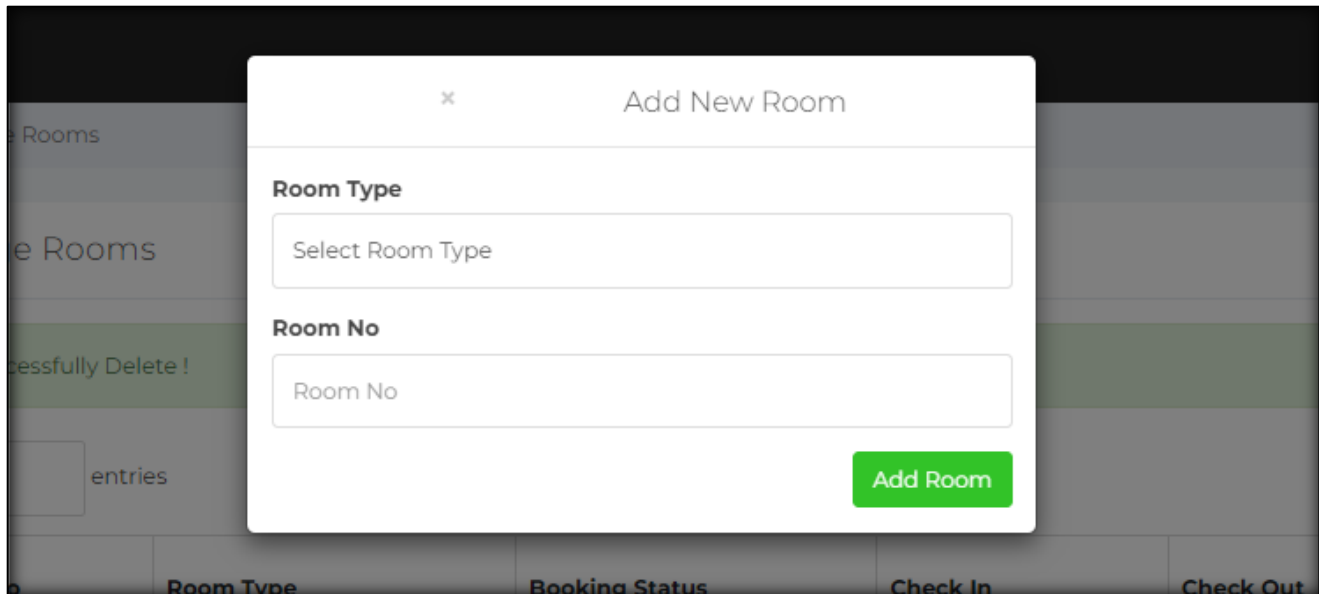
Employee Detail:

Employee Successfully Added

Staff <input type="text" value="Select Staff Type"/>	Shift <input type="text" value="Select Staff Type"/>
First Name <input type="text" value="First Name"/>	Last Name <input type="text" value="Last Name"/>
ID Card Type <input type="text" value="Select ID Card Type"/>	ID Card Number <input type="text" value="647510001480"/>
Contact Number <input type="text" value="Contact Number"/>	Residential Address <input type="text" value="Residential Address"/>
Salary <input type="text" value="Salary"/>	

➤ **Add New Room :**

Description : For Editing Room Type.



Room Type

Select Room Type

Room No

Room No

Add Room

Room Type	Booking Status	Check In	Check Out
-----------	----------------	----------	-----------

➤ Complaint_Details :

Description : Add complaint Information .

Complaint

Make Complaint

Complainant Name

Complaint Type

Please Describe Your Complaints

➤ Complaint Management :

Description : For Managing All Complaints of Customers.

Complaint Management

Show entries

Search:

#	Complainant Name	Complaint Type	Complaint	Created Date	Resolve	Budget
1	Janice Alexander	Room Windows	Doesnot operate properly	Aug 28, 2024	Sep 3, 2024	3600
2	Robert Peter	Air Conditioner	Sensor Problems	Sep 6, 2024	Sep 6, 2024	7950
3	krina chauthani	Bad Smells	Some odd smells around room areas	Aug 15, 2024	Aug 15, 2024	500
4	jenil bhalani	Faulty Electronics	Due to some weird reasons, the electronics are not working as it should; some voltage problems too - M-135	Apr 9, 2024	Apr 9, 2024	2500
5	srushti	room cleaning	there is no one come to clean the room so please clean my room fast.	Sep 29, 2024	Sep 29, 2024	250

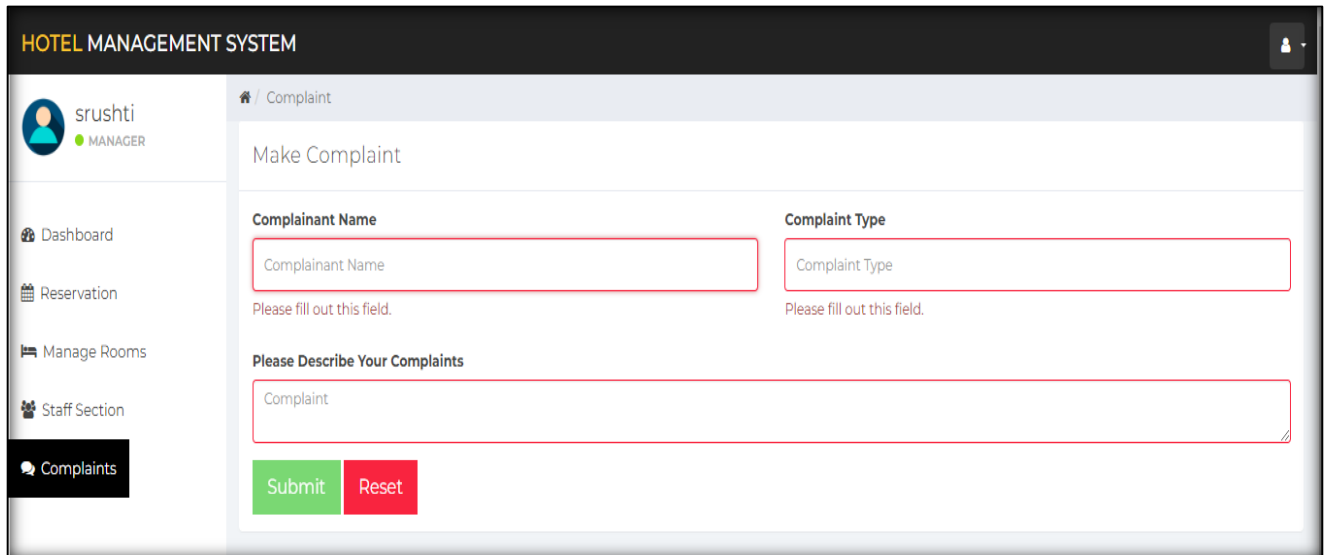
Showing 1 to 5 of 5 entries

Previous **1** Next

DEVELOPED BY SRUSHTI GANGANI

Error Display :

Description : It Shows Required Fields.



HOTEL MANAGEMENT SYSTEM

Home / Complaint

Make Complaint

Complainant Name

Complainant Name

Please fill out this field.

Complaint Type

Complaint Type

Please fill out this field.

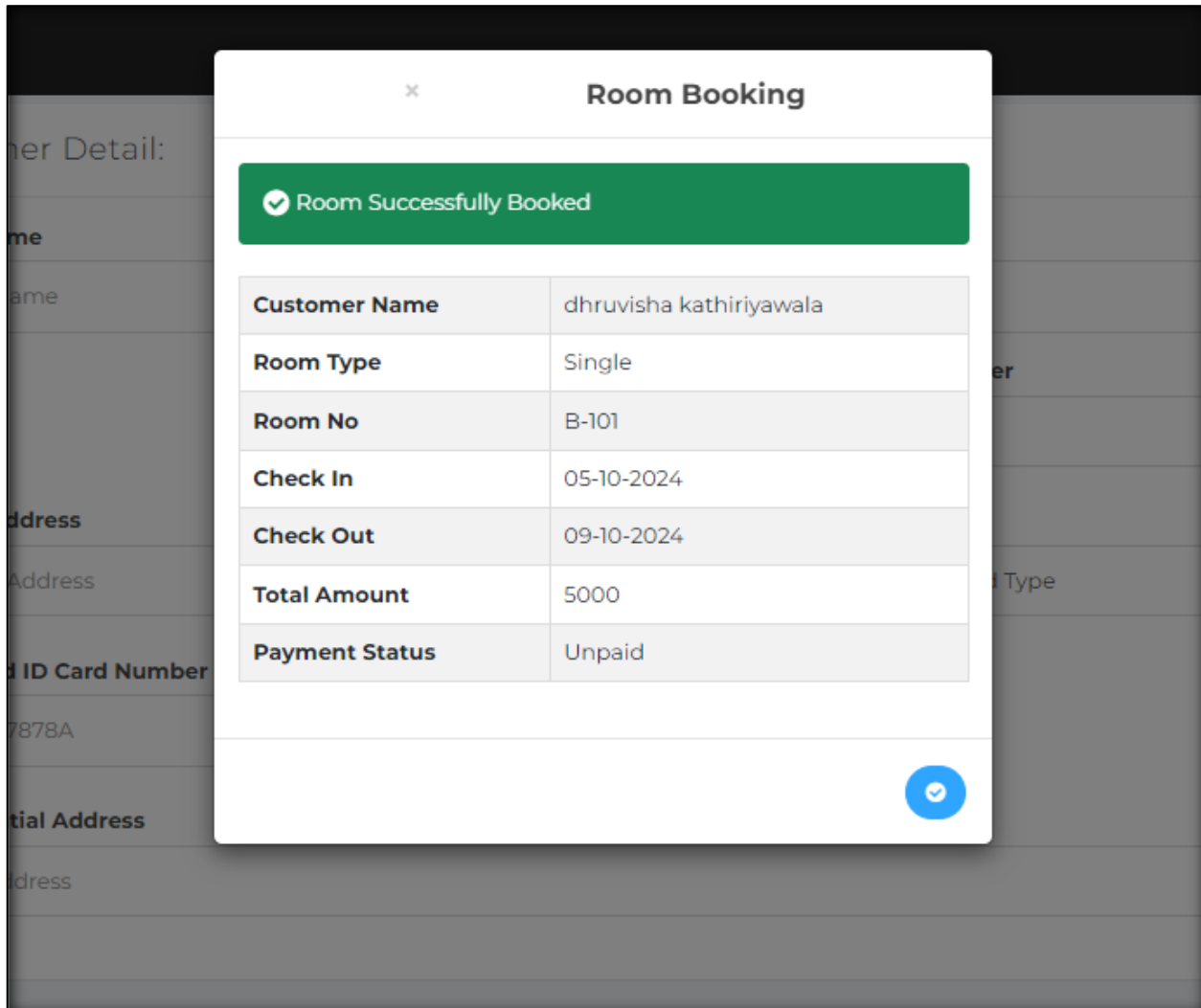
Please Describe Your Complaints

Complaint

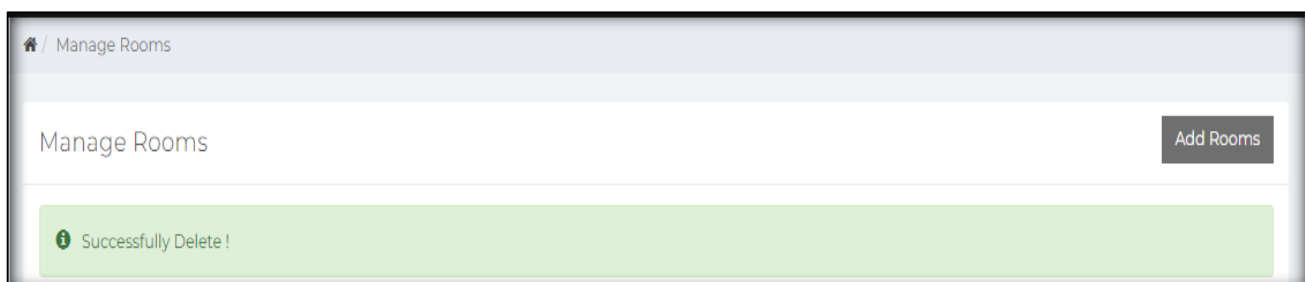
Submit **Reset**

Success Message output :

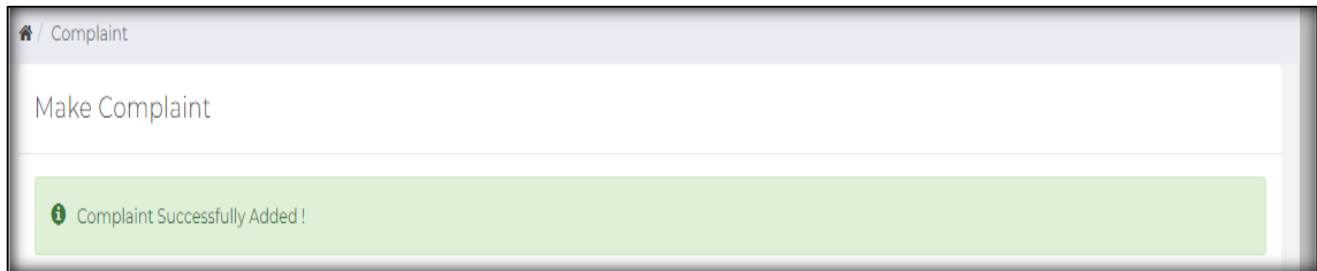
Description : For Display Room Booked Massage.

**Delete Message Display:**

Description : Display Message For Delete Data Successfully.

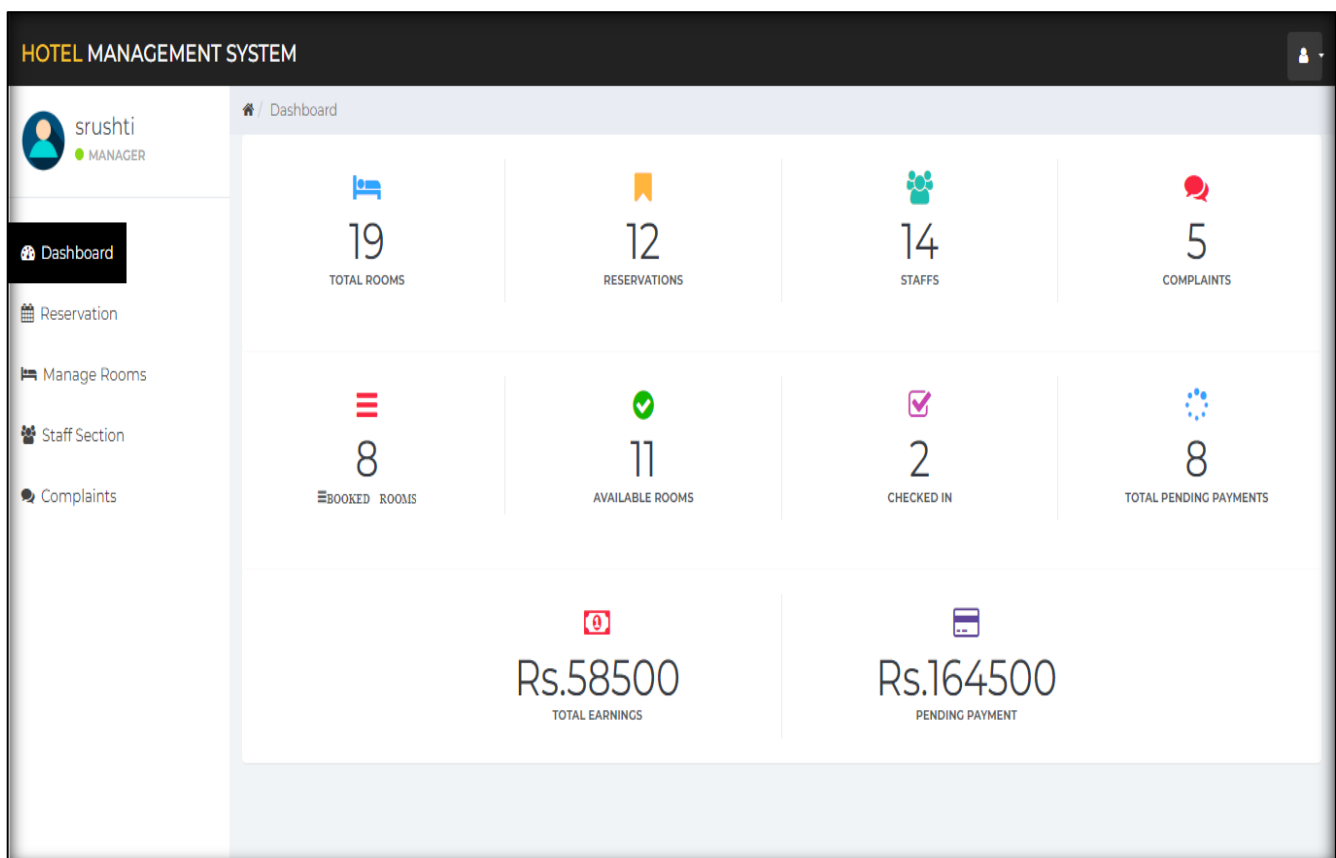


Description : Customer's Complaint Successfully Delivered Message.



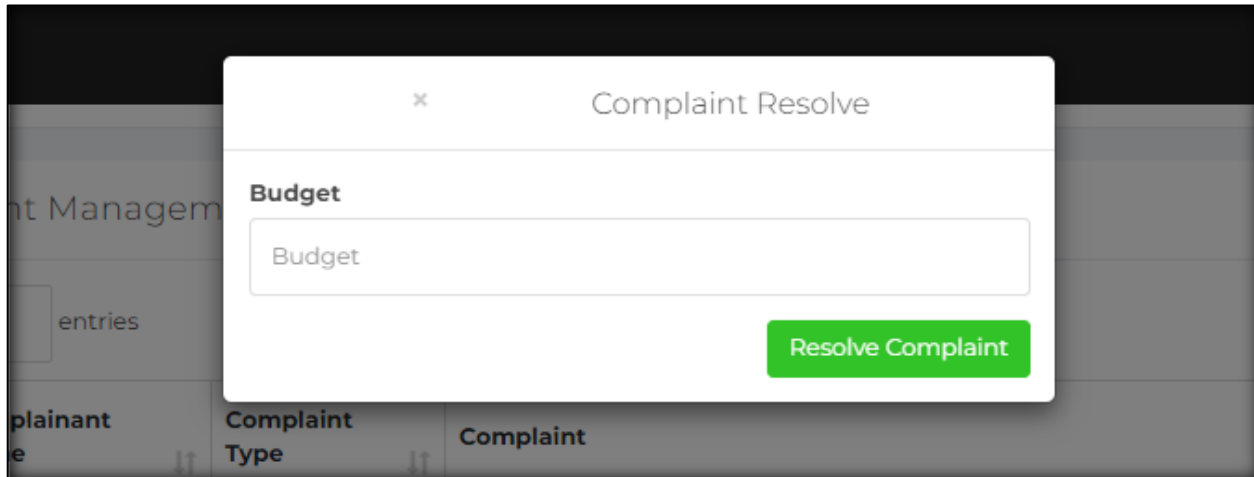
➤ Dashboard Design :

Description : Display Dashboard Design.



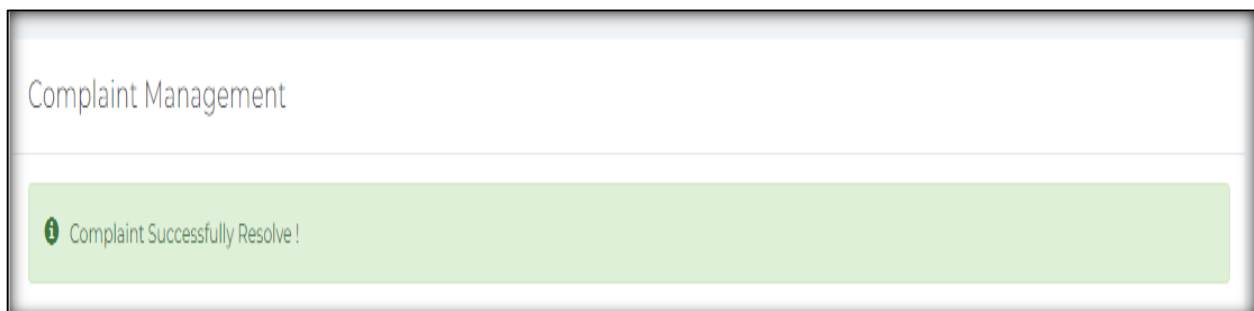
➤ **Complaint resolve output :**

Description : Customer's Complaint Resolve Details.



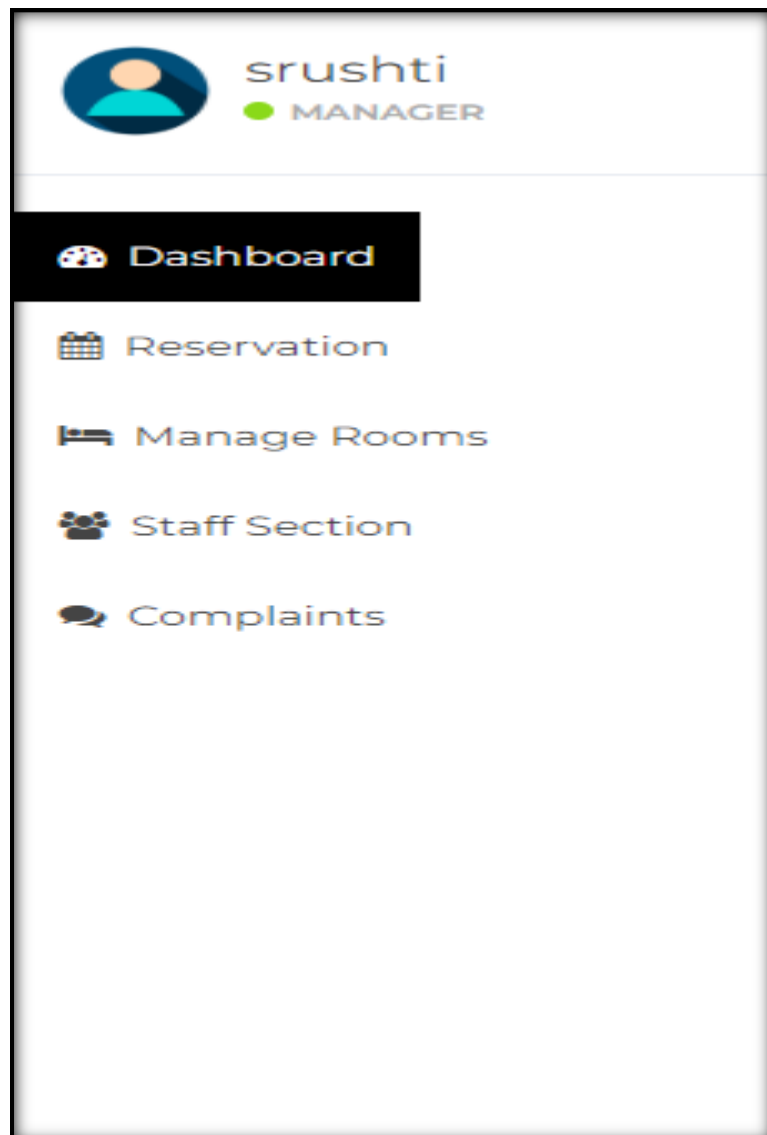
The screenshot shows a modal dialog box titled "Complaint Resolve" with a close button (X) in the top left corner. Inside the dialog, there is a section labeled "Budget" containing a text input field with the placeholder text "Budget". To the right of the input field is a green button labeled "Resolve Complaint". The background of the application is dimmed, showing a table with columns "Complainant", "Complaint Type", and "Complaint".

Description : Complaint Solve Successfully Message.



The screenshot shows the "Complaint Management" page. At the top, the title "Complaint Management" is displayed. Below the title, there is a green success message box that reads "Complaint Successfully Resolve !".

➤ **Navbar Design:**



➤ **Payment Check-In Design :**

Rooms

entries

Room

Triple

Family

Single

Triple

Single

Booked

Booked

Check In

Check In

Check Out

Check Out

Room - Check In

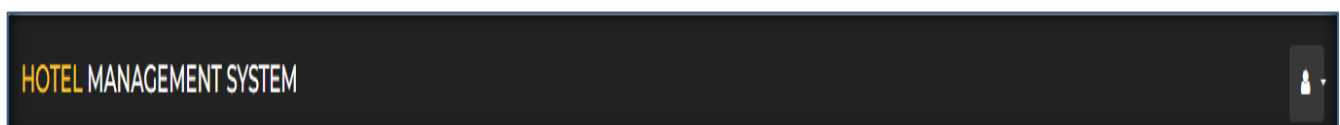
Customer Name	aayushi gajera
Room Type	Single
Room Number	B-101
Check In	May 13, 2025
Check Out	May 15, 2025
Total Price	3000/-

Advance Payment

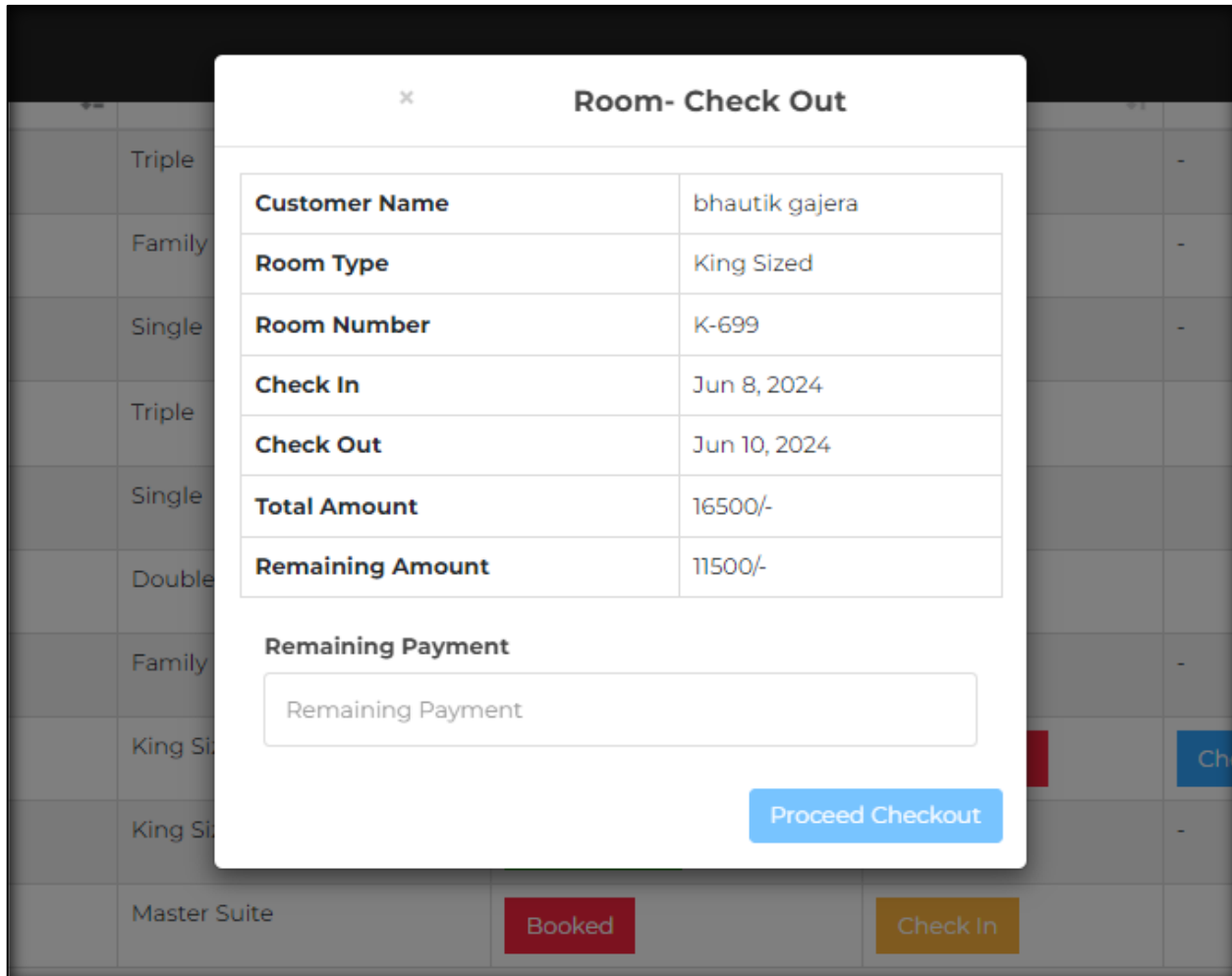
Please Enter Amounts Here..

Payment & Check In

➤ **Head Bar Design :**



➤ **Check-Out Output :**



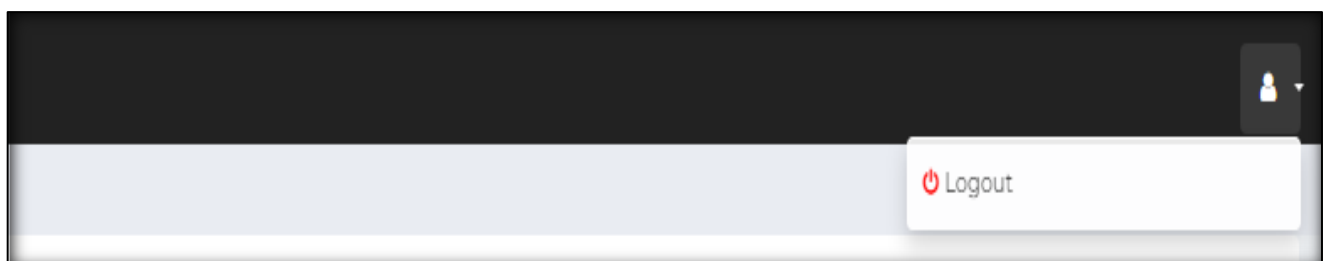
Room- Check Out	
Customer Name	bhautik gajera
Room Type	King Sized
Room Number	K-699
Check In	Jun 8, 2024
Check Out	Jun 10, 2024
Total Amount	16500/-
Remaining Amount	11500/-

Remaining Payment

Remaining Payment

[Proceed Checkout](#)

➤ **Logout Design :**



Logout

7.1 Software Testing :

- Software testing in a hotel management system is a critical aspect of ensuring that the system performs as intended and meets the needs of its users. Here are some key areas to consider when testing a loan management system:

➤ **Reservation Management :**

- Test the ability to create, modify, and cancel reservations.
- Verify availability checking and conflict resolution.
- Check confirmation notifications (email/SMS).

➤ **User Authentication :**

- Ensure secure login/logout for staff and customers.
- Test different user roles (admin, receptionist, manager) and permissions.

➤ **Room Management :**

- Verify room details (type, rates, amenities).
- Check room status updates (available, occupied, out of service).

➤ **Billing and Payments :**

- Test the accuracy of billing calculations (room charges, taxes, discounts).
- Verify payment processing (credit card, cash, online payments).
- Check invoice generation and history tracking.

➤ **Customer Profiles :**

- Ensure proper creation and editing of guest profiles.
- Verify tracking of customer preferences and history

➤ **Reporting and Analytics :**

- Test generation of various reports (occupancy rates, revenue reports).
- Ensure data accuracy and performance of report generation.

➤ **Integration with Third-Party Services :**

- Verify integrations with payment gateways, booking engines, or external APIs.
- Check synchronization with online travel agencies (OTAs).

➤ **User Interface and Usability :**

- Test for intuitive navigation and layout.
- Verify responsiveness on different devices (desktop, tablet, mobile).

➤ **Performance Testing****

- Evaluate system performance under peak loads (high reservations).
- Check for response times and system stability.

➤ **Security Testing :**

- Test for vulnerabilities (SQL injection, cross-site scripting).
- Ensure data protection and compliance with regulations (GDPR, PCI DSS).

➤ **Backup and Recovery :**

- Verify backup procedures and data restoration processes.
- Test system recovery after a failure or crash.

➤ **Customer Support Features :**

- Test support ticket creation and management.
- Verify live chat or helpdesk functionalities.

➤ **Multilingual and Multi-Currency Support****

- Ensure the system supports multiple languages and currencies if applicable.

By focusing on these key areas, you can ensure that the hotelmanagement system is robust, user-friendly, and reliable for both staff and customers. If you need further details on any specific area, let me know!

Limitations and Future Scope of Enhancements

❖ Limitation:

While a hotel management system can bring many benefits to easy and fast booking management, there are some limitations to keep in mind. Here are a few examples:

- **Cost :**
 - High initial investment and ongoing maintenance costs can be prohibitive for smaller hotels.
- **Complexity :**
 - Some systems can be overly complex, requiring extensive training for staff.
- **Integration Issues :**
 - Difficulties integrating with existing systems (e.g., accounting, CRM) can limit functionality.
- **Scalability :**
 - Some systems may not scale well with increasing hotel size or additional properties.
- **Limited Customization :**
 - Pre-packaged solutions may not fully meet the unique needs of all hotels.
- **Data Security Risks :**
 - Storing sensitive customer data poses security risks if not adequately protected.
- **Reliance on Internet Connectivity :**
 - Many systems require stable internet connections; outages can disrupt operations.

- **User Interface Limitations :**
 - Poorly designed interfaces can lead to inefficiencies and user frustration.
- **Inflexibility :**
 - Rigid workflows may not accommodate unique processes or changing business needs.
- **Customer Support Issues :**
 - Inadequate customer support can lead to prolonged downtime and frustration.
- **Limited Reporting Capabilities :**
 - Some systems may lack comprehensive reporting and analytics features.
- **Updates and Upgrades :**
 - Frequent updates may be required, which can disrupt operations and require retraining.
- **Mobile Accessibility :**
 - Not all systems offer robust mobile access for staff on the go.

Addressing these limitations requires careful selection, implementation, and ongoing management of the hotel management system. If you have any specific limitations in mind or need further details, let me know!

❖ **Future Scope of Enhancements:**

The hotel management system has significant potential for future enhancements to improve its functionality, efficiency, and user experience. Here are some potential areas of development:

➤ **AI and Machine Learning Integration :**

- Implementing AI for personalized guest experiences, predictive analytics for occupancy forecasting, and dynamic pricing strategies.

➤ **Mobile Applications :**

- Developing robust mobile apps for guests to manage bookings, check-in/out, and access services on the go.

➤ **Contactless Technology :**

- Expanding contactless check-in/check-out, digital room keys, and payment options to enhance guest safety and convenience.

➤ **Internet of Things (IoT) :**

- Utilizing IoT for smart room controls (lighting, temperature) and monitoring of equipment (HVAC, appliances) for better efficiency.

➤ **Enhanced Reporting and Analytics :**

- Advanced analytics for deeper insights into guest preferences, market trends, and operational efficiency.

➤ **Cloud-Based Solutions :**

- Transitioning to fully cloud-based systems for better scalability, accessibility, and reduced maintenance costs.

➤ **Integrated Marketing Tools :**

- Incorporating tools for targeted marketing campaigns, loyalty programs, and personalized promotions based on guest data.

➤ **Blockchain for Security :**

- Using blockchain technology for secure transactions and guest identity verification, enhancing data security.

➤ **Sustainability Features :**

- Integrating features to track and optimize energy consumption, waste management, and sustainability practices.

➤ **Multi-Property Management :**

- Enhancing functionalities to manage multiple properties from a single dashboard, improving operational efficiency.

➤ **Social Media Integration :**

- Allowing guests to book or interact via social media platforms, making reservations easier and increasing engagement.

➤ **Customizable User Interfaces :**

- Providing more options for hotels to customize interfaces to suit their specific branding and operational needs.

➤ **Virtual Reality (VR) and Augmented Reality (AR) :**

- Implementing VR/AR for virtual tours of rooms and amenities, enhancing guest engagement before booking.

➤ **Improved Guest Feedback Systems :**

- Advanced tools for collecting, analyzing, and responding to guest feedback in real time.

➤ **Enhanced Security Measures :**

- Implementing advanced security features like biometric authentication and real-time threat monitoring.

These enhancements can help hotel management systems stay competitive, improve guest satisfaction, and streamline operations. If you'd like more information on any of these areas, just let me know!

❖ Conclusion

a hotel management system (HMS) is a vital tool for enhancing operational efficiency, improving guest experiences, and maximizing revenue in the hospitality industry. By automating essential functions such as reservations, billing, and customer management, HMS enables hotel staff to focus on providing exceptional service.

As the industry evolves, incorporating advancements like AI, IoT, and cloud solutions will further enhance these systems, allowing hotels to meet the changing demands of tech-savvy guests. Despite existing limitations, ongoing innovations and enhancements present significant opportunities for hotels to streamline operations, ensure data security, and create personalized experiences.

In a competitive market, investing in a robust hotel management system is not just beneficial; it is essential for long-term success and sustainability. Embracing these technologies will ultimately lead to improved guest satisfaction, increased loyalty, and a stronger bottom line.

9. References

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