



# Darshan University

A Project Report on

## **“Hotel Management System”**

Under the subject

**Software Engineering (2101CS503)**

B. Tech, Semester – VI

Computer Science & Engineering Department

Submitted By

Student Name: Dhwani Prasad

Enrollment No.: 22010101154

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Internal Guide

Prof. Raj Gondaliya

Darshan University

Dean-DIET

Dr. Gopi Sanghani

Darshan University



**Computer Science & Engineering  
Department  
Darshan University**

**DECLARATION**

We hereby declare that the SRS, submitted along with the **Software Engineering (2101CS503)** for entitled “**Hotel Management System**” submitted in partial fulfilment for the Semester-5 of **Bachelor Technology (B. Tech)** in **Computer Science and Engineering (CSE)** Department to Darshan University, Rajkot, is a record of the work carried out at **Darshan University, Rajkot** under the supervision of **Raj Gondaliya** and that no part of any of report has been directly copied from any students’ reports, without providing due reference.

**(Dhwani Prasad)**  
Student’s Signature

Date: \_\_\_\_\_



**Computer Science & Engineering  
Department  
Darshan University**

**CERTIFICATE**

This is to certify that the SRS on “**Hotel Management System**” has been satisfactorily prepared by **Dhwani Prasad (2201010154)** under my guidance in the fulfillment of the course **Software Engineering (2101CS503)** work during the academic year 2023-2024.

Internal Guide  
**Prof. Raj Gondaliya**  
Darshan University

Dean-DIET  
Dr. Gopi Sanghani  
Darshan University

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Thus, in conclusion to the above said, I once again thank the faculties and members of **Darshan University** for their valuable support in completion of the project.

Thanking You  
**Dhwani Prasad**

## **ABSTRACT**

The Hotel Management System (HMS) is a comprehensive software solution designed to streamline and enhance the operational efficiency of hotel management. This system integrates various functions including reservations, front desk operations, housekeeping, billing, and reporting into a unified platform. By automating routine tasks and providing real-time data access, HMS aims to improve the guest experience, optimize resource utilization, and increase overall operational productivity.

Key features of the system include an intuitive reservation interface for managing bookings, an automated check-in/check-out process, real-time room availability updates, and a centralized database for guest information. Additionally, the system supports financial management with integrated billing and invoicing capabilities, along with detailed reporting tools for performance analysis.

The HMS is designed with scalability in mind, accommodating both small boutique hotels and large multi-property chains. By leveraging modern technologies such as cloud computing and mobile access, the system offers flexibility and accessibility, enabling hotel staff to manage operations efficiently from various devices. Ultimately, the Hotel Management System aims to enhance customer satisfaction, streamline hotel operations, and provide valuable insights for strategic decision-making.

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# 1 Introduction

## 1.1 Product perspective

The Hotel Management System (HMS) transforms traditional hotel management practices into a modern, internet-based application, facilitating streamlined operations and enhanced guest interactions. The system supports multiple user roles, including Admin, Manager, Receptionist, and Guest, each with tailored functionalities to ensure efficient management and superior guest experiences. By integrating key operational components such as reservations, front desk operations, housekeeping, billing, and reporting into a unified platform, the HMS is designed to meet the needs of various types of hotels, from small boutique establishments to large hotel chains.

## 1.2 Product features

### 1.2.1 There are four different users who will be using this product:

- Admin who will manage system settings and user accounts.
- Manager who will oversee hotel operations and staff.
- Receptionist who will handle guest interactions and front desk operations.
- Guest who will book rooms and manage their stay.

### 1.2.2 The features that are required for the Admin are:

- Set up and configure system parameters, including room types, rates, and hotel policies.
- Create, modify, and deactivate user accounts for Managers, Receptionists, and other staff.
- Manage user permissions and access levels.
- Perform regular backups to ensure data integrity and security.
- Oversee system performance and handle technical issues.
- Generate and review system-wide reports, including user activity, system performance, and financial summaries.

### 1.2.3 The features that are required for the Manager are:

- Oversee and manage all room reservations, including modifications and cancellations.
- Create and manage guest invoices, process payments, and oversee financial transactions.
- Update and manage room information, including availability, rates, and types.
- Assign tasks and monitor the performance of Receptionists and other staff.
- Review and manage guest profiles and preferences.

### 1.2.4 The features that are required for the Receptionist are:

- Efficiently process guest check-ins and check-outs, including room assignment and payment handling.
- Search for and manage guest reservations, handle special requests, and make modifications as needed.
- Assign and update room assignments based on guest preferences and availability.
- Address guest inquiries, manage requests for additional services, and provide information about hotel amenities.
- Generate invoices for guests, process payments, and handle billing queries.

### 1.2.5 The features that are required for the Guest are:

- Search for available rooms, make reservations, and select room preferences online.
- Access and manage personal booking details, view past and upcoming stays, and update personal information.
- Submit requests for special services or room preferences, such as additional amenities.
- Provide feedback or reviews on their stay and hotel services.

## 1.3 Functional Requirement

### 1.3.1 Admin

- **Login and Authentication:** Users can log in with a username and password, reset forgotten passwords, and ensure secure access to the system.
- **Room Availability Check:** Users can view room availability for specific dates and filter available rooms by type for easier selection.
- **Basic Reservation:** Users can create new reservations and view existing ones, facilitating the booking process for guests.
- **Guest Information Management:** Users can add, update, and search for guest information by name or booking reference, maintaining accurate guest records.
- **Basic Check-in/Check-out:** Users can check guests in and out, updating room status to occupied or vacant accordingly.
- **Invoice Generation:** Users can generate simple invoices for a guest's stay, and print or email them directly to the guest.
- **Housekeeping Status Update:** Users can update the cleaning status of rooms and assign cleaning tasks to housekeeping staff.
- **Guest Feedback Collection:** Users can record guest feedback and comments, and view a list of all feedback received.
- **Basic Report Generation:** Users can generate basic reports on occupancy rates and view revenue summaries for specific periods.
- **Profile Management:** Users can update their profile information and change their passwords, maintaining up-to-date personal details.

### 1.3.2 Guest

- **Online Booking:**
  - Guests can search for available rooms by specifying dates and preferences.
  - Guests can view room details, amenities, and rates before making a reservation.
  - Guests can complete the booking process online and receive a confirmation email.
- **Booking Management:**
  - Guests can view their current and past bookings.
  - Guests can modify or cancel their reservations based on hotel policies.
  - Guests receive notifications for any changes or cancellations to their bookings.
- **Profile Management:**
  - Guests can create their personal profiles, including contact information.
  - Guests can update their preferences and special requests for future stays.
  - Guests can change their account passwords and handle security settings.
- **Payment Processing:**

- Guests can make online payments using various payment methods (credit card, debit card, digital wallets).
- Guests can view their payment history and download invoices.
- The system provides secure payment processing to protect guest financial information.
- **Feedback and Reviews:**
  - Guests can submit feedback and reviews about their stay and hotel services.
  - Guests can rate their experience and provide suggestions for improvement.
  - Guests receive acknowledgment and responses to their feedback.
- **Check-in and Check-out:**
  - Guests can use online check-in to expedite the arrival process.
  - Guests can request late check-out or early check-in based on availability.
  - The system provides guests with a digital key or information about room access.
- **Service Requests:**
  - Guests can request additional services such as room service, housekeeping, or maintenance.
  - Guests can track the status of their service requests in real-time.
  - Guests receive notifications when their requests are fulfilled.
- **Loyalty Program Management:**
  - Guests can enroll in and handle their membership in the hotel's loyalty program.
  - Guests can view and redeem loyalty points for discounts or special offers.
  - Guests receive updates on their loyalty status and exclusive member benefits.
- **Special Offers and Promotions:**
  - Guests can view and book special offers or promotional packages.
  - Guests receive notifications about exclusive deals and discounts.
  - The system allows guests to apply promo codes during the booking process.
- **Communication and Support:**
  - Guests can chat with customer support for assistance with their reservations.
  - Guests can access a FAQ section for common queries and information.
  - Guests receive timely responses to their inquiries and support requests.
- **Mobile Accessibility:**
  - Guests can access the hotel management system through a mobile app or mobile-friendly website.
  - Guests can use mobile check-in and digital keys for a seamless experience.
  - The mobile platform provides all essential features for managing bookings and services.

### 1.3.3 Manager

- **User and Role Management:**
  - Managers can create, update, and delete user accounts for staff.
  - Managers can assign roles and permissions to ensure appropriate access levels.
  - Managers can deactivate or reactivate user accounts as needed.
- **Room and Rate Management:**
  - Managers can add, update, or remove room details, including type, rate, and availability.
  - Managers can set seasonal or promotional rates and handle special offers.

- Managers can oversee room inventory and ensure accurate status updates.
- **Reservation Management:**
  - Managers can view, modify, or cancel guest reservations.
  - Managers can access detailed booking reports and analyze reservation trends.
  - Managers can create overbooking scenarios and reallocate rooms if necessary.
- **Check-in/Check-out Oversight:**
  - Managers can monitor the check-in and check-out process to ensure efficiency.
  - Managers can resolve issues related to guest arrivals and departures.
  - Managers can update room statuses and ensure timely housekeeping.
- **Billing and Financial Management:**
  - Managers can generate detailed invoices and process guest payments.
  - Managers can review financial reports, including revenue, expenses, and occupancy rates.
  - Managers have the ability to handle discounts, process refunds, and make adjustments to guest bills..
- **Staff Scheduling and Management:**
  - Managers can create and handle staff schedules, including shift assignments.
  - Managers can track staff attendance and handle shift changes or absences.
  - Managers can evaluate staff performance and provide feedback.
- **Maintenance Management:**
  - Managers can log and track maintenance requests and issues.
  - Managers can assign maintenance tasks to staff and monitor completion.
  - Managers can review maintenance logs and ensure timely resolution of problems.
- **Customer Feedback and Complaint Resolution:**
  - Managers can review and respond to guest feedback and complaints.
  - Managers can implement actions to address issues and improve guest satisfaction.
  - Managers can track the status of complaints and ensure follow-up.
- **Report Generation and Analysis:**
  - Managers can generate comprehensive reports on various aspects of hotel operations.
  - Managers can analyze data to identify trends, strengths, and areas for improvement.
  - Managers can export reports for presentations or further analysis.
- **Marketing and Promotions Management:**
  - Managers can create and handle marketing campaigns and promotional offers.
  - Managers can track the effectiveness of marketing efforts and adjust strategies.

- Managers can collaborate with marketing teams to enhance hotel visibility.

#### **1.3.4 Receptionist**

- **User and Role Management:**

- Managers can create, update, and delete user accounts for staff.
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- **Room and Rate Management:**

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- Managers can set seasonal or promotional rates and handle special offers.
- Managers can oversee room inventory and ensure accurate status updates.

- **Reservation Management:**

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  - Managers can collaborate with marketing teams to enhance hotel visibility.

## **1.4 Non-Functional Requirement**

### **1.4.1 Usability:**

- The UI should be simple enough for everyone to understand and get the relevant information without any special training. Different languages can be provided based on the requirements.

### **1.4.2 Accuracy:**

- The data stored about the books and the fines calculated should be correct, consistent, and reliable.

### **1.4.3 Availability:**

- The System should be available for the duration when the library operates and must be recovered within an hour or less if it fails. The system should respond to the requests within two seconds or less.

### **1.4.4 Maintainability:**

- The software should be easily maintainable and adding new features and making changes to the software must be as simple as possible. In addition to this, the software must also be portable.

### **1.4.5 Backup and Restore Requirements:**

- Backup: The system should automatically perform regular backups of all data, including reservations, guest information, and financial records, to ensure data integrity and prevent loss.
- Restore: The system should provide a reliable restore function that allows administrators to quickly recover data from backups in case of system failure, data corruption, or accidental deletion..

## 2 Design and Implementation Constraints

### 2.1 Use case diagram

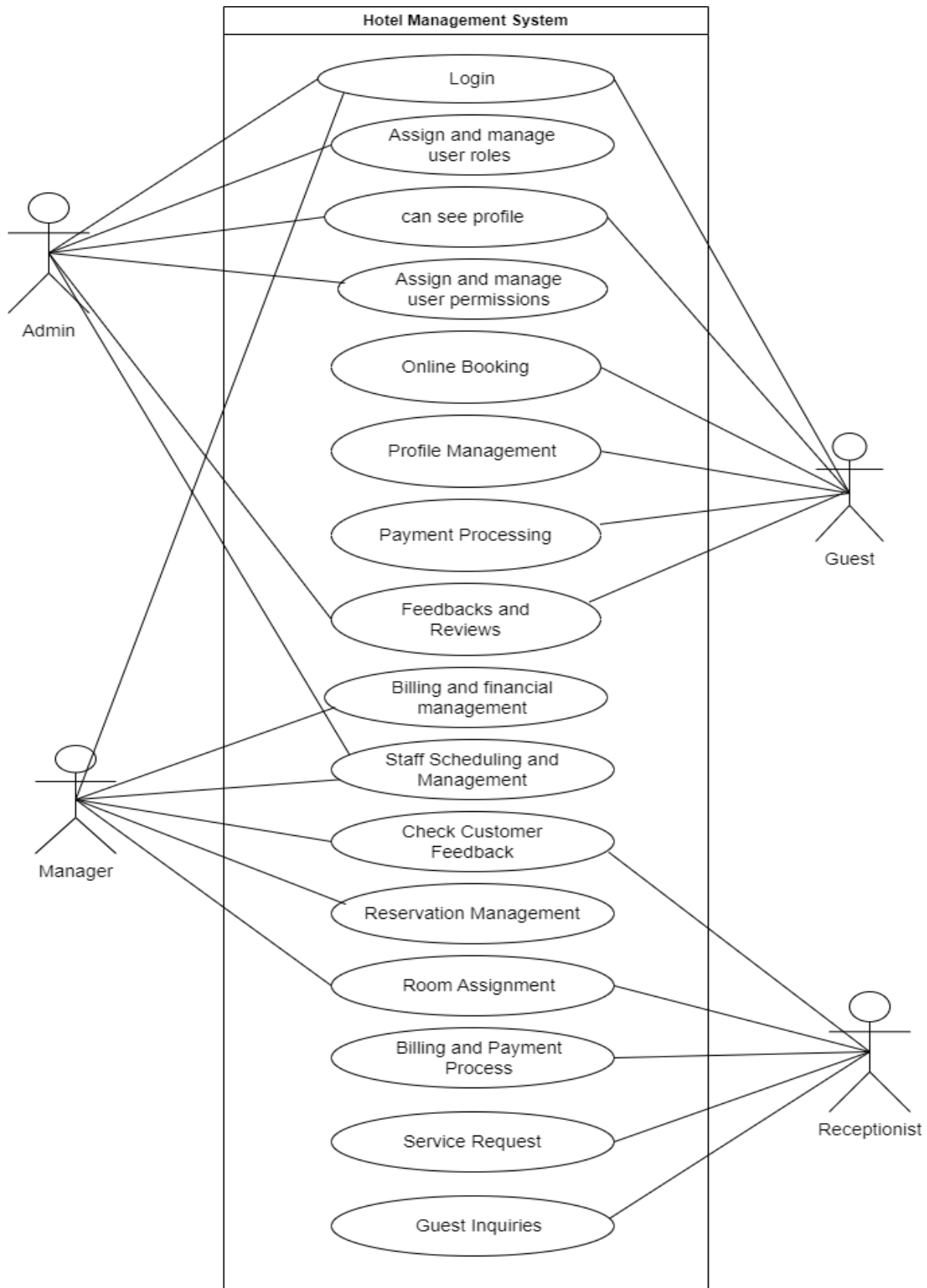


Figure 2.1-1 Use case diagram for hotel management system



## 2.2 Activity diagram and Swimlane diagram

### 2.2.1 Activity diagram 1

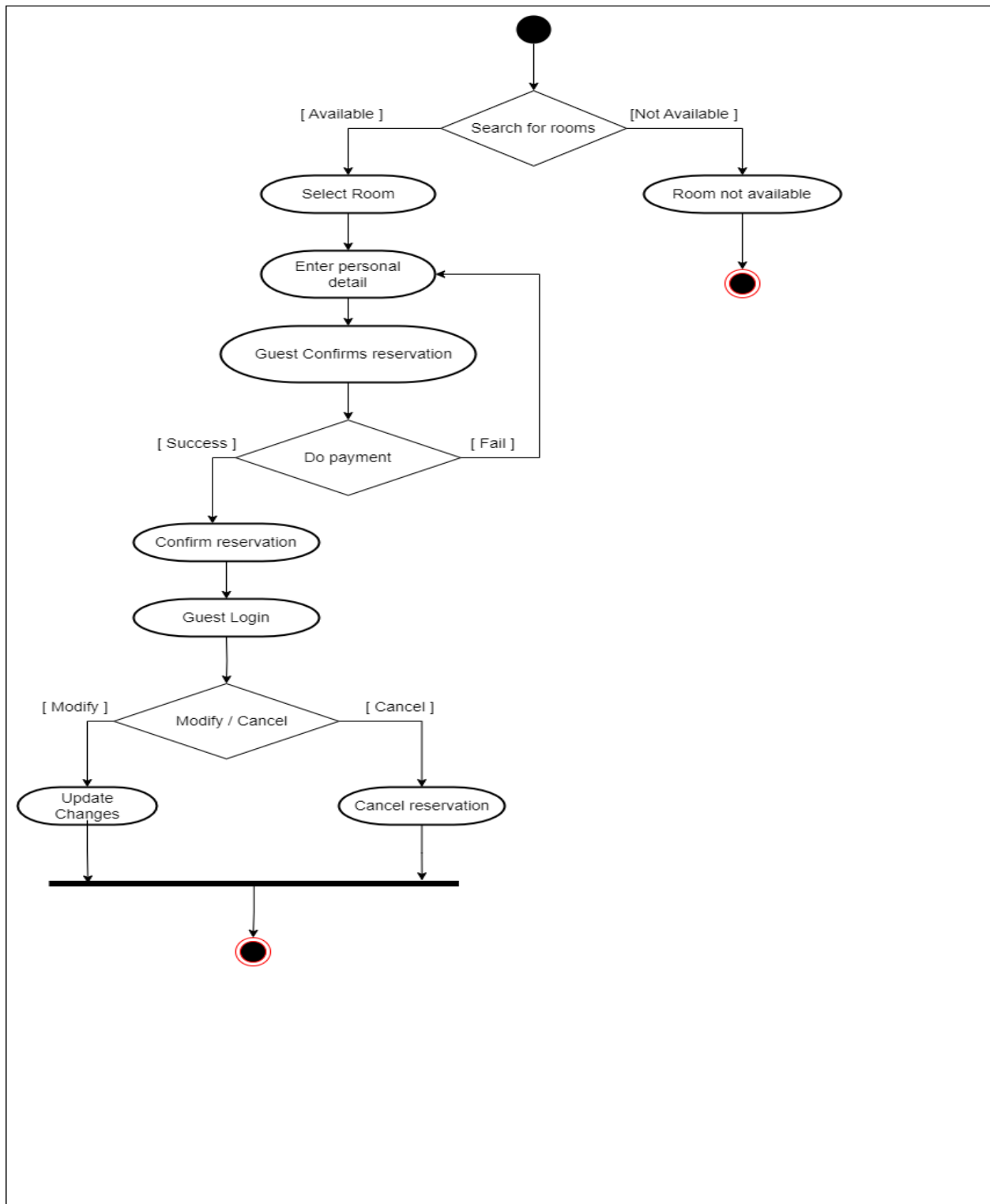


Figure 2.2-1 Activity diagram for Reserve a room

## 2.2.2 Activity diagram 2

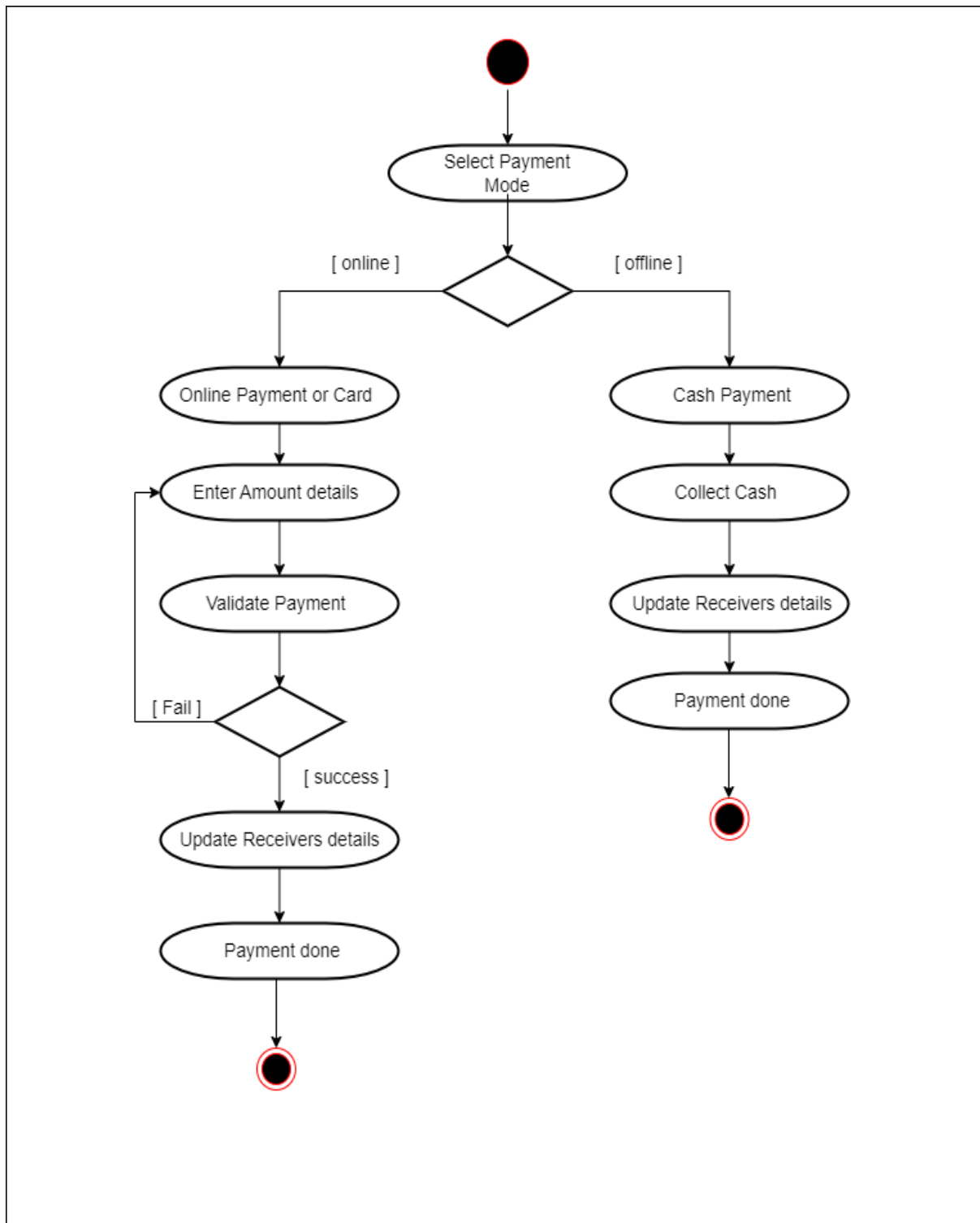


Figure 2.2-2 Activity diagram for Payment

## 2.2.3 Swimlane diagram 1

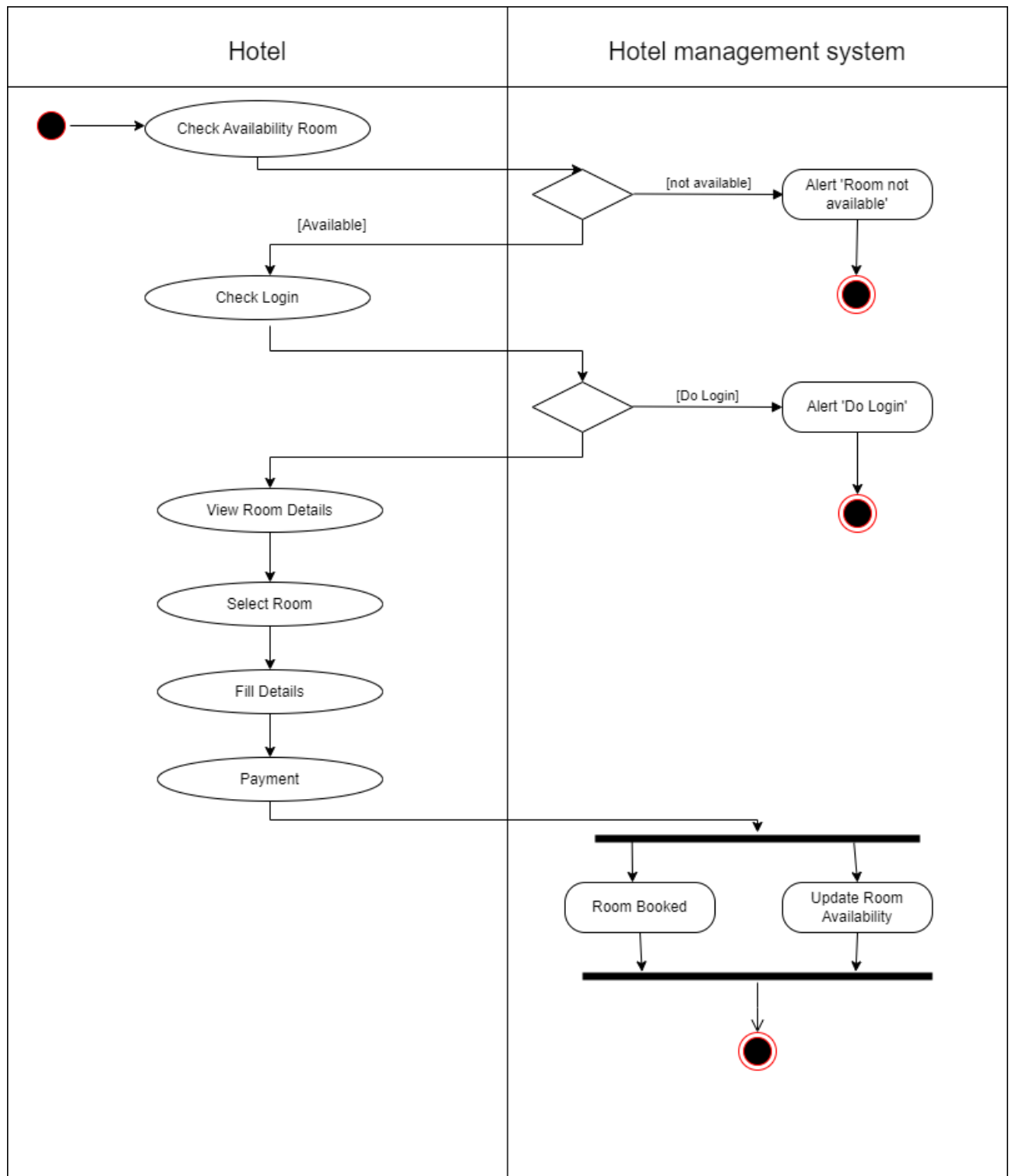


Figure 2.2-2 Swimlane diagram for Room booking

## 2.2.4 Swimlane diagram 2

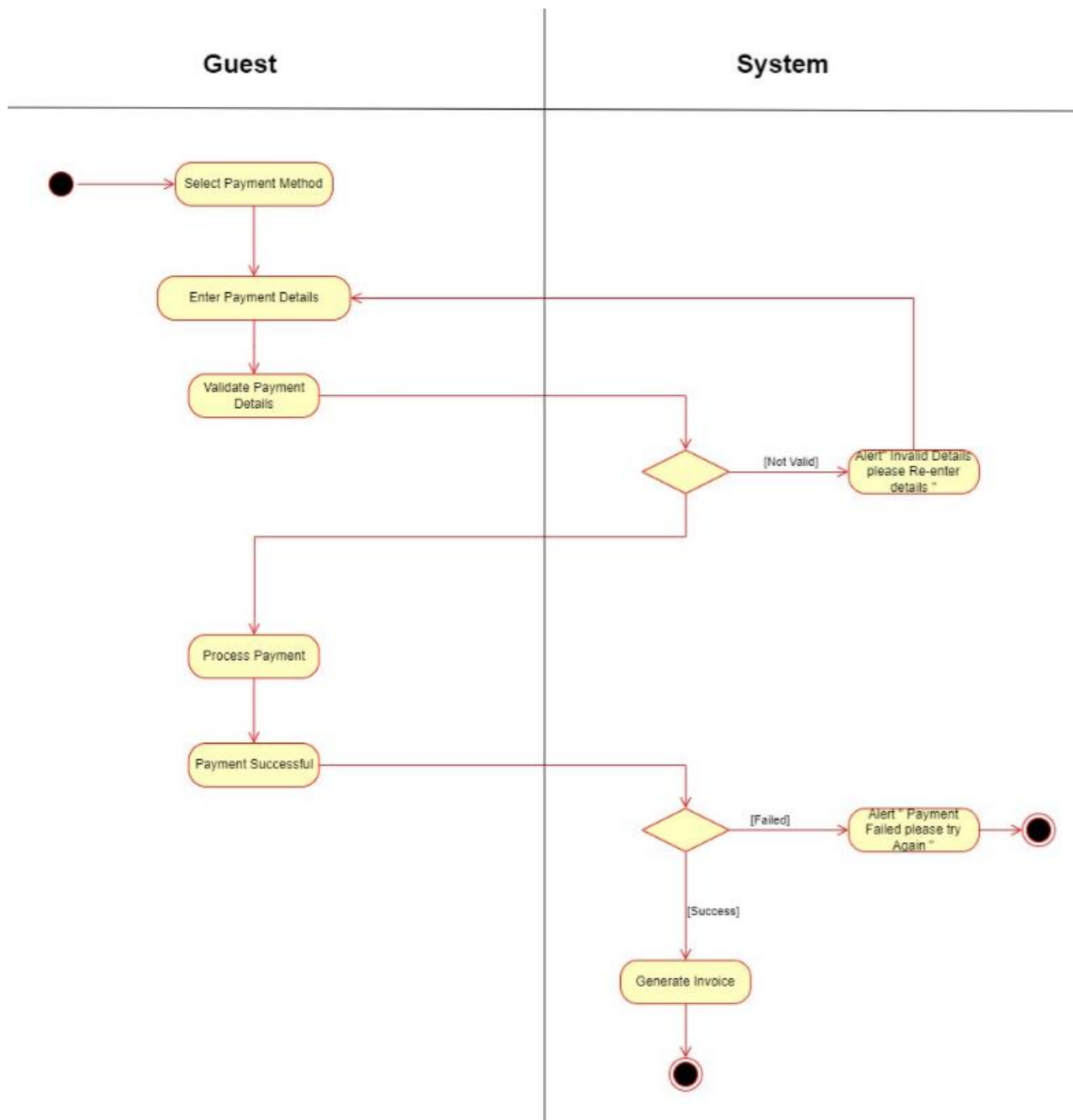


Figure 2.2-3 Swimlane diagram for Payment

## 2.3 Sequence diagram

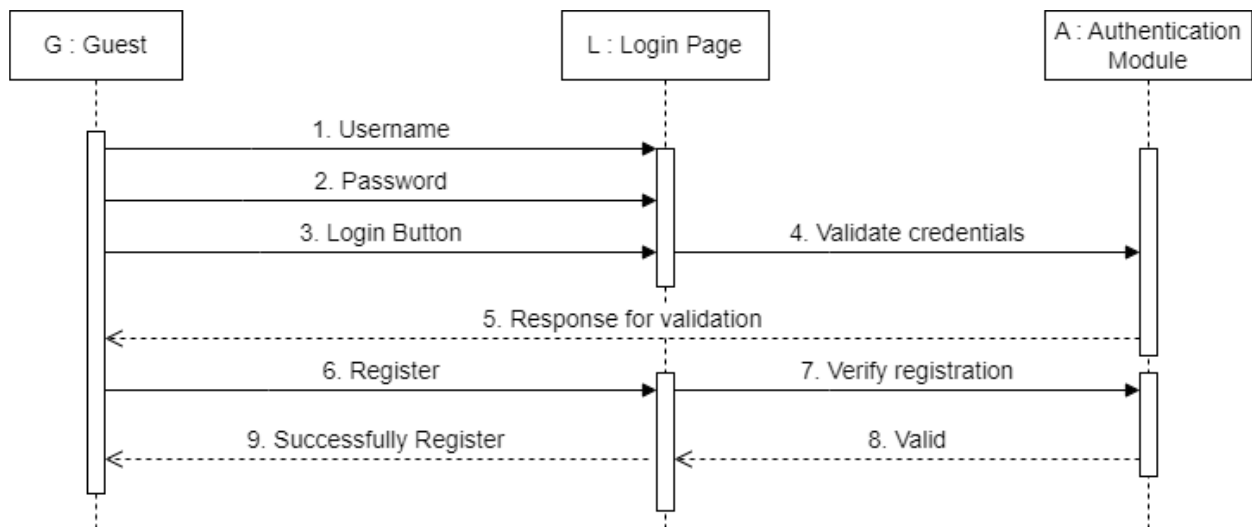


Figure 2.3-1 Sequence diagram for Login request

## 2.4 State diagram

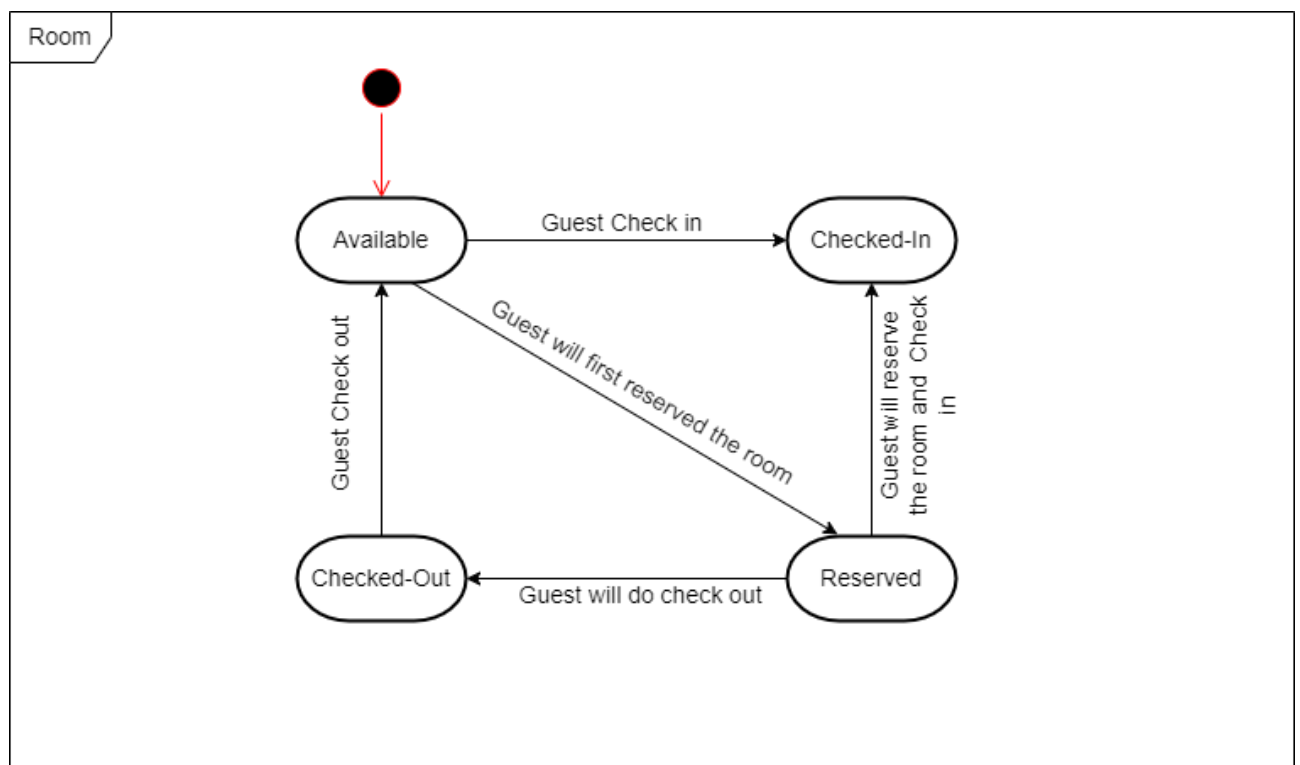


Figure 2.4-1 State diagram of Room

## 2.5 Class diagram

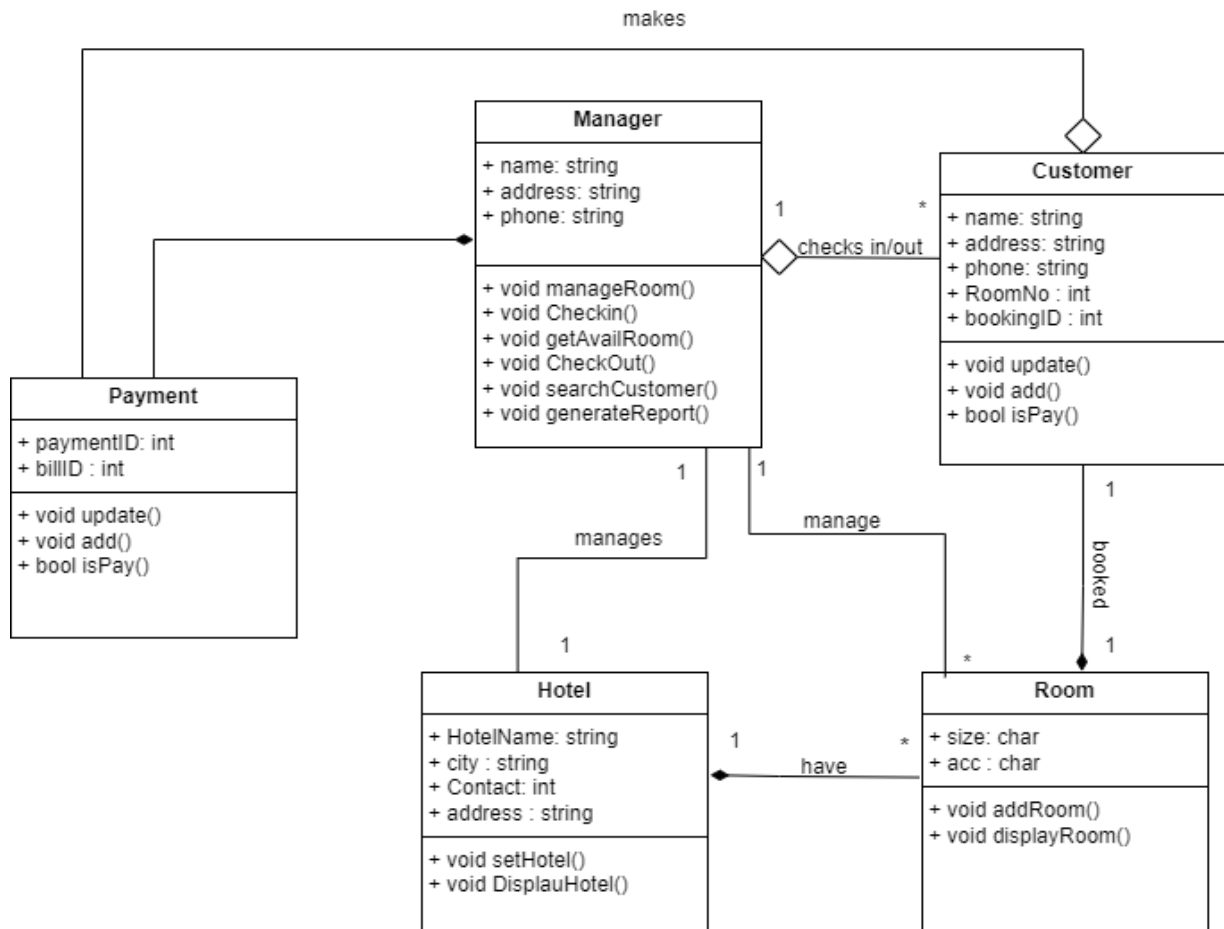


Figure 2.5-1 Class diagram for Hotel management system

## 2.6 Data flow diagram

### 2.6.1 Context diagram (level-0)

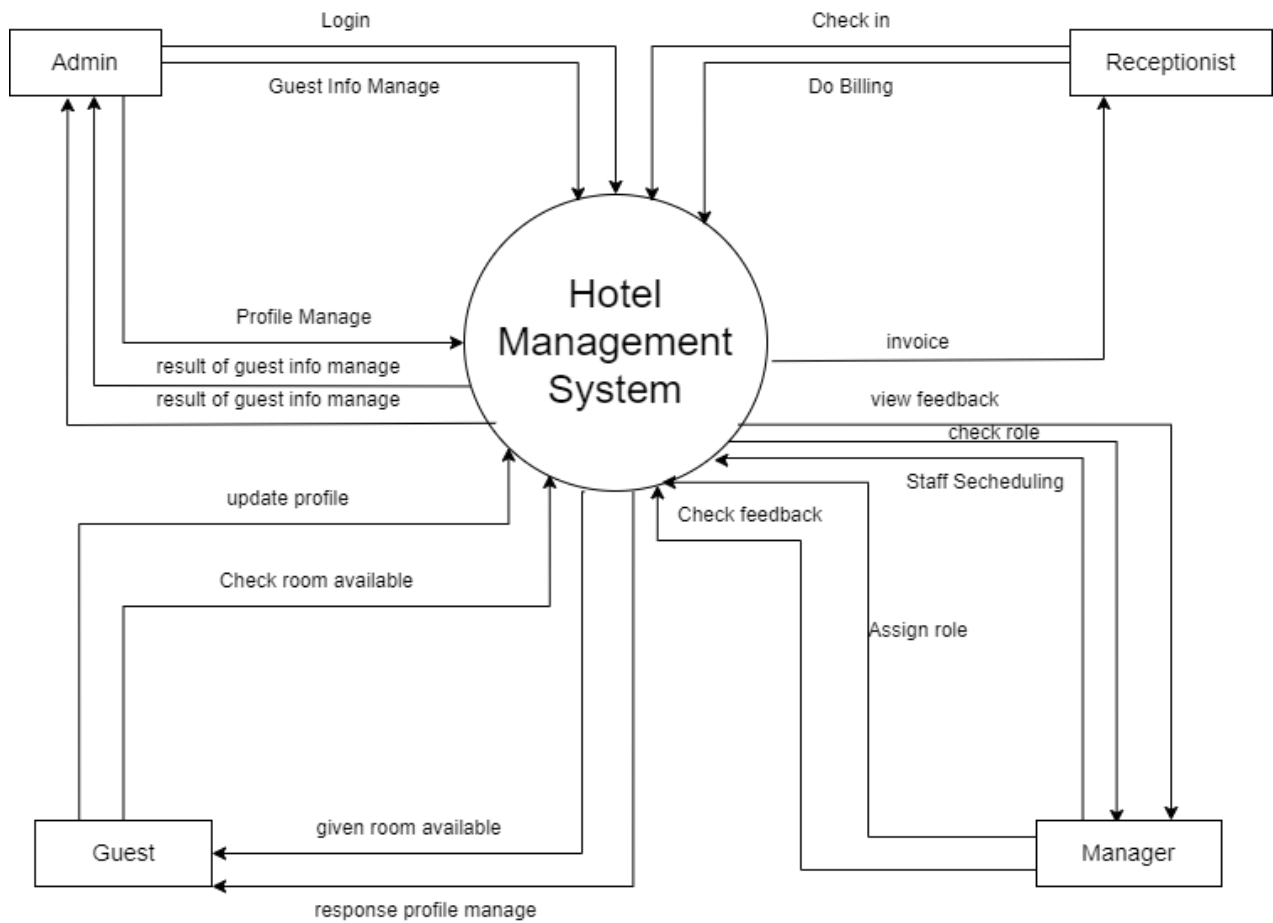


Figure 2.6-1 Context diagram for Hotel management system

## 2.6.2 DFD Level-1

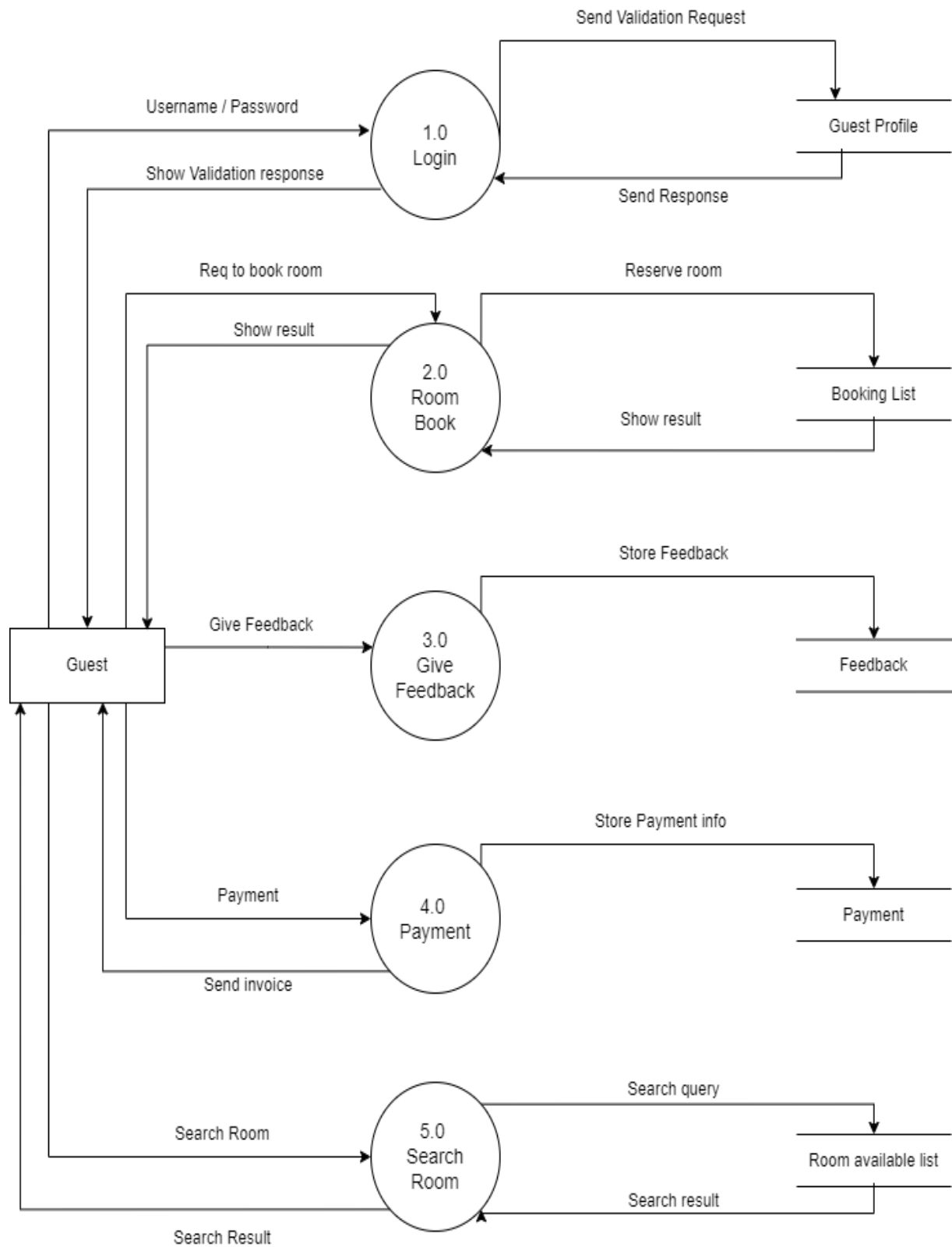


Figure 2.6-2 DFD level-1 for Hotel management system



### 3 External interface requirement (Screens)

#### 3.1 Screen-1: Travel Website

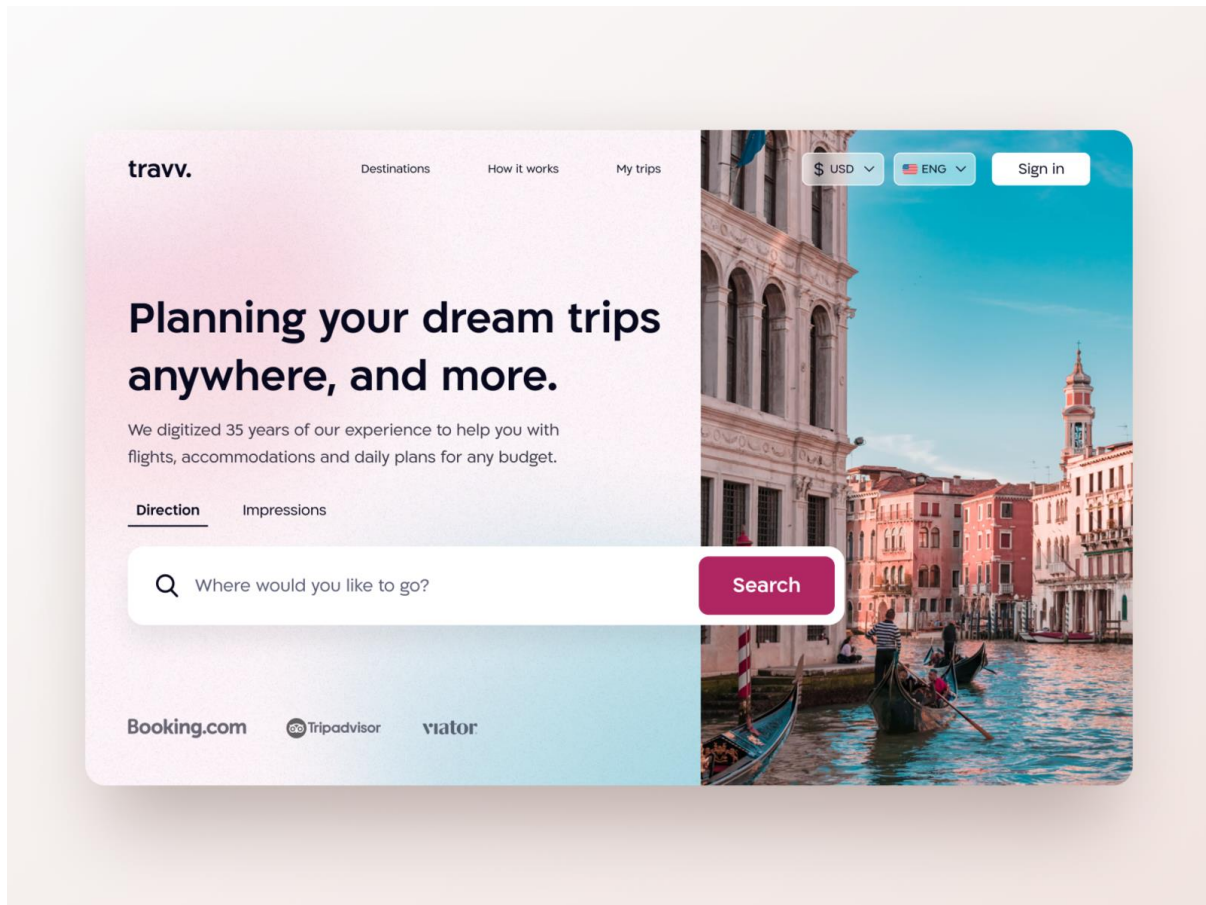


Figure 3.1 Screen-1: Travel Website

**Purpose:** This form will allow the target end-users to register in the system. To register, the following information will be encoded in the system.

Table 3.1 Screen element of Travel Website

Sr. No.	Screen Element	Input Type	O/M	1/N	Description
1.	Header text	Text	M	N	The text displayed prominently at the top of the screen, typically used to convey the main title or purpose of the page or section.
2.	Header Link	Link	M	N	A clickable hyperlink located in the header, which usually directs users to another page or resource within the application or website.
3.	Header Button	Button	M	N	A button placed in the header section of the screen that performs a specific action when clicked, such as

					submitting a form or opening a dialog.
4.	Text	text	O	N	Plain text displayed within the body of the screen, used to provide additional information or content relevant to the user.
5.	Image	Image	O	1	A visual element that can be used for decoration, illustration, or conveying information. It is displayed as a graphical representation, such as a photo or icon.
6.	Search text Bar	Search	O	1	An input field that allows users to enter search queries to find specific content or data within the application or website.
7.	Search Button	Button	M	1	A button associated with the search text bar that triggers the search action when clicked, often labeled with a magnifying glass icon or the word "Search."
8.	Link	Link	O	N	A hyperlink that directs users to another page or resource when clicked. It can be placed anywhere within the content area.
9.	Bottom Navigation Link	Link	M	N	Links located in the bottom navigation area of the screen, typically used for quick access to key sections or features of the application or website.

### 3.2 Screen-2: Hotel Website

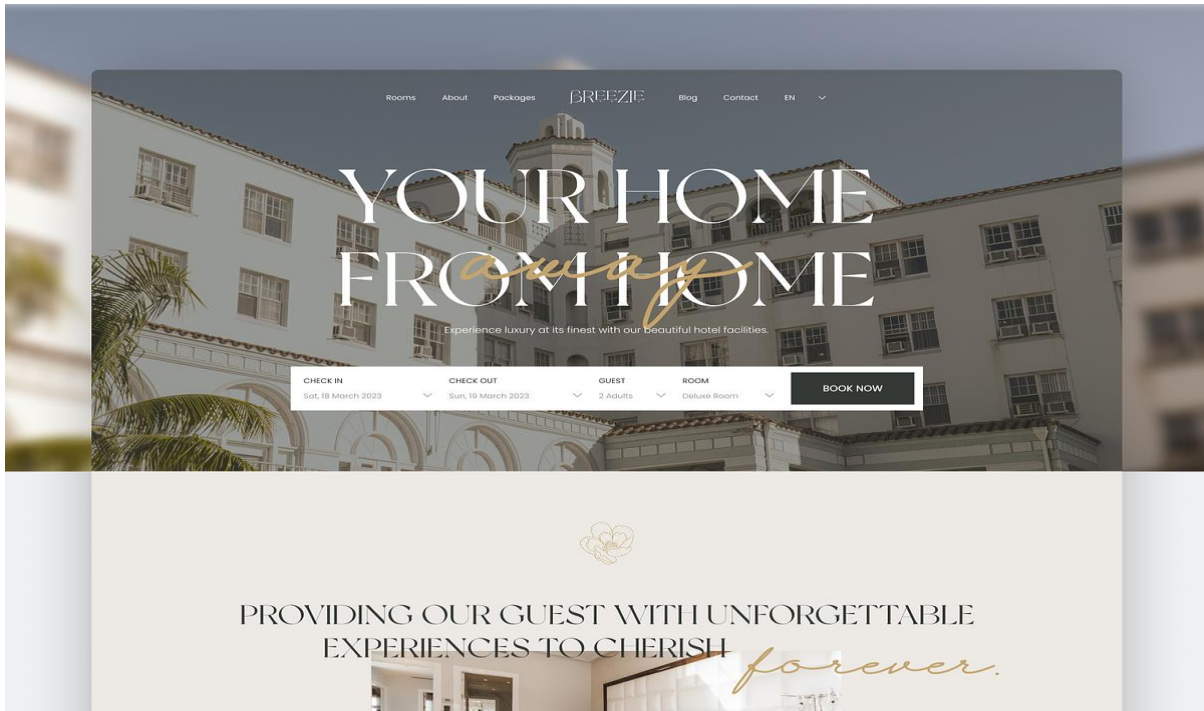


Figure 3.2 Screen-2: Hotel Website

**Purpose:** This form will be used by the system’s users to access records and features of the system. The users will input the correct combination of their username and password to be able to login to the system.

Table 3.2 Screen element of Hotel Website

Sr. No.	Screen Element	Input Type	O/M	1/N	Description
1.	Header text	Text	M	N	This is the text displayed in the header of the screen. It provides important information or the title of the page.
2.	Header Link	Link	M	N	A clickable link located in the header, which may redirect the user to another page or perform an action.
3.	Logo	Link	M	1	A logo displayed in the header, which serves as a branding element. This logo is clickable and usually redirects to the homepage or performs a defined action
4.	Text	text	O	N	General text content displayed on the screen. This could be any textual information required for the page or component.

					This element can be optional, and it can be included as needed.
5.	Image	Image	O	1	An image displayed on the screen. This image might be used for visual content, branding, or decoration.
6.	Middle box text	dropdown	M	N	A dropdown menu within a middle box section. This dropdown allows users to select from a list of options.
7.	Middle box label	text	M	N	A text label within the middle box section that provides a description or title for the associated content or functionality.
8.	Middle box button	Button	M	1	A button located in the middle box section, used to trigger an action or submit information.

### 3.3 Screen-3: Product Design for HealthCare

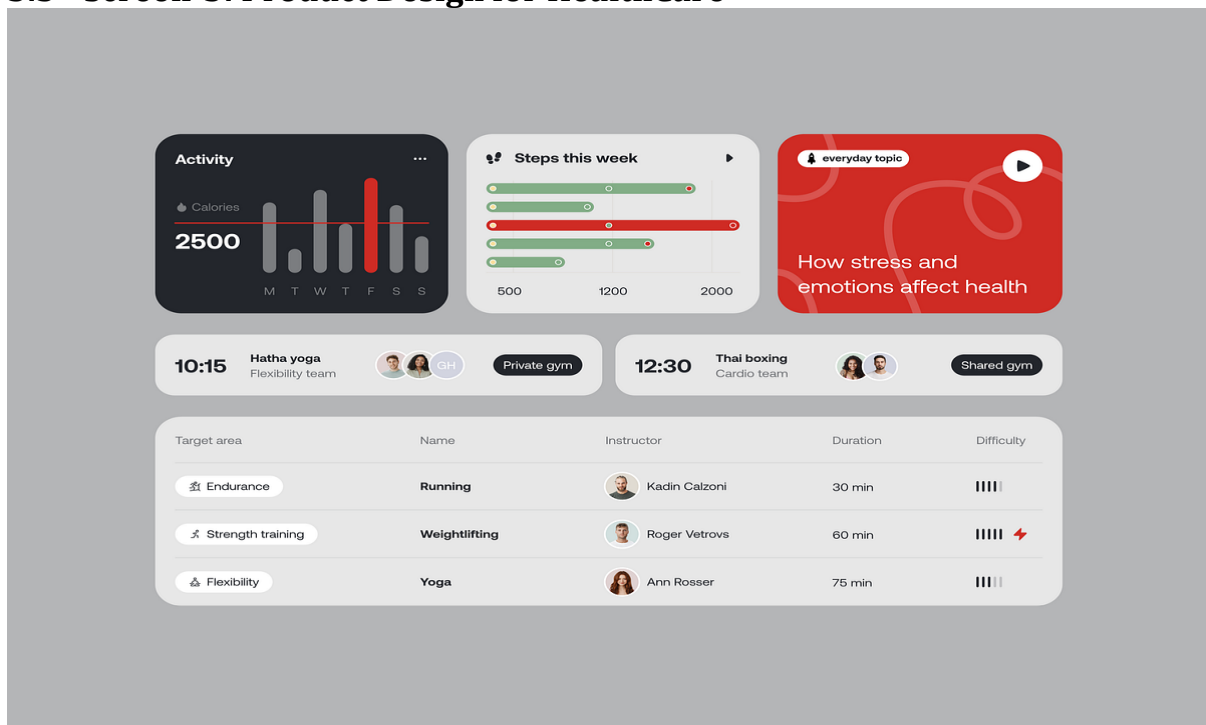


Figure 3.3 Screen-3: Product Design for HealthCare

**Purpose:** This module will allow the system administrator to add, edit, update or delete borrowers of book. The admin can add borrower information and manage it.

Table 3.3 Screen element of Product Design for HealthCare

Sr. No.	Screen Element	Input Type	O/M	1/N	Description
1.	Card Heading	Text	M	N	The title or main label for a card component, typically used to summarize or describe the content within the card.
2.	Time	Time	M	N	A field for displaying or selecting time, often used for scheduling or time-based data.
3.	User Name	Text	M	N	A text field used to display or input a user's name.
4.	Bar Graph	Text	M	N	Although labeled as "Text," this typically represents a visual chart element that uses bars to show data comparisons.
5.	Card	Link	M	N	A clickable card element that directs users to more detailed content or another part of the application.
6.	Logo	Link	O	1	An image or graphic element that functions as a clickable link, usually leading to the homepage or a related page.
7.	Text	text	O	N	A generic text field used for displaying textual information.
8.	Image	Image	O	1	A visual element that displays images, used for adding graphical content to the screen.
9.	Middle box text	text	M	N	Text displayed within a middle section or box on the screen, providing additional information or context.
10.	Middle box label	text	M	N	A label within a middle section or box, used to describe or identify other elements within that section.
11.	Middle box button	Button	M	1	A clickable button within a middle section or box, used to trigger actions or navigate to other parts of the application.

### 3.4 Screen-3: Dribbble Website

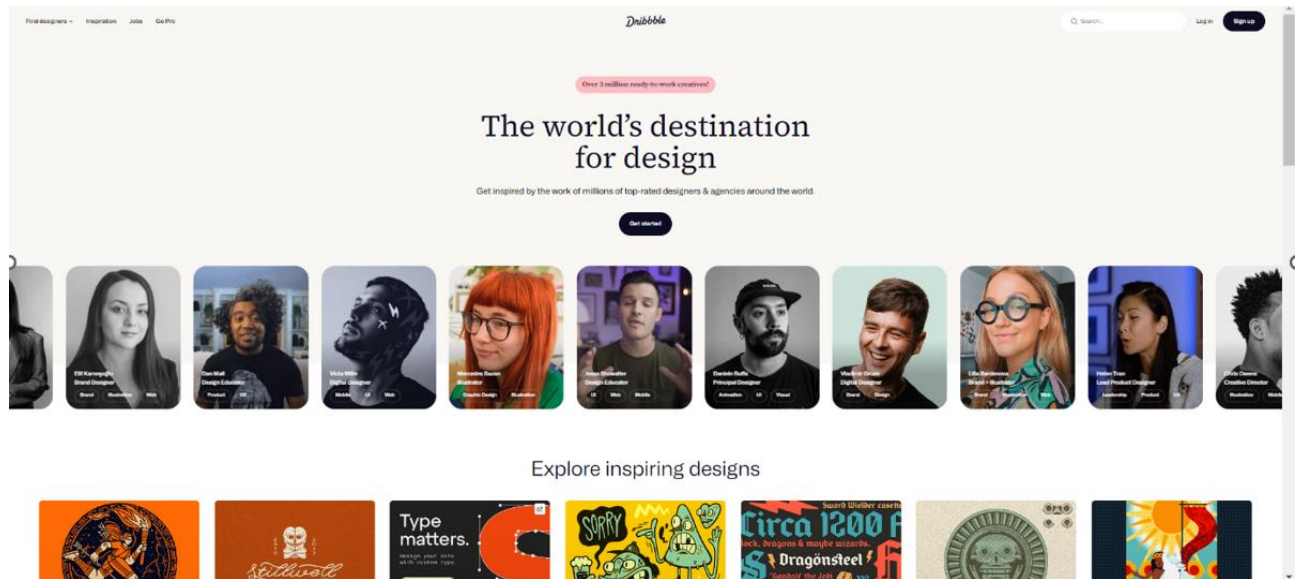


Figure 3.4 Screen-4: Dribbble Website

**Purpose:** This module will allow the system administrator to add, edit, update or delete borrowers of book. The admin can add borrower information and manage it.

Table 3.4 Screen element of Dribbble Website

Sr. No.	Screen Element	Input Type	O/M	1/N	Description
1.	Card Heading	Text	M	N	Main title displayed prominently on the card.
2.	Search Bar	Text	O	1	Input field for users to search content or items.
3.	Login Button	Button	O	1	Button to initiate user login.
3.	Card Content	Text	M	N	Text or information displayed within the card.
4.	Card Image	image	M	N	Visual representation or graphic on the card.
5.	Logo	Link	M	1	Link that directs to the brand or company logo.
6.	Text	text	O	N	General text element for displaying information.
7.	Image	Image	O	1	Visual element to enhance content presentation.
8.	Middle box text	dropdown	M	N	Dropdown element allowing selection of options.
9.	Middle box label	text	M	N	Text label for the dropdown to indicate its purpose.
10.	Button	Button	M	1	Action button for user interactions.

### 3.5 Screen-3: Business Software

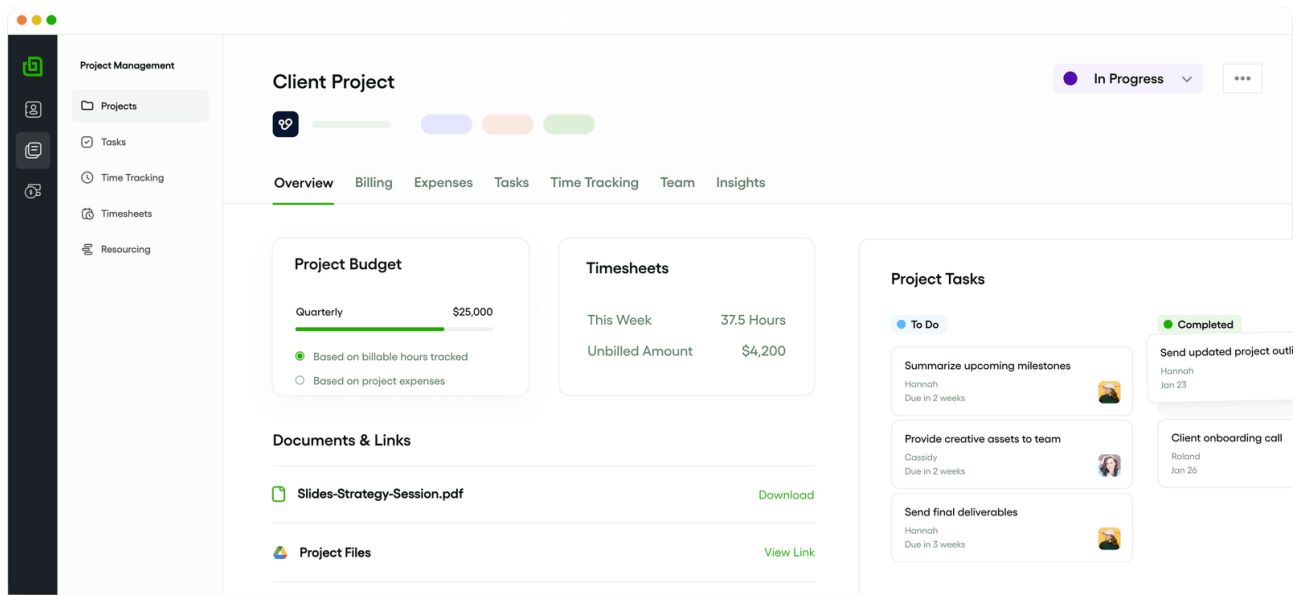


Figure 3.5 Screen-5: Business Software

**Purpose:** This module will allow the system administrator to add, edit, update or delete borrowers of book. The admin can add borrower information and manage it.

Table 3.5 Screen element of Business Software

Sr. No.	Screen Element	Input Type	O/M	1/N	Description
1.	Text	Text	M	N	Displays or inputs text.
2.	Icons	image	M	N	Small graphics for actions or statuses.
3.	Logo	Link	O	1	Clickable brand graphic, usually linking to the homepage.
4.	Card	Link	M	N	Clickable container for information or content.
5.	Image	Image	M	N	Displays pictures or graphics.
6.	Dropdown	dropdown	M	N	Shows a list of selectable options.
7.	Download Link	link	M	N	Clickable link to download files.
8.	Middle box button	Button	M	N	Button for actions or navigation in a middle section.
9.	Drive Link	Link	O	1	Clickable link to a file or folder on a cloud drive.



## 4 Database design

### 4.1 List of Tables

- Guests
- Rooms
- Reservations
- Employees

Table 4.1-1 Table: Guests

Column	Data Type	Null	Keys & Constraints	Default Value & Description
GuestID	int	NN	PK (Auto Increment)	Unique ID for the guest
FirstName	varchar(100)	NN		
LastName	varchar(100)	NN		
Email	email	AN	UNIQUE	
PhoneNumber	varchar(50)	AN		

Table 4.1-2 Table: Rooms

Column	Data Type	Null	Keys & Constraints	Default Value & Description
RoomID	int	NN	PK (Auto Increment)	Unique ID for the room
RoomNumber	varchar(100)	NN	UNIQUE	
RoomType	VARCHAR(20)	NN		
PricePerNight	DECIMAL(10,2)	NN		
Status	ENUM('Available', 'Occupied')	NN		'Available'
FloorNumber	int	NN		

Table 4.1-3 Table: Reservations

Column	Data Type	Null	Keys & Constraints	Default Value & Description
ReservationID	int	NN	PK (Auto Increment)	Unique ID for the reservation
GuestID	int	NN	FOREIGN KEY	References of Guests table
RoomID	int	NN	FOREIGN KEY	References of Rooms table
CheckInDate	datetime	NN		
CheckOutDate	datetime	NN		

Table 4.1-4 Table: Employees

Column	Data Type	Null	Keys & Constraints	Default Value & Description
EmployeeID	int	NN	PK (Auto Increment)	Unique ID for the employee
FirstName	varchar(100)	NN		
LastName	varchar(100)	NN		
DOB	DateTime	NN		
Department	varchar(100)	NN		
Contact	varchar(10)	NN		



## 5 Stories and Scenario

### 5.1 Story-1: Add New Room in Hotel Management System

<b>Story # S1</b>	<b>:</b> <b>As a Hotel Manager,</b> <b>I want to</b> add a new room to the hotel management system <b>So that</b> guests can book it and it is included in the available room inventory.
<b>Priority</b>	<b>:</b> High
<b>Estimate</b>	<b>:</b> XL
<b>Reason</b>	<b>:</b> Adding a new room to the system is essential for managing hotel inventory and ensuring availability for guests.

#### 5.1.1 Scenario# S1.1

<b>Scenario# S1.1</b>	<b>:</b> Adding a New Room with Valid Information
<b>Prerequisite</b>	<b>:</b> Hotel Manager is logged in to the hotel management system.
<b>Acceptance Criteria</b>	<p><b>Given:</b> The Hotel Manager is navigated to the room management page. Valid room information, including room number, type, and rate, is available.</p> <p><b>When:</b> The Hotel Manager selects the "Add New Room" option and enters valid room details.</p> <p><b>Then:</b> The Hotel Manager clicks the "Save" button to add the room to the system. The system successfully adds the room and the manager receives a confirmation message with the room's identification number.</p>

#### 5.1.2 Scenario# S1.2

<b>Scenario# S1.2</b>	<b>:</b> Adding a New Room with Invalid Information
<b>Prerequisite</b>	<b>:</b> The Hotel Manager is logged into the hotel management system.
<b>Acceptance Criteria</b>	<p><b>Given:</b> The Hotel Manager is on the room management page.</p> <p><b>When:</b> The Hotel Manager selects the "Add New Room" option, enters incomplete or incorrect room details, and clicks the "Save" button.</p> <p><b>Then:</b> The system displays error messages for the incorrect or missing information, and the room is not added to the system.</p>

#### 5.1.3 Scenario# S1.3

<b>Scenario# S1.3</b>	<b>:</b> Attempting to Add a Duplicate Room
<b>Prerequisite</b>	<b>:</b> The Hotel Manager is logged into the hotel management system and is on the room management page.
<b>Acceptance Criteria</b>	<p><b>Given:</b> The room information, including room number and type, is available, and a room with the same number already exists in the system.</p> <p><b>When:</b> The Hotel Manager clicks on "Add Room" button, enters the same room number and details.</p> <p><b>Then:</b> The system detects the duplicate and prompts the manager to either update the existing room or enter a new room number.</p>

## 5.2 Story-2: Search for Available Rooms

<b>Story # S2</b>	: As a hotel guest or reservation agent, <b>I want</b> to search for available rooms by date, room type, or amenities, <b>So that</b> I can quickly find a room that meets my needs and make a reservation.
<b>Priority</b>	: High
<b>Estimate</b>	: M
<b>Reason</b>	: Implementing a search functionality is essential for enhancing user experience, enabling guests and agents to efficiently find and book rooms based on their preferences.

## 5.3 Story-3: Manage Room Reservations

<b>Story # S3</b>	: As a reservation agent, <b>I want</b> to manage room reservations, including booking, modifying, and cancelling, <b>So that</b> I can ensure rooms are booked accurately and changes are reflected promptly.
<b>Priority</b>	: High
<b>Estimate</b>	: M
<b>Reason</b>	: Effective reservation management is crucial for maintaining booking accuracy and providing a smooth experience for guests and agents.

## 5.4 Story-4: Check-In and Check-Out Process

<b>Story # S3</b>	: As a front desk clerk, <b>I want</b> to process guest check-ins and check-outs efficiently, <b>So that</b> I can ensure a smooth and accurate transition for guests staying at the hotel.
<b>Priority</b>	: High
<b>Estimate</b>	: M
<b>Reason</b>	: Streamlining the check-in and check-out process is vital for providing a positive guest experience and managing room availability effectively.

## 5.5 Story-5: Generate Occupancy and Revenue Reports

<b>Story # S3</b>	: As a hotel manager, <b>I want</b> to generate reports on room occupancy and revenue, <b>So that</b> I can analyse hotel performance and make informed decisions for improving operations.
<b>Priority</b>	: Medium
<b>Estimate</b>	: L
<b>Reason</b>	: Reporting functionality helps managers track performance metrics and optimize hotel operations and revenue strategies.

## 6 Test cases

<b>Project Name:</b>	<b>Hotel Management System</b>	<b>Test Designed by:</b>	<b>Dhwani Prasad</b>
<b>Module Name:</b>	<b>Booking</b>	<b>Test Designed date:</b>	<b>17-09-2024</b>
<b>Release Version:</b>	<b>1.0</b>	<b>Test Executed by:</b>	<b>R. B. Gondaliya</b>
		<b>Test Execution date:</b>	<b>19-09-2024</b>

**Pre-condition: Web application should be accessible**

Test Case ID	Test Title	Test Type	Description	Test Case ID
TC_001	Create a new booking with valid details	Functional	Create a new booking using valid guest information, room selection, and booking dates.	TC_001
TC_002	Attempt to create a booking with invalid details	Functional	Attempt to create a booking with invalid or incomplete information (e.g., invalid dates or missing guest information).	TC_002
TC_003	Verify booking page elements	GUI	Verify that all necessary elements are available and correctly displayed on the booking page (e.g., date picker, room selection dropdown, guest information fields).	TC_003

<b>Test Case Title</b>	Create a New Booking with Valid Details
<b>Test Type</b>	Functional
<b>Test Priority</b>	High
<b>Pre-condition</b>	User must be logged into the hotel management system and the booking interface should be accessible.

Test Step	Test Case Description	Expected Result	Actual Result	Status	Comment	Data	BUG ID
1	Navigate to Booking Page	Booking page should be accessible	Booking page accessed successfully	Pass			
2	Select Room Type	Room type dropdown should display available room types	Room type options displayed correctly	Pass		Room Type: Deluxe Suite	
3	Enter Check-in Date	Check-in date field should be editable and accept valid date	Check-in date accepted correctly	Pass		Check-in Date: 2024-10-01	

4	Enter Check-out Date	Check-out date field should be editable and accept valid date, and must be after the check-in date	Check-out date accepted correctly	Pass		Check-out Date: 2024-10-07	
5	Enter Number of Guests	Number of guests field should be editable and accept a valid number	Number of guests accepted correctly	Pass		Number of Guests: 2	
6	Enter Guest Information	Guest information fields should be editable and accept valid data	Guest information accepted correctly	Pass		Guest Name: John Doe Phone: 555-1234 Email: john.doe@example.com	
7	Provide Payment Details	Payment details fields should be editable and accept valid payment information	Payment details accepted correctly	Pass		Payment Method: Credit Card Card Number: 4111 1111 1111 1111 Expiry Date: 12/2026	
8	Click on Confirm Booking Button	Booking should be confirmed, and a confirmation message should be displayed	Booking confirmed and confirmation message displayed	Pass			

Test Case Title	Attempt to Create a Booking with Invalid Details
Test Type	Functional
Test Priority	High
Pre-condition	User must be logged into the hotel management system, and the booking interface should be accessible.

Test Step	Test Case Description	Expected Result	Actual Result	Status	Comment	Data	Bug ID
1	Navigate to Booking Page	Booking page should be accessible	Booking page accessed successfully	Pass			
2	Enter Invalid Check-in Date (e.g., a date in the past)	System should display an error message indicating that the check-in date is invalid	Error message displayed for invalid check-in date	Pass		Check-in Date: 2020-01-01	
3	Enter Invalid Check-out Date (e.g., earlier than check-in date)	System should display an error message indicating that the check-out date must be after the check-in date	Error message displayed for invalid check-out date	Pass		Check-out Date: 2024-09-01	
4	Enter Invalid Number of Guests (e.g., negative number or zero)	System should display an error message indicating that the number of guests must be a positive integer	Error message displayed for invalid number of guests	Pass		Number of Guests: -1	

Test Case Title	Verify Booking Page Elements
Test Type	GUI
Test Priority	Medium
Pre-condition	Web application should be accessible, and the user must be logged into the hotel management system.

Test Step	Test Case Description	Expected Result	Actual Result	Status	Comment	Data	Bug ID
1	Launch the booking page with the given URL	The page should load successfully	Page loaded successfully	Pass		<a href="https://hotelmanagement.example.com/booking">https://hotelmanagement.example.com/booking</a>	
2	Verify that the booking page contains all required elements: Room Type dropdown, Check-in Date field, Check-out Date field, Number of Guests field, Guest Information fields (Name, Phone, Email), Payment Details fields, and Confirm Booking button	All listed elements are present and displayed properly	All elements present and displayed	Pass			
3	Check that placeholders are	All fields should have appropriate	Placeholders are present	Pass			

	present in input fields	te placeholders					
4	Verify that tab functionality works	Pressing the Tab key should move the cursor to the next control	Tab functionality works correctly	Pass			
5	Verify the Confirm Booking button is functional	Clicking the button should submit the booking and display a confirmation message	Button works and confirmation is shown	Pass			

## 7 References

- [http://www.w3schools.com/html/html\\_intro.asp](http://www.w3schools.com/html/html_intro.asp)
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