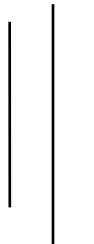




## **TRIBHUVAN UNIVERSITY**

Faculty of Humanities and Social Sciences

### **A Project Report on Cafe Management System**



#### **Submitted to:**

The Department of Bachelor in Computer Application,  
Mechi Multiple Campus, Bhadrapur  
In Partial Fulfillment of the Requirement of Project-II  
For the Degree of Bachelors in Computer Application

#### **Submitted By:**

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Salina Bhandari (20029)

May 22, 2022

Submitted in partial fulfillment of the requirement  
of Project-II CACS 256

Of

Bachelor in Computer Application

Submitted to

Tribhuvan University

Kirtipur, Nepal

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May 22, 2022

## CERTIFICATE OF APPROVAL

A project entitled “**Hotel Management System**” has been submitted by **Kusum Poudel and Salina Bhandari** in the partial fulfillment of the requirements for the degree of Bachelor in Computer Application (BCA) of Tribhuvan University.

### APPROVED BY:

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## **CERTIFICATE FROM SUPERVISOR**

This is to certify that the project entitled “Hotel Management System” is an academic work done by Kusum Poudel and Salina Bhandari in the partial fulfillment of the degree of Bachelor in Computer Application at the Faculty of Humanities and Social Science, Tribhuvan University under my guidance and supervision. To the best of my knowledge, information presented by the students has not been submitted earlier.

.....

Signature of the supervisor

Name: Ridip Khanal

Designation: Department Head

Date:

## **ACKNOWLEDGEMENT**

It required a lot of guidance and assistance from many people to prepare this proposal, and the project members are extremely privileged to have got this all along the completion of proposal duly.

All that the project members have done is due to such supervision and assistance and the project members will not forget to thank them. With due respect we would like to thank our Program director Mr. Krishna Prasad Acharya, for providing us an opportunity to do this project and providing all those supports and guidance. We express our deep gratitude to the department head, Mr. Ridip Khanal, who took keen interest on our project work and guided us all along, introducing us to real time locating system and providing all those necessary documents and instruction for developing a good system.

Lastly we will not forget to thank Mr. Sunil Sharma for his encouragement and moreover for his timely support and guidance.

## **ABSTRACT**

The name of the project is “Hotel Booking System”. The project is to computerize the system of hotel. “Hotel Booking” is the project not only keeps the record of various people like customers, manager etc. but as well as it reduces the extensive paperwork in present system. It will make system more versatile and user friendly.

The project is based on the description about the structure of Hotel Management System. This Project Contains: Keeping the record of all persons like customers, manager etc. and Maintains proper list of all service provided by hotel

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## **List of Abbreviations**

RAM: Random Access Memory

SQL: Structured Query Language

DFD: Data Flow Diagram

LCD: Liquid Crystal Display

LED: Light Emitting Diode

HTML: Hypertext Markup Language

CRT: Cathode Ray Tube

CSS: Cascading Stylesheet

# **Chapter 1 – Introduction**

## **1.1. Project Introduction**

The project, Hotel Management system is a web based application that allows the hotel manager to handle all hotel activities online. Interactive GUI and the ability to manage various hotel bookings and rooms make this system very flexible and convenient.

Hotel Manager is very busy person and doesn't have time to sit and manage the entire activities manually on paper. This application will give him the power and flexibility to manage the entire system from single online system.

Hotel management project provides room booking, staff management and other necessary hotel management features. The system allows the manager to post available rooms in the system. Customers can view and book room online. Admin has the power of entire approving or disapproving the customer's booking request. Other hotel Services can also be viewed by the customer and can book them too. The system is hence useful for both customer and manager to portable manage the hotel activities.

## **1.2. Problem Statement**

Hotels have been around for a very long time, using various methods of keeping records. Historically hotels have kept paper records in filing cabinets. However, hotels are much larger now with many customers to keep track of with regard to types of accommodations, whether low budget, luxury, or somewhere in between, as well as smoking or non-smoking preferences. Keeping track of large customer bases and all their attendant details would require an inordinate space for file cabinets, not to mention the time employees would spend going back and forth to file cabinets looking up each client's information.

Problem that will be faced by the hotel's worker are:

- Difficult to handle data accurately and security because of the data lost, viewing by unauthorized people, can't collect the data at the time.
- Storage problems (Update, Search, Delete, Edit), these types of methods are not accessible and not carry with the manual method
- Unable to analyze past data Security wise is not guarantee to all information and data.

### **1.3. Objective**

The Objectives of “Hotel Management System” are as follows:

- To handle all aspects of the hotel's information and booking system.
- To facilitate a smoother booking process and easily gathers data into your system.

### **1.4. Significance**

The primary significance of this project is the partial fulfillment of course objective as prescribed by our syllabus. On the other hand the product we build enable customers to avoid physical presence for booking hotel room. The project also helps to enrich our horizon of knowledge on how to develop web-based applications and manage software products.

### **1.5. Project Feature**

- Admin can add/update/delete/view record.
- User can sign up and maintain their profile (full name, phone number, address).
- User can view their details.

### **1.6. Member Roles**

Both of the members are devoted to complete this project.

## **1.7. Document Organization**

**Chapter 1** deals about general introduction of the system. It answers “what the product is?”, “What this product does?” It also states problem of statement what existing problem lags. Objective of the project, significance, project features, roles and responsibility of the members of the project in detail.

**Chapter 2** overviews two existing system. It studies pros and cons of existing system which lead us for proper requirement analysis.

**Chapter 3** is System analysis. It show how the system is built, which system development model is used. Requirement is specified, both functional and non-functional. It also discusses about feasibility study of the project.

**Chapter 4** is system design. It consists of heart of this project. Different diagrammatic representation of the system like system architecture, context diagram and data flow diagram, use case diagram, sequence diagram, state diagram, database design, UI/UX mechanism are drawn here.

**Chapter 5** is Conclusion and future enhancement consist of what we concluded and future enhancement consists of additional features in upcoming days.

## **Chapter 2 - Existing System Overview**

### **2.1. Traditional System**

In traditional or the existing system the students have to visit the hotel themselves. In this system more time and manual labor is required.

#### **Pros:-**

- No technical knowledge required.

#### **Cons:-**

- Consumed more time.
- More Expensive
- Less productivity.
- Number of manpower required.
- Customer dissatisfaction

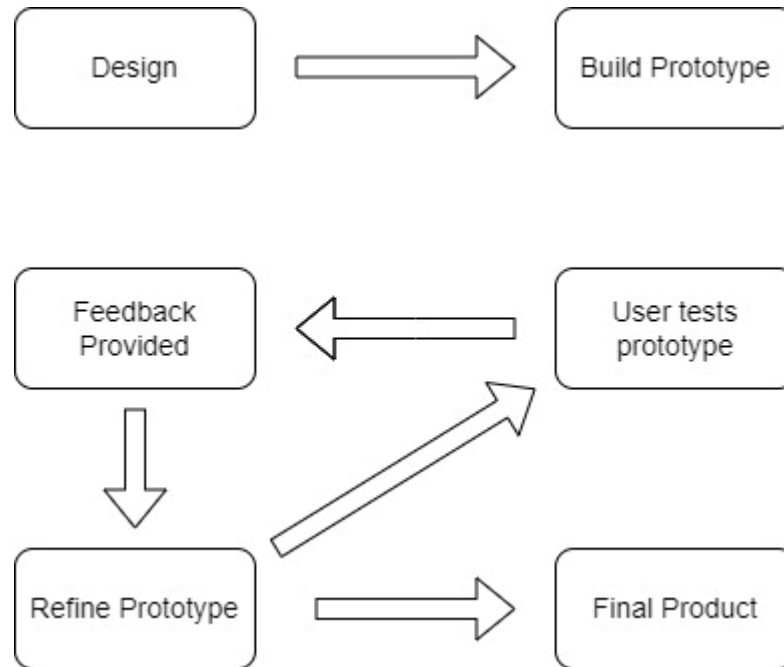
### **2.2. Literature Review**

Against this background, online reviews have become an important resource for travelers to evaluate product quality, service excellence and consumption experiences [1]. The underlying belief is that consumers tend to rely on information about hotel products and services provided by fellow customers (Senecal and Nantel, 2004), indicating the power and persuasiveness of online product reviews [2]. The efficacy of online reviews as a good proxy for overall WOM is well-established, and they are shown to influence consumers' purchasing decisions [3].

## Chapter 3 - System Analysis

### 3.1. System Development Model

Evolutionary prototype software development model is used for the development of this system as in this method, the prototype developed initially is incrementally refined on the basis of customer feedback till it finally gets accepted.



### 3.2 Requirement Specification

#### 3.2.1. Functional Requirement

- Make reservation -User should be able to make booking and reservation of their service they want.
- Search rooms -User should be able to search the available rooms.
- Manage room -Management user must be able to add remove or update the room detail in system.

- Set rate -Management user must be able to set rates for their services they provide.
- Make order -User should be able to make ordering of the food and drink they want.

### **3.2.2 Non-Functional Requirement**

- Safety.
- Security.
- Simple user interface.
- Availability.
- Usability.
- Performance.

## **3.3. Feasibility Study**

### **3.3.1 Technical Feasibility:**

System is technically feasible as the requirement for the development of system is easily accessible. Necessary hardware and software required for the development and implementation of system is available. For the technical knowledge different programming tools is being studied.

### **3.3.2 Economical Feasibility:**

The system is economically feasible and cost effective. It helps to increase the productivity with minimal extension of the system.

### **3.3.3 Operational Feasibility:**

System is easy to operate with the basic knowledge of computation and internet. Well trained manpower is not necessary. User can also easily access the system as it is user friendly. It will overcome the many problems which are faced in manual system



### 3.3.4 Schedule Feasibility:

The deadline of project was 24<sup>th</sup> of September so it is feasible within the given schedule. Similarly, the modules of the project, its front end and back end tasks was completed within the original deadline.

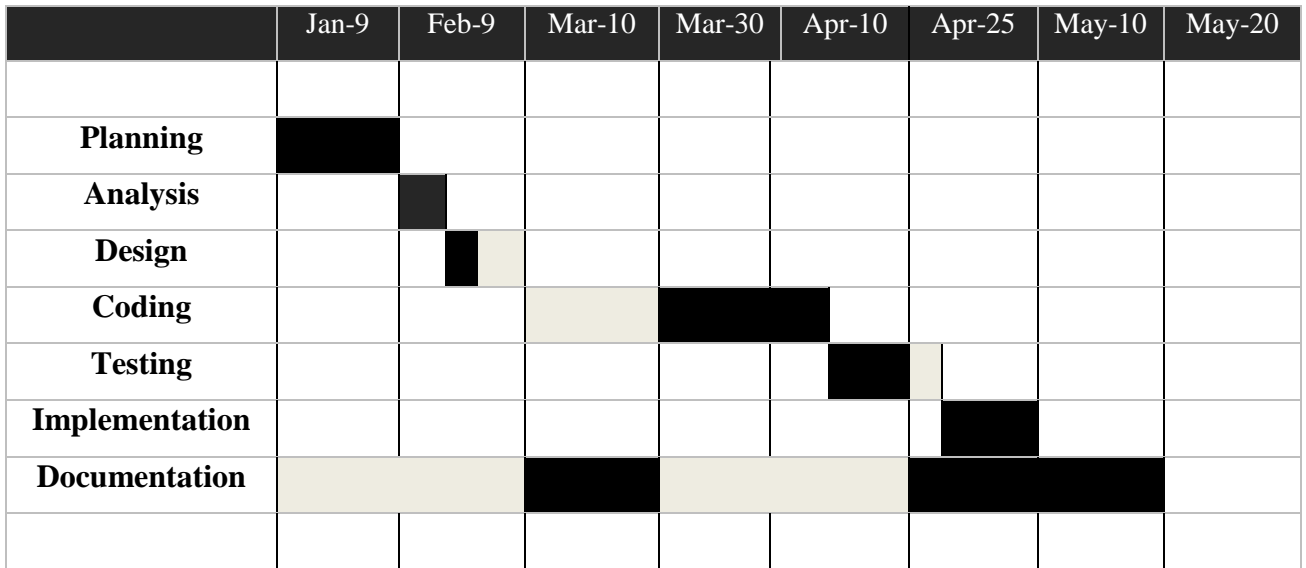


Fig: Gantt chart of Kusum Poudel

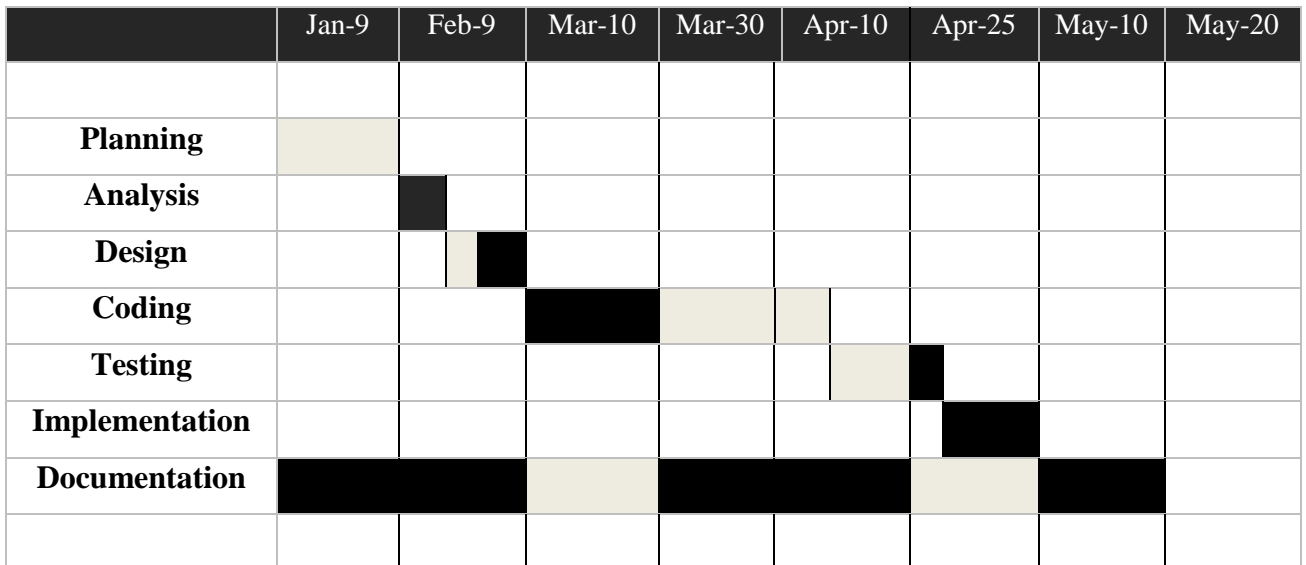


Fig: Gantt chart of Salina Bhandari

## Chapter 4 - System Design

### 4.1 System Architecture

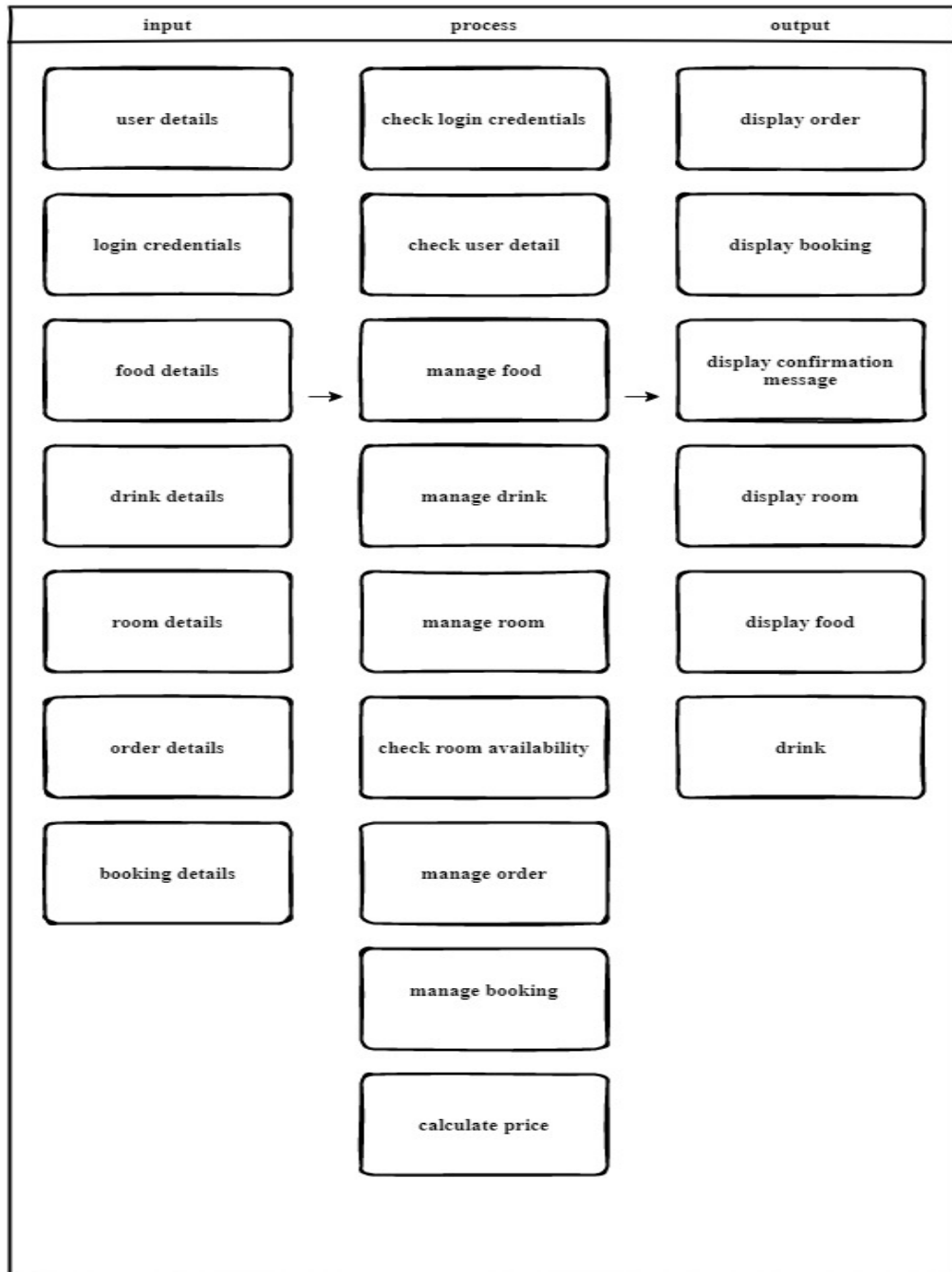


Figure 2: System Architecture of Hotel Management System.

## 4.2 ER Diagram

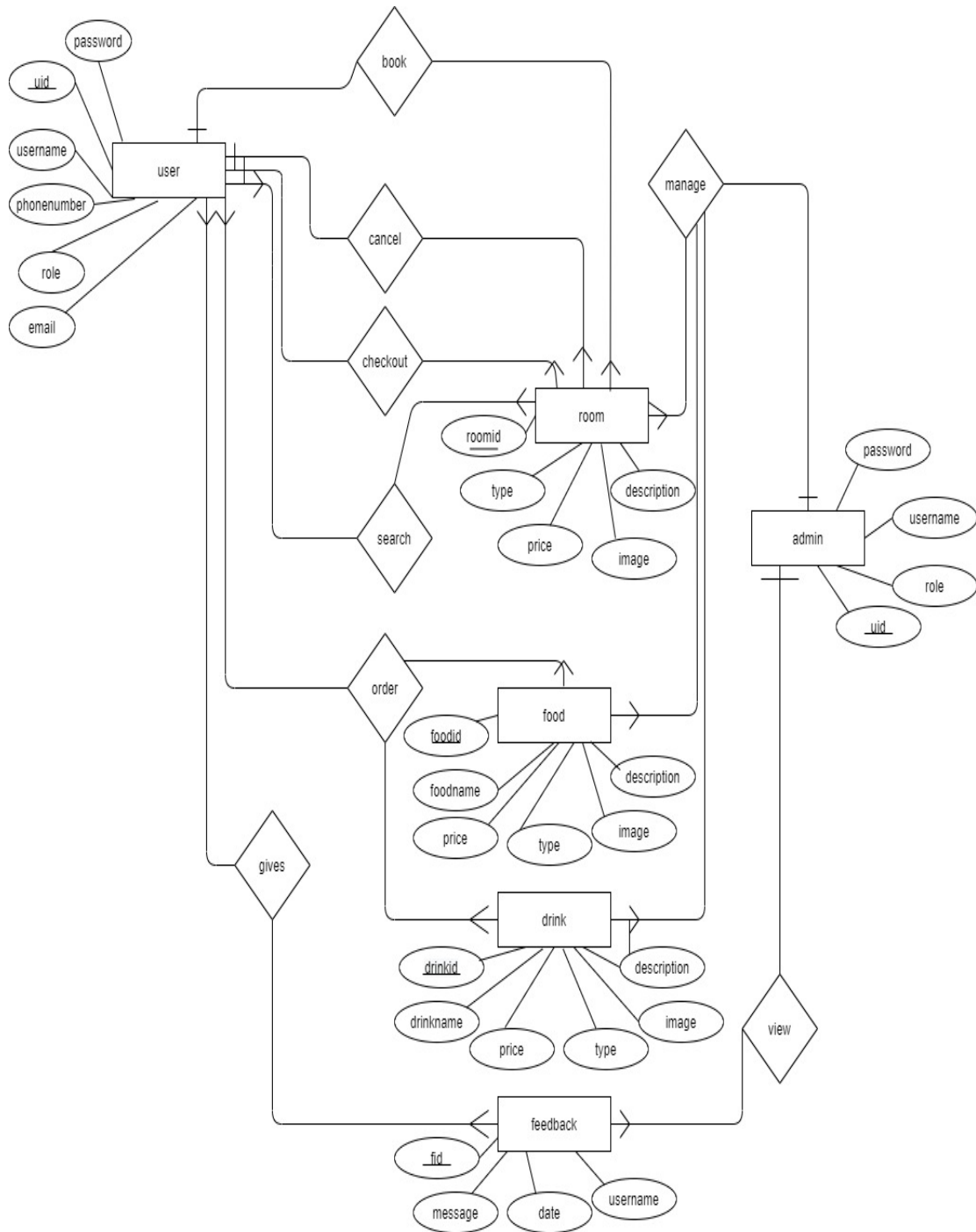


Figure 3: ER-Diagram of Hotel Management System

## 4.3. Activity Diagram

### 4.3.1 Admin Activity Diagram

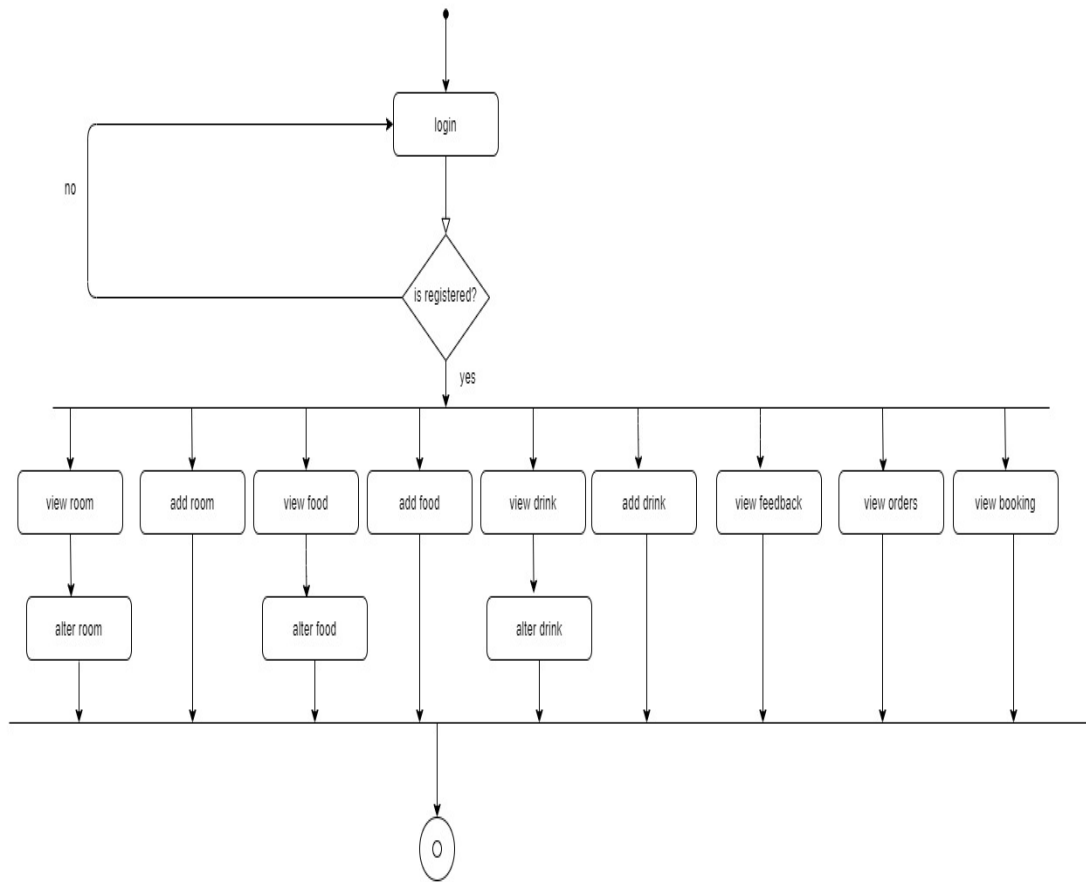


Figure 7: Admin Activity Diagram of Hotel Management System

### 4.3.2 Customer Activity Diagram

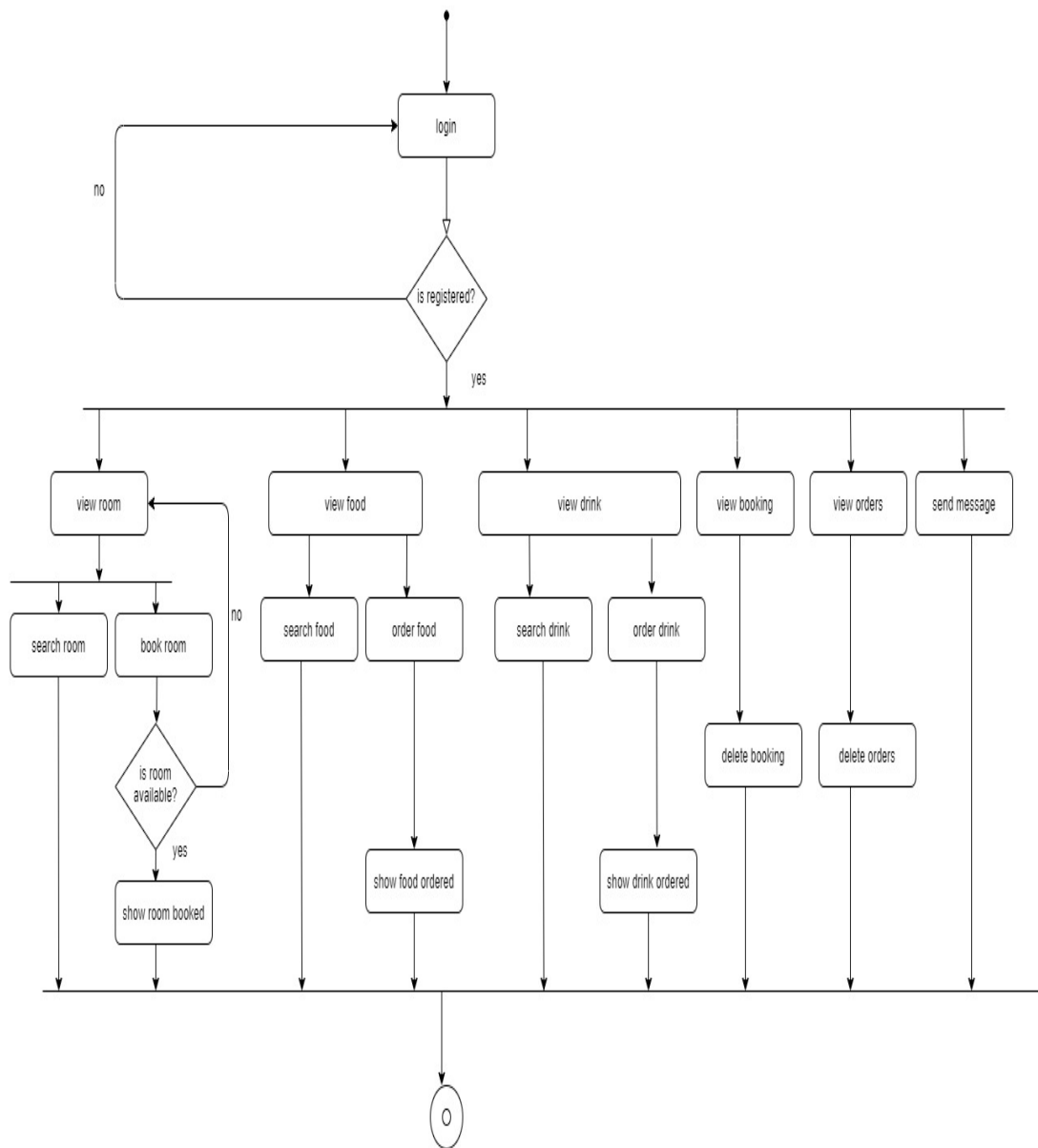


Figure 8: User Activity Diagram of Hotel Management System

## 4.4 Sequence Diagram

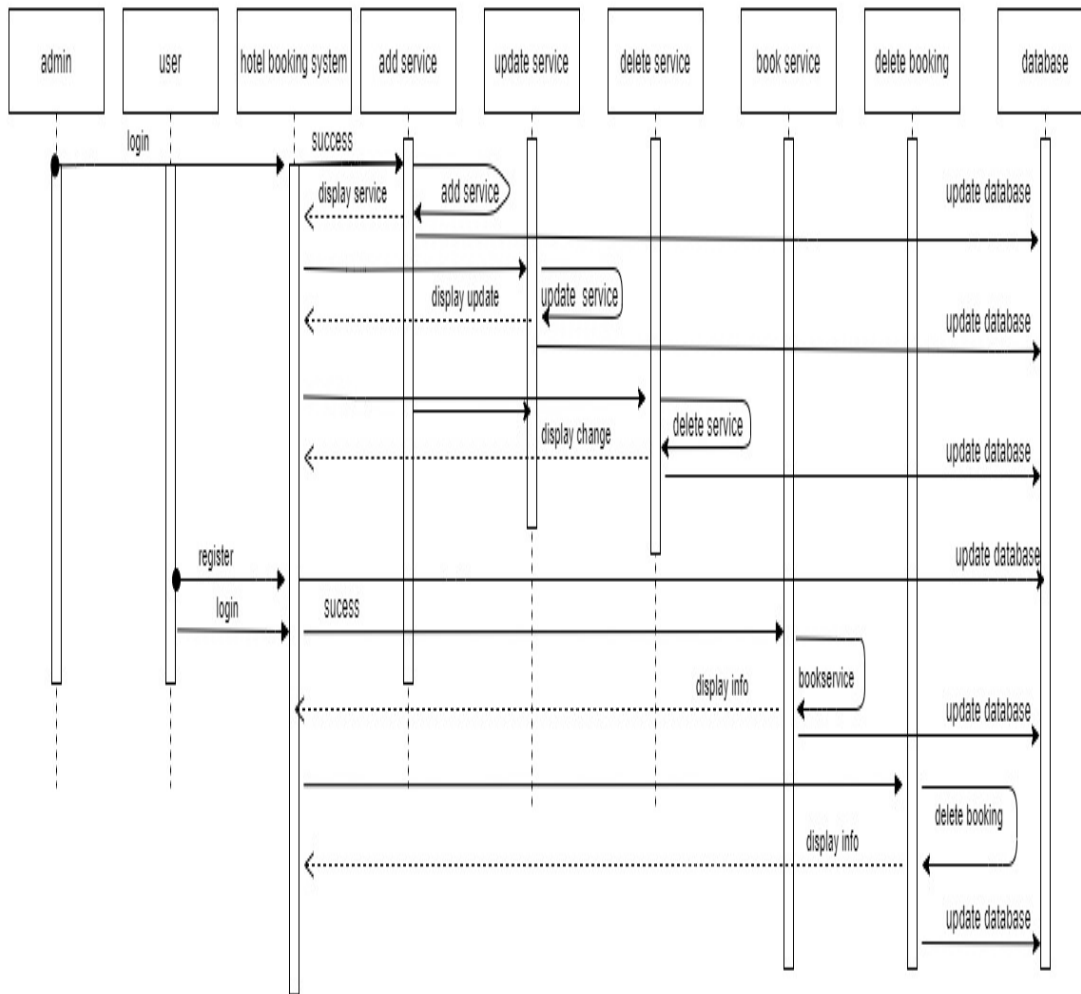


Figure 9: Sequence Diagram of Hotel Management System

## 4.5 Class Diagram

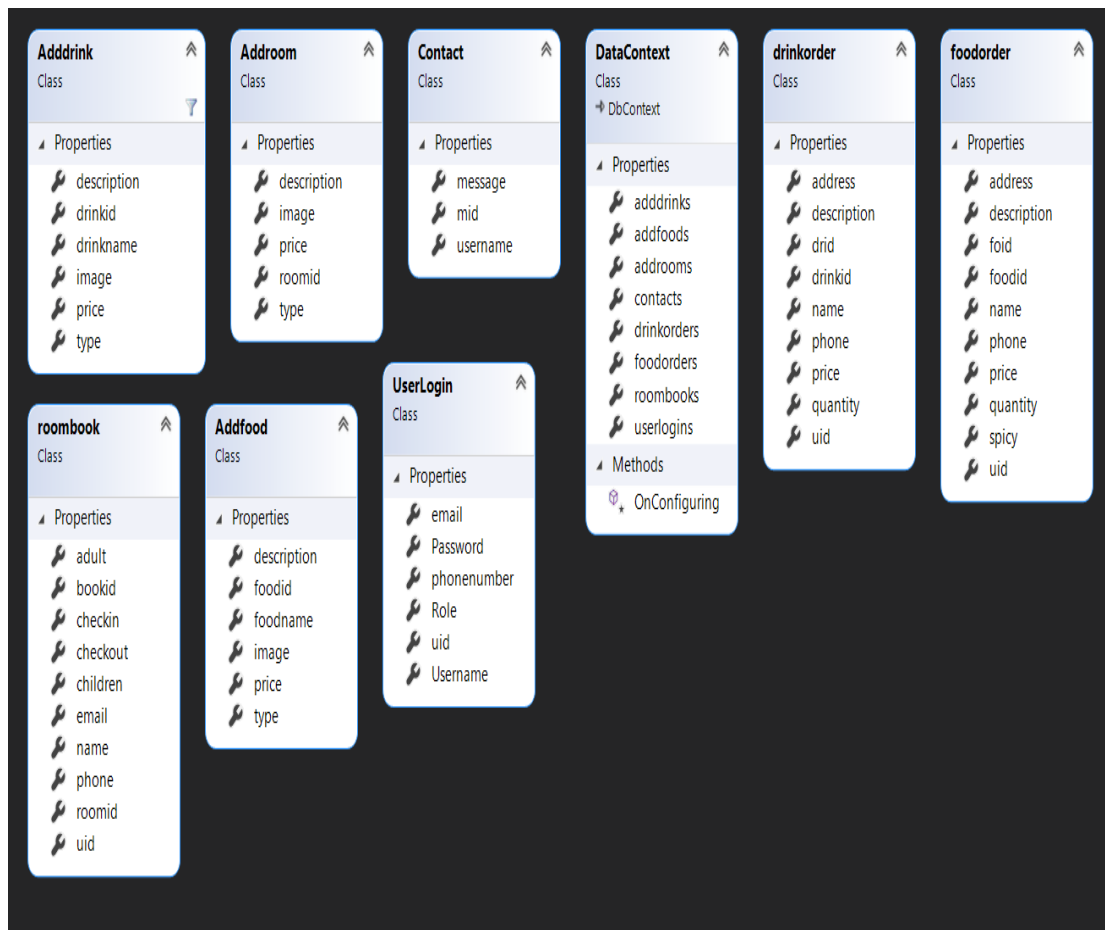


Fig 10: Class Diagram of Hotel Management System

## **Chapter 5 - System Development and Implementation**

### **5.1 Programming Platform**

#### **5.1.1. Front End**

Front end of this application is designed using HTML and CSS. Bootstrap framework is used as front-end framework to speed up development process.

#### **5.1.2. Back End**

Mysql is used as the back end of this application, which process data and works as an interface for accessing data from database.

### **5.2 Operating Requirement**

#### **5.2.1 Hardware Requirement**

- Processor : Intel Pentium IV 2.0 GHz and above
- Monitor : CRT or LED or LCD
- Keyboard : Normal

#### **5.2.2 Software Requirement**

- Server : XAMPP
- Front End : HTML/CSS
- Back End : Mysql
- Operating System: Windows and/or Linux.



## **Chapter 6 - Conclusion and Future Enhancement**

### **6.1. Conclusion**

All most all the tasks were handled manually by the management and the employees work at the Hotel. System helps user to search about specific information or detail before and after doing a hotel reservation or to hotels room. The data that are now kept in large physical files will be stored in the centralized database of the system. Those features of the introducing system will call upon the problems that we have encountered from the current system that is prevailing in the Hotel now to make the tasks done at the Hotel comfortably and much more efficiently.

### **6.2. Limitations**

The limitations of the project are as follows:

- Needs internet connection.
- Needs web enabled device.

### **6.3. Future Enhancements**

Following future enhancement will be made to the system:

- User interface upgrades.
- Bugs fixes.
- Improvement in efficiency and performance.
- Various report generations.

## References

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