

Sri Lanka Institute of Information Technology



Assignment 1

Group MLB\_06.01\_03

# Hotel Reservation System for Tourists

**Internet and Web Technologies – IT1100**

B.Sc. (Hons) in Information Technology

## Group Details

Group Number: MLB\_06.01\_03

Project Title: Hotel Reservation System for Tourists

	Student ID	Student Name	Email	Contact Number
1	IT23257504	K.K. Harindu Weligepola	It23257504@my.sliit.lk	0703712869
2	IT23268180	P.V. Dilshan Mahavithana	it23268180@my.sliit.lk	0714222389
3	IT23256446	Mohammed Ruhaim	it23256446@my.sliit.lk	0759528000
4	IT23257436	W. Sachintha Ekanayake	it23257436@my.sliit.lk	0703546465
5	IT23265974	D. Yasasli Liyanage	it23265974@my.sliit.lk	0779929381

# **1 Introduction**

A Hotel Reservation System for Tourists is a purpose-built software solution aimed at refining and elevating the management of hotel bookings in tourist-centric settings.

Tailored for hotels, tour operators, and businesses catering to travelers, this system simplifies the reservation process, making it seamless for both providers and tourists.

Serving as a centralized platform, it enhances the overall experience, streamlines operations, and contributes to the growth of revenue. This system is an indispensable asset for establishments in tourist destinations, ensuring efficient management and exceptional service delivery.

## 2 Personas

- 1<sup>st</sup> Persona – Manager



**ROBERT DOWNEY JR.**  
*Hotel Manager*

**PROFILE**

Gender : Male  
Age : 47  
Address : 127/B,  
Colombo

**BIOGRAPHY**

Robert Downey Jr., a seasoned hotel manager with a degree in hospitality management, blends charismatic leadership with a passion for aesthetics. Known for curating stylish spaces, he creates memorable stays at our luxury hotel, seamlessly merging innovation with classic hospitality.

**MOTIVATIONS**

- Recognition of Success
- Encouragement for Innovation
- Team Collaboration Emphasis
- Growth Opportunities

**GOALS**

- Manages hotel information.
- Sets room availability and prices.
- Monitors reservations.

**TECHNICAL ABILITY**

**Reservation Systems Mastery**

**Technology Integration**

**Problem-Solving Skills**

- 2<sup>nd</sup> Persona – System Administrator





**CHRIS EVANS**  
*System Administrator*

**PROFILE**

Gender : Male  
Age : 42  
Address : 1254, Colombo

**BIOGRAPHY**

Chris Evans, a skilled System Administrator, ensures the stability and security of our technological infrastructure. With a background in IT management, Chris adeptly handles user accounts, resolves technical issues, and safeguards the seamless operation of our boat safari trip management system.

**MOTIVATIONS**

- Technical Excellence Recognition.
- Problem-Solving Appreciation.
- Professional Development Opportunities.
- Impact Recognition.

**GOALS**

- Enhance System Security.
- Optimize System Performance.
- User Training and Support.
- Stay Current with Technology Trends.

**TECHNICAL ABILITY**

**Network Administration**



**Cybersecurity Expertise**



**Troubleshooting Proficiency**



- 3<sup>rd</sup> Persona – Marketing Manager



**TOM CRUISE**  
*Marketing Manager*

**PROFILE**

Gender : Male  
Age : 51  
Address : 544/6, Galle

**BIOGRAPHY**

Tom Cruise, our dynamic Marketing Manager, brings charisma and strategic vision to the team. With a proven track record in promoting luxury experiences, Tom thrives on crafting compelling campaigns that captivate audiences, driving brand visibility and elevating our hotel's presence in the market.

**GOALS**

- Brand Elevation.
- Targeted Engagement.
- Innovative Campaigns.
- Data-Driven Decision Making.

**MOTIVATIONS**

- Creative Expression Recognition.
- Brand Impact.
- Customer Engagement.
- Market Trends Exploration.

**TECHNICAL ABILITY**

**Digital Marketing Proficiency**

Progress bar: 75%

**Data Analytics Skills**

Progress bar: 60%

**SEO Knowledge**

Progress bar: 50%

- 4<sup>th</sup> Persona – Tourist (First-time user)





**GAL GADOT**  
*Tourist*  
 (First-time user)

**PROFILE**

Gender : Female  
 Age : 38  
 Address : Down town,  
 Kandy

**BIOGRAPHY**

Gal Gadot, a globe - trotting adventurer, experiences our hotel reservation system for the first time. With a keen eye for luxury and seamless travel, she explores the world through our platform, seeking memorable stays and enriching her travel journey.

**MOTIVATIONS**

- Seamless Exploration.
- Luxurious Discoveries.
- Tailored Recommendations.
- Exclusive Welcome Treats.

**GOALS**

- Effortless Booking.
- Discover Ideal Accommodations.
- Enjoy Exclusive Offers.
- Receive Personalized Service.

**TECHNICAL ABILITY**

**Navigational Proficiency**  


**Online Payment Familiarity**  


**Basic Device Competence**  




- 5<sup>th</sup> Persona – Hotel Provider





**EMMA WATSON**  
*Hotel Provider*

### PROFILE

Gender : Female  
Age : 32  
Address : 75/A,  
Negombo

### BIOGRAPHY

Ms. Watson, a seasoned hotelier with a passion for hospitality, joins the online platform to showcase her hotel's unique offerings. With years of experience in the industry, she aims to attract tourists by highlighting the charm and comfort of her establishment through the website.

### MOTIVATIONS

- Expand Reach
- Showcase Unique Features
- Drive Revenue
- Establish Reputation

### GOALS

- Increased Visibility
- Marketing and Promotion
- Enhanced Bookings
- Building Reputation

### TECHNICAL ABILITY

#### Data Entry Skills



#### Familiarity with Online Forms



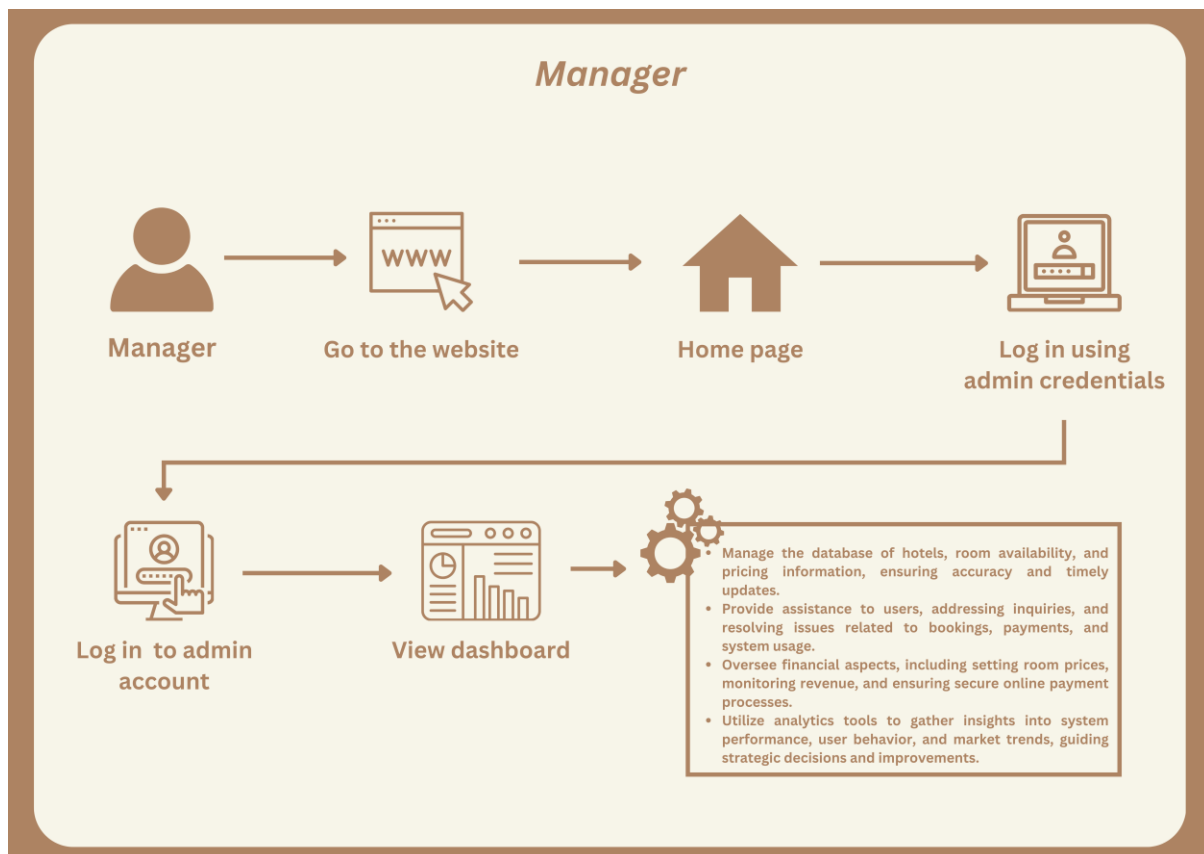
#### Ability to Upload Images and Descriptions



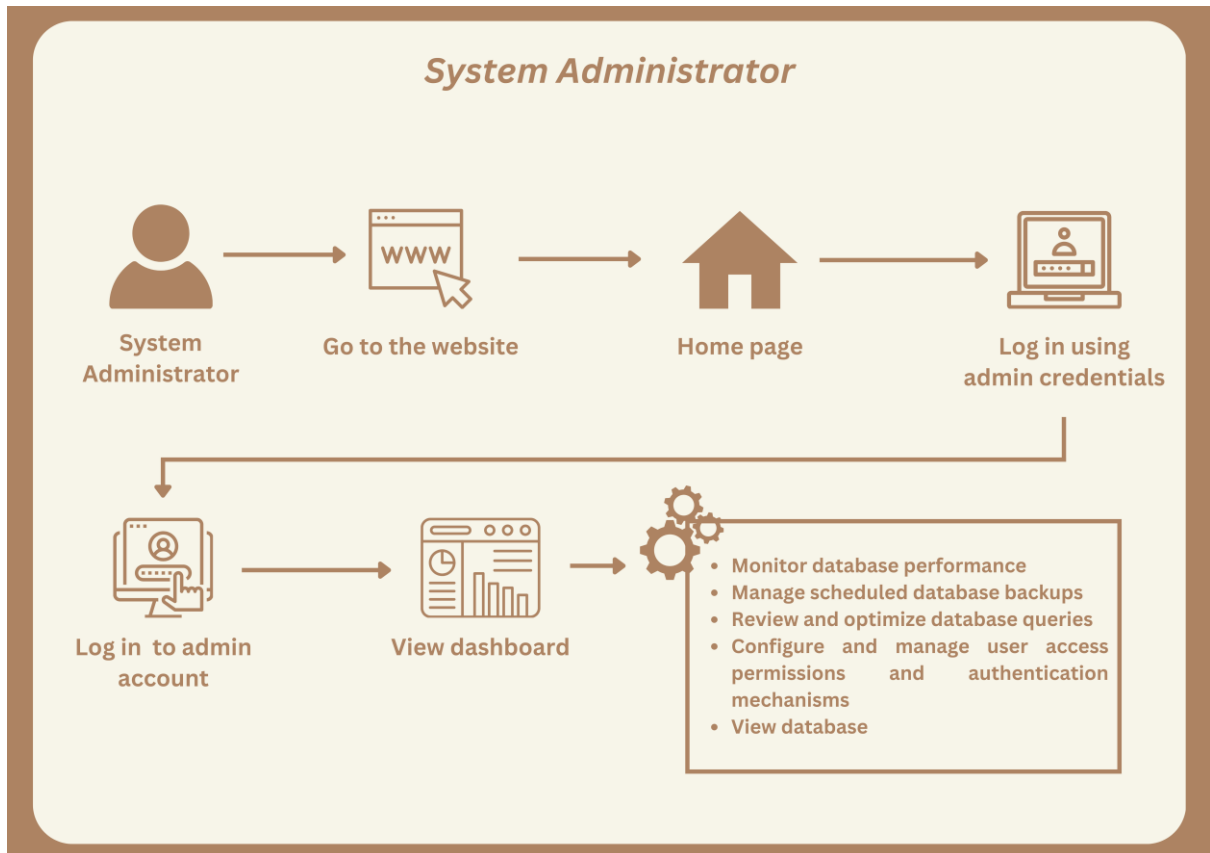


### 3 User Journeys

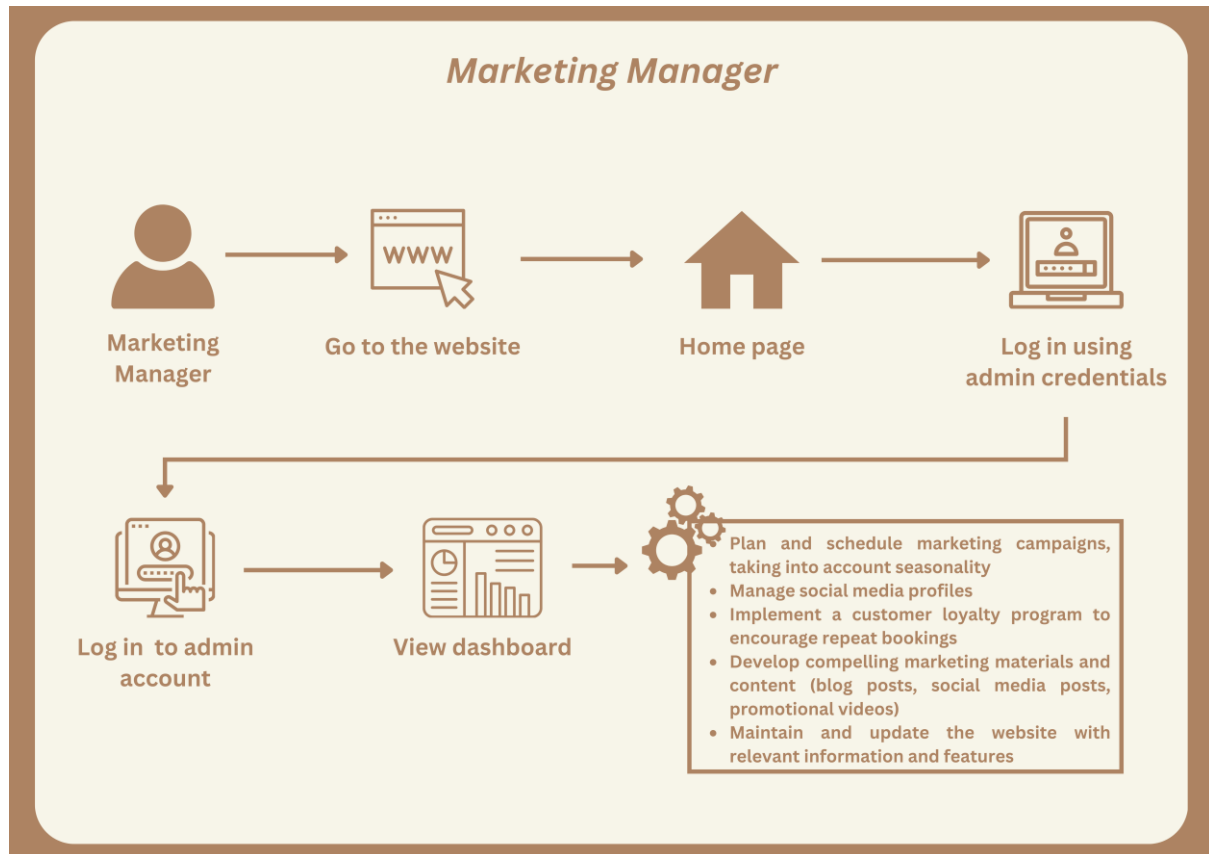
- Persona - Manager
- User Journey – Taking responsibility over website and adding/removing more features and hotels into the system.



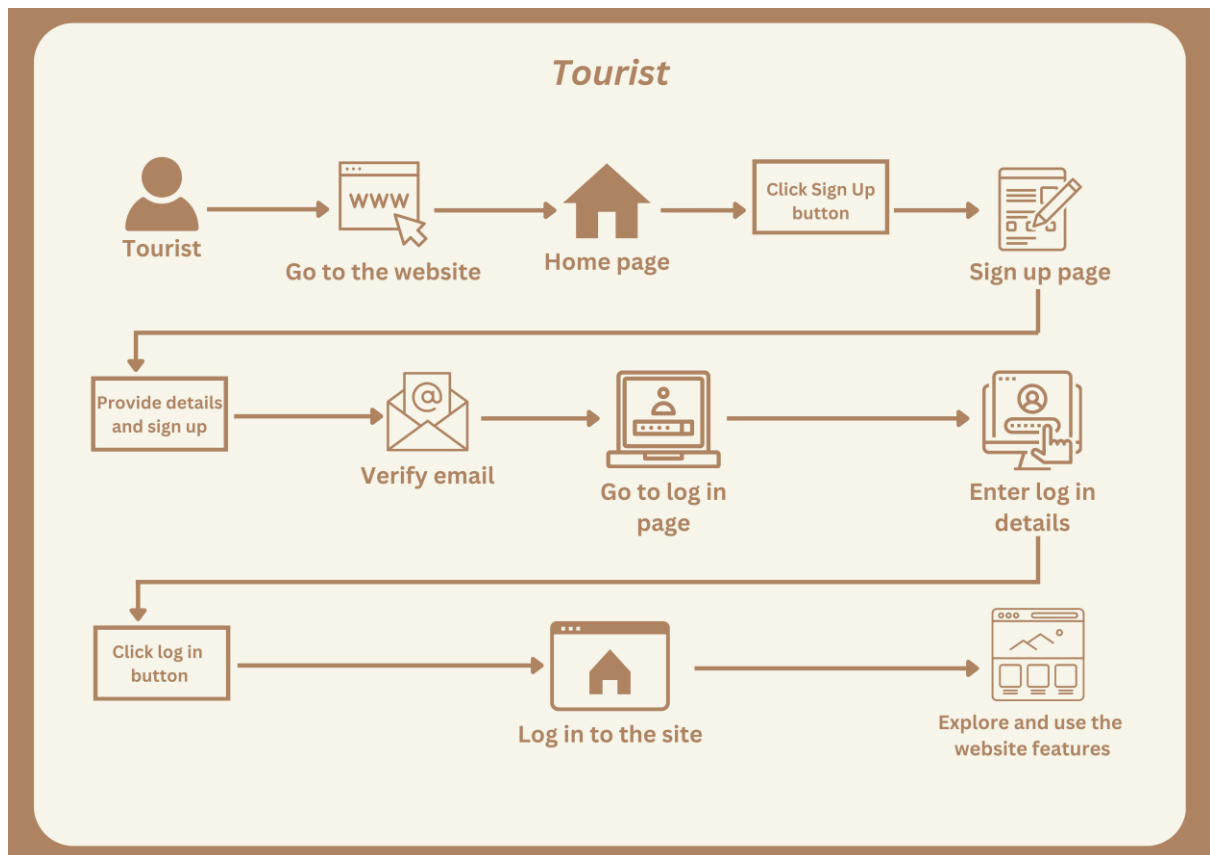
- Persona – System Administrator
- User Journey - Manage database and user accounts.



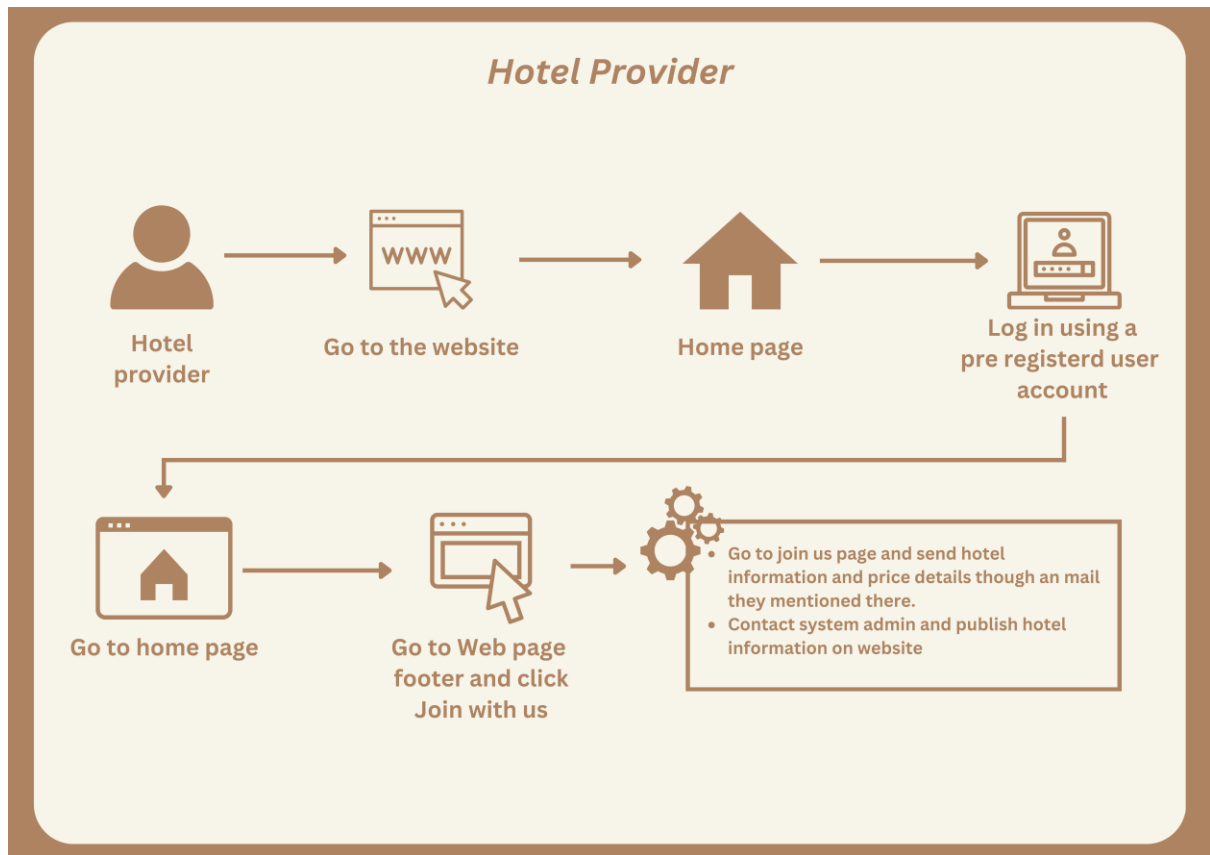
- Persona – Marketing Manager
- User Journey - Develop and execute marketing strategies to achieve business objectives.



- Persona- Tourist (First-time user)
- User Journey – Register and Login to the system.

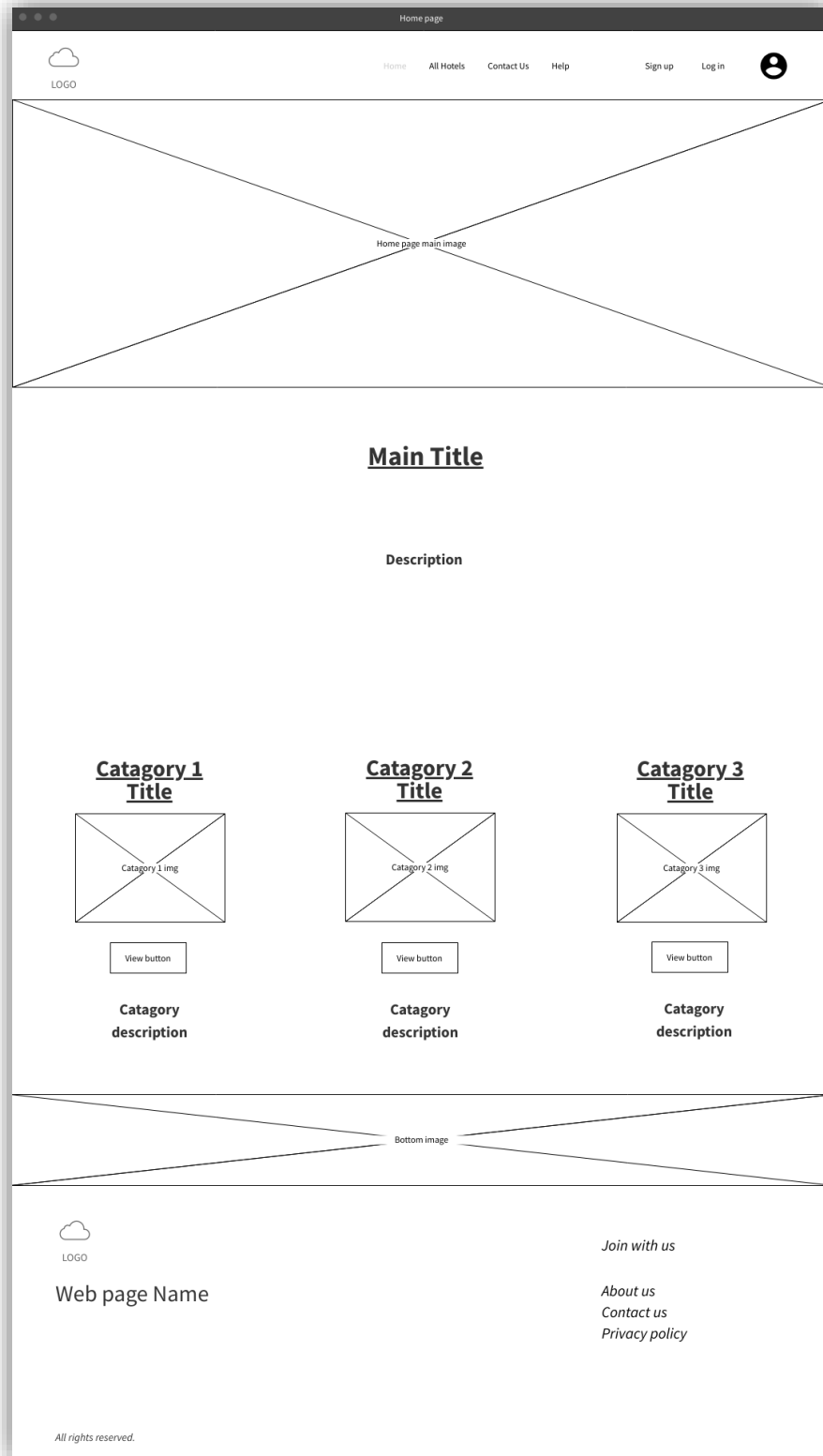


- Persona – Hotel Provider
- User Journey – Access website and market their hotels through the website



## 4 Wire Frames

- Home Page



- Sign Up Page

Sign up

Home All Hotels Contact Us Help Sign up Log in

LOGO

**Web site name**

**User Sign Up**

**E mail address**  
example@mail.com

**Password**  
Password

**Re-enter password**  
Re-enter Password

**Mobile number**  
Mobile number

**Country**  
Country

Sign Up

Bottom image

LOGO

Web page Name

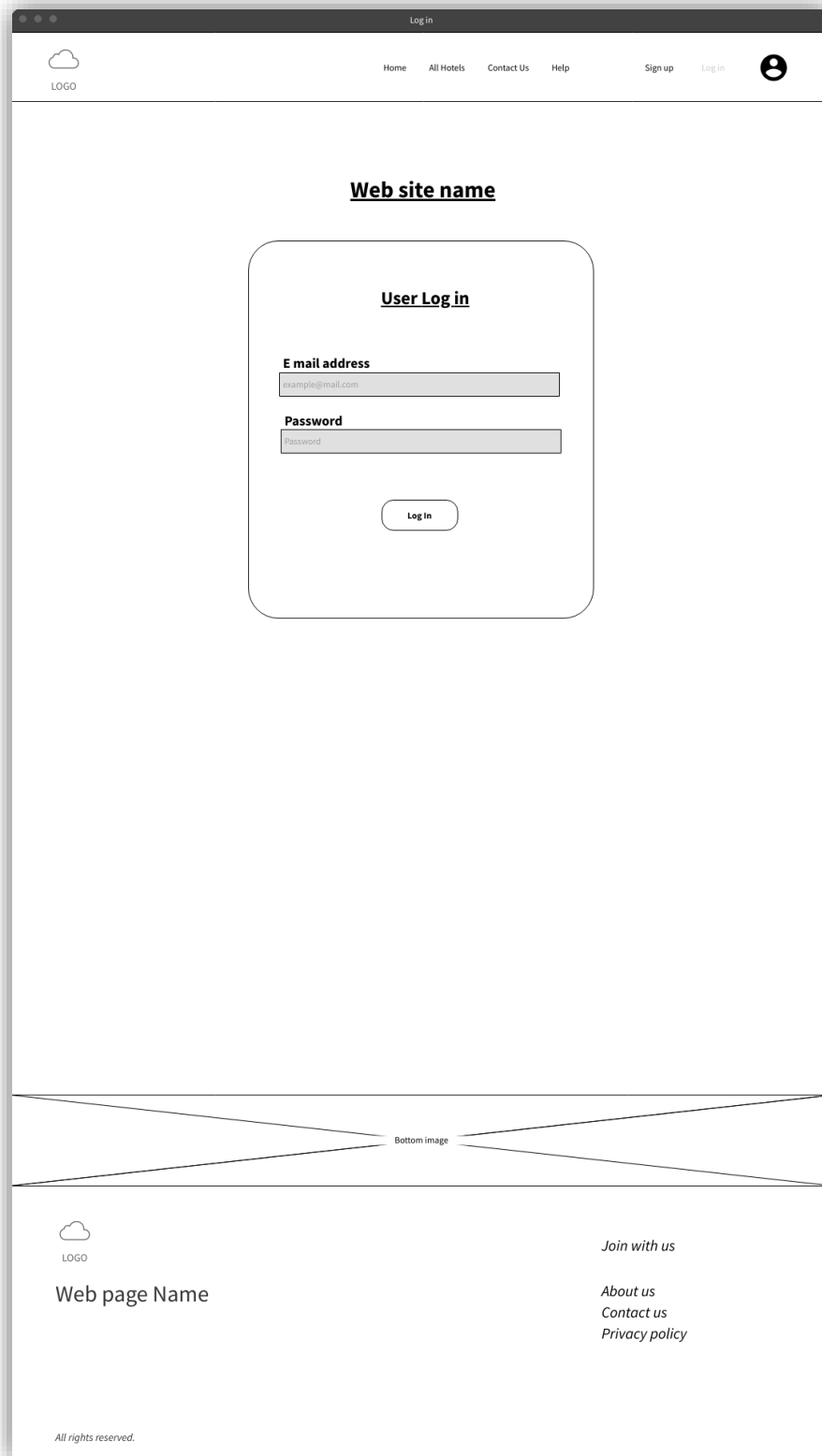
Join with us

About us  
Contact us  
Privacy policy

All rights reserved.



- User Log in Page



The image is a wireframe of a user login page. At the top, there is a dark header bar with the text "Log in" on the right. Below the header, a navigation bar contains a cloud logo with the text "LOGO" underneath, followed by links: "Home", "All Hotels", "Contact Us", "Help", "Sign up", and "Log in". A user profile icon is on the far right. The main content area features the text "Web site name" in bold and underlined. Below this is a rounded rectangle containing the text "User Log in" in bold and underlined. Inside this rectangle are two input fields: "E mail address" with the placeholder "example@mail.com" and "Password" with the placeholder "Password". A "Log in" button is centered below the fields. A large "X" is drawn over the lower half of the page, with the text "Bottom image" at its center. The footer contains a cloud logo with "LOGO" text, the text "Web page Name", and a list of links: "Join with us", "About us", "Contact us", and "Privacy policy". At the bottom left, it says "All rights reserved."

Log in

LOGO

Home All Hotels Contact Us Help Sign up Log in

**Web site name**

**User Log in**

**E mail address**  
example@mail.com

**Password**  
Password

Log in

Bottom image

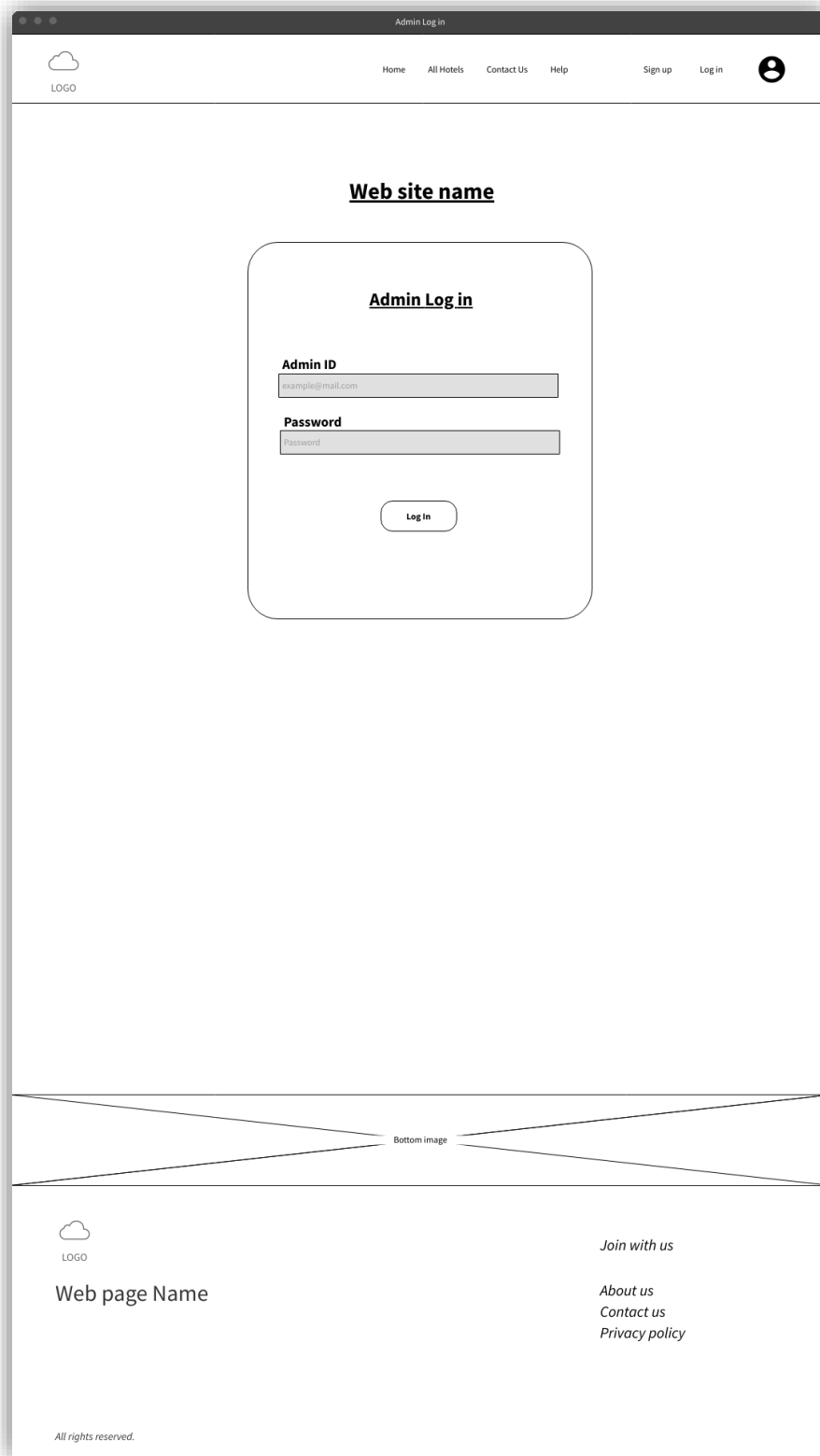
LOGO

Web page Name

Join with us  
About us  
Contact us  
Privacy policy

All rights reserved.

- Admin Log in Page



The image is a wireframe of an 'Admin Log in' page. At the top, there is a dark header bar with the text 'Admin Log in' in the center. Below the header, a navigation bar contains a cloud icon labeled 'LOGO' on the left, and links for 'Home', 'All Hotels', 'Contact Us', 'Help', 'Sign up', and 'Log in' in the center. A user profile icon is on the right. The main content area features the text 'Web site name' in bold, underlined. Below this is a rounded rectangle containing the text 'Admin Log in' in bold, underlined. Inside this rectangle are two input fields: 'Admin ID' with the placeholder 'example@mail.com' and 'Password' with the placeholder 'Password'. A 'Log in' button is centered below the input fields. A large, faint 'X' shape is drawn across the middle of the page, with the text 'Bottom image' at its center. The footer section contains a cloud icon labeled 'LOGO' and the text 'Web page Name' on the left. On the right, it says 'Join with us' followed by a list: 'About us', 'Contact us', and 'Privacy policy'. At the bottom left, it says 'All rights reserved.'

Admin Log in

LOGO

Home All Hotels Contact Us Help Sign up Log in

**Web site name**

**Admin Log in**

**Admin ID**  
example@mail.com

**Password**  
Password

Log in

Bottom image

LOGO

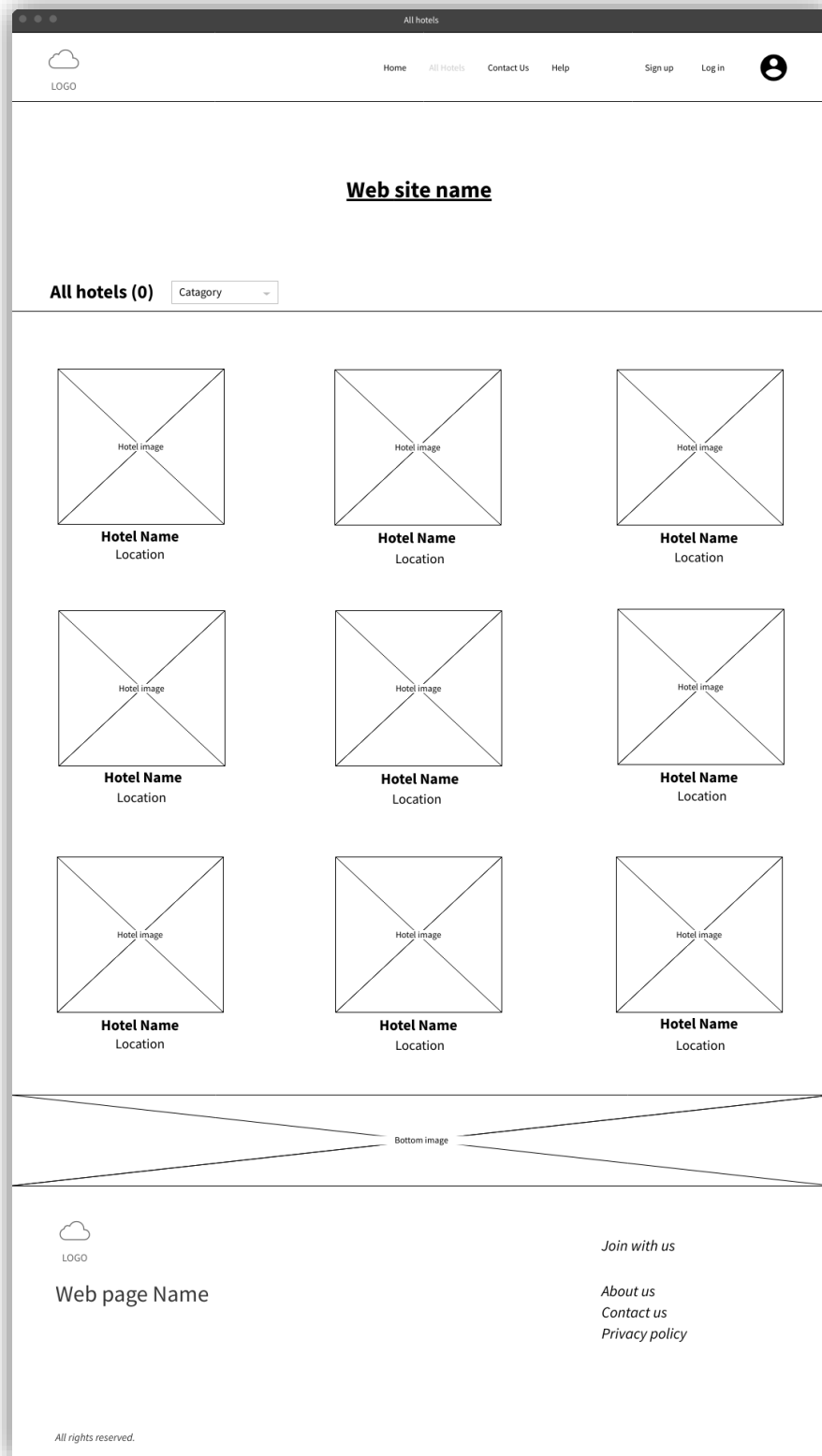
Web page Name

Join with us

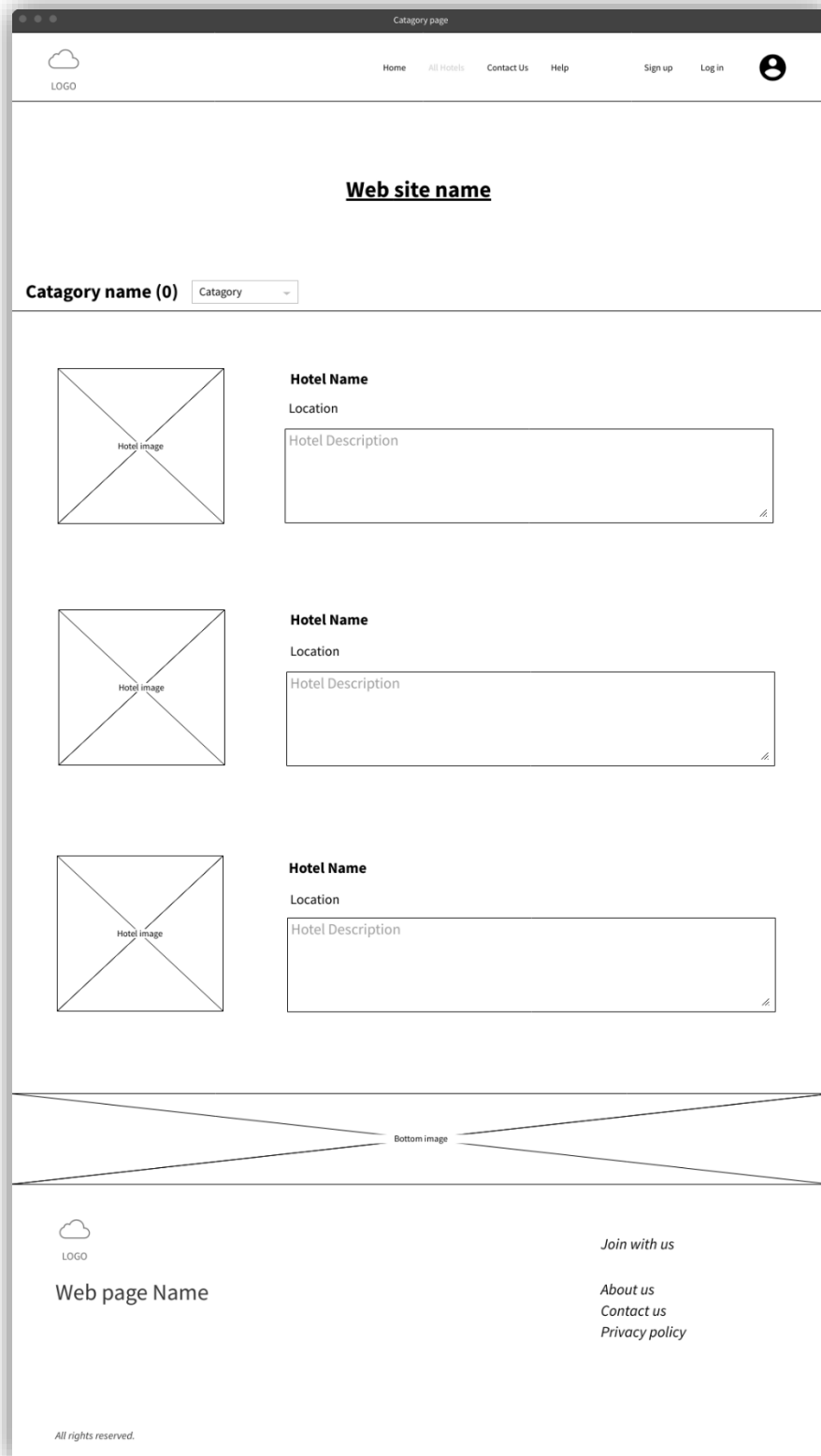
About us  
Contact us  
Privacy policy

All rights reserved.

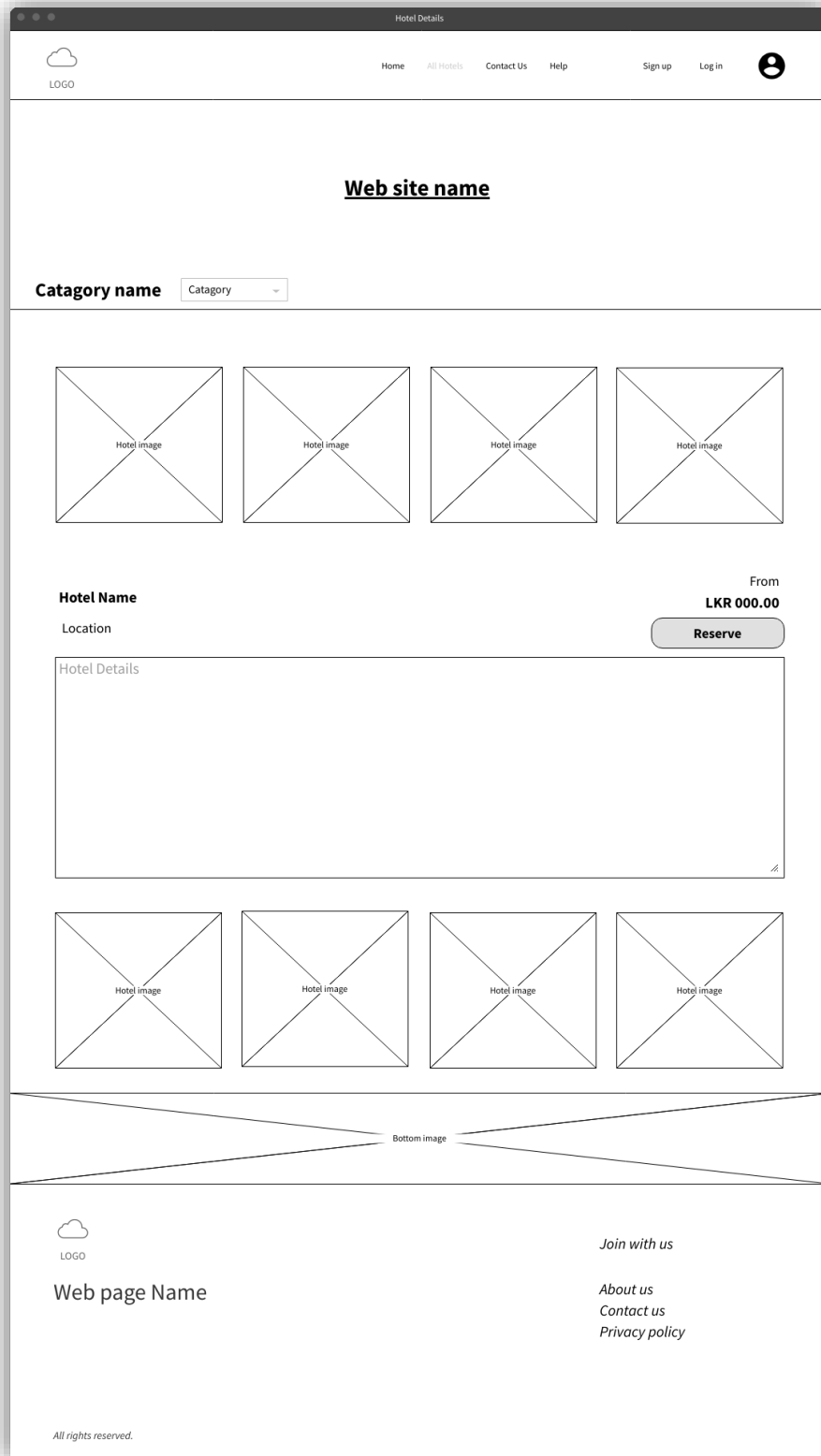
- All hotels Page



- Category Page



- Hotel Details Page



- Reservation Page

Hotel Reservation

LOGO

HomeAll HotelsContact UsHelpSign upLog in

Web site name

Catagory name

Category

Hotel image

Hotel image

Hotel image

Hotel image

Hotel Name

Location

Select Room size

☒ Room Size 1

☐ Room Size 2

☐ Room Size 3

☐ Room Size 4

Select Room size

☒ Bed Size 1

☐ Bed Size 2

☐ Bed Size 3

☐ Bed Size 4

☒ Air Conditioned

☐ Non - Air conditioned

Go to checkout

Hotel image

Hotel image

Hotel image

Hotel image

Bottom image

LOGO

Web page Name

All rights reserved.

Join with us


About us


Contact us

Privacy policy

- Checkout Page

Checkout

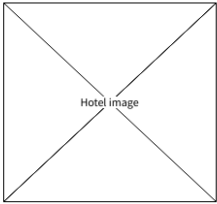
 LOGO

HomeAll HotelsContact UsHelpSign upLog in

Web site name

Category name

Category

Hotel image

Selected features

Hotel Name

Location


**Final Bill**

Bill details

**Total Price**  
**LKR 0000.00**

Pay Now

Bottom image

 LOGO

Web page Name

All rights reserved.

Join with us

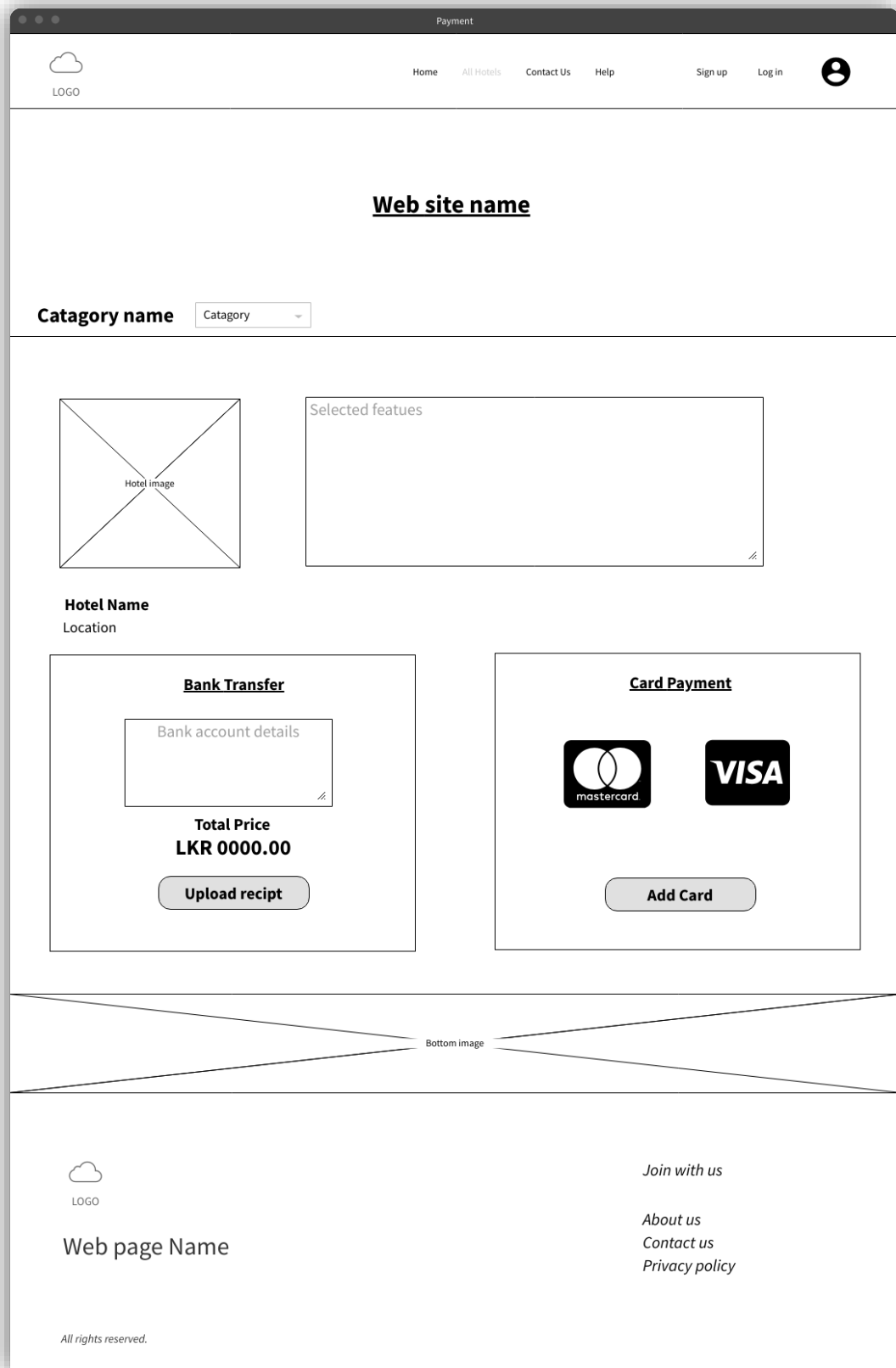
About us

Contact us

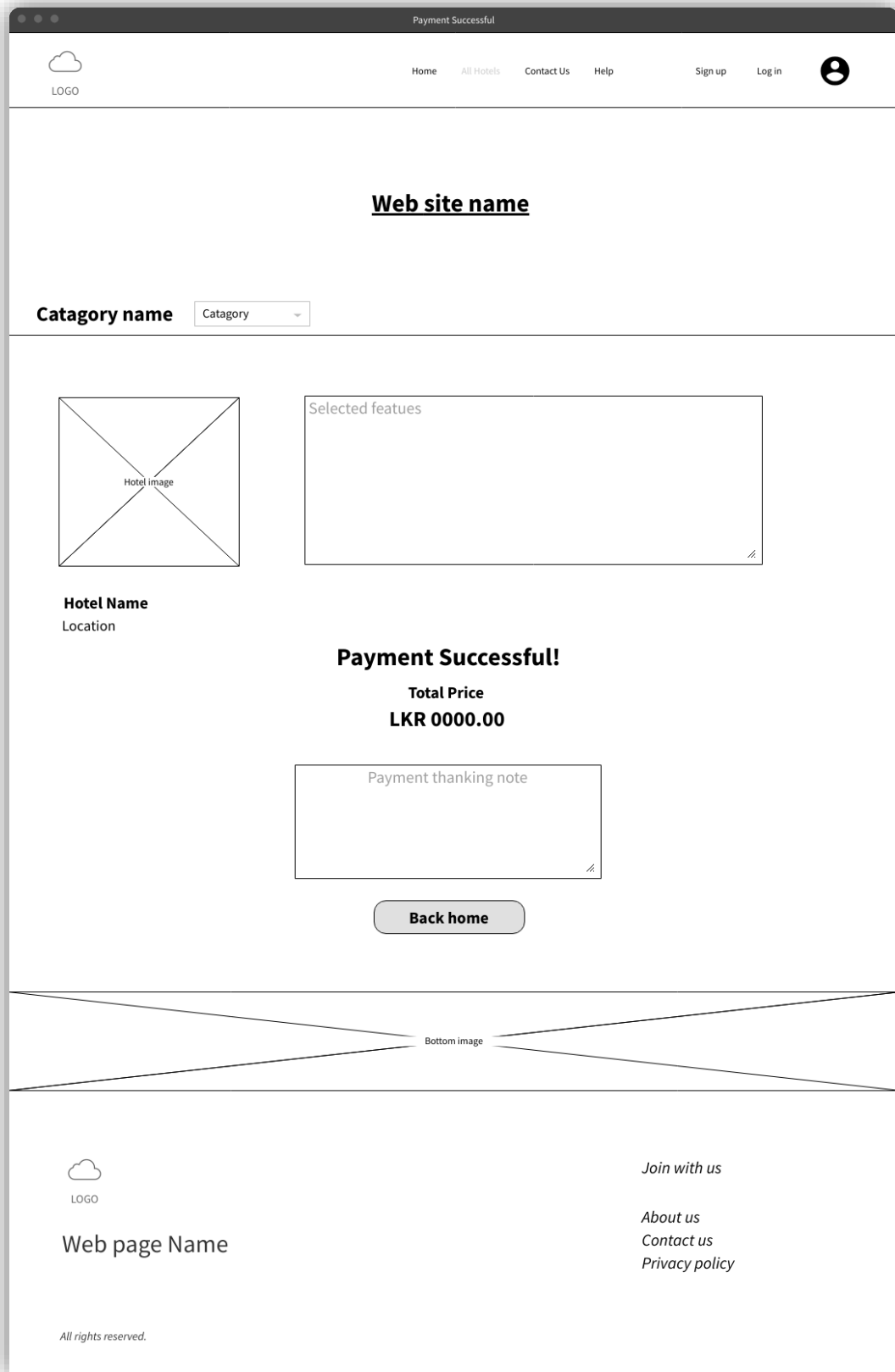
Privacy policy



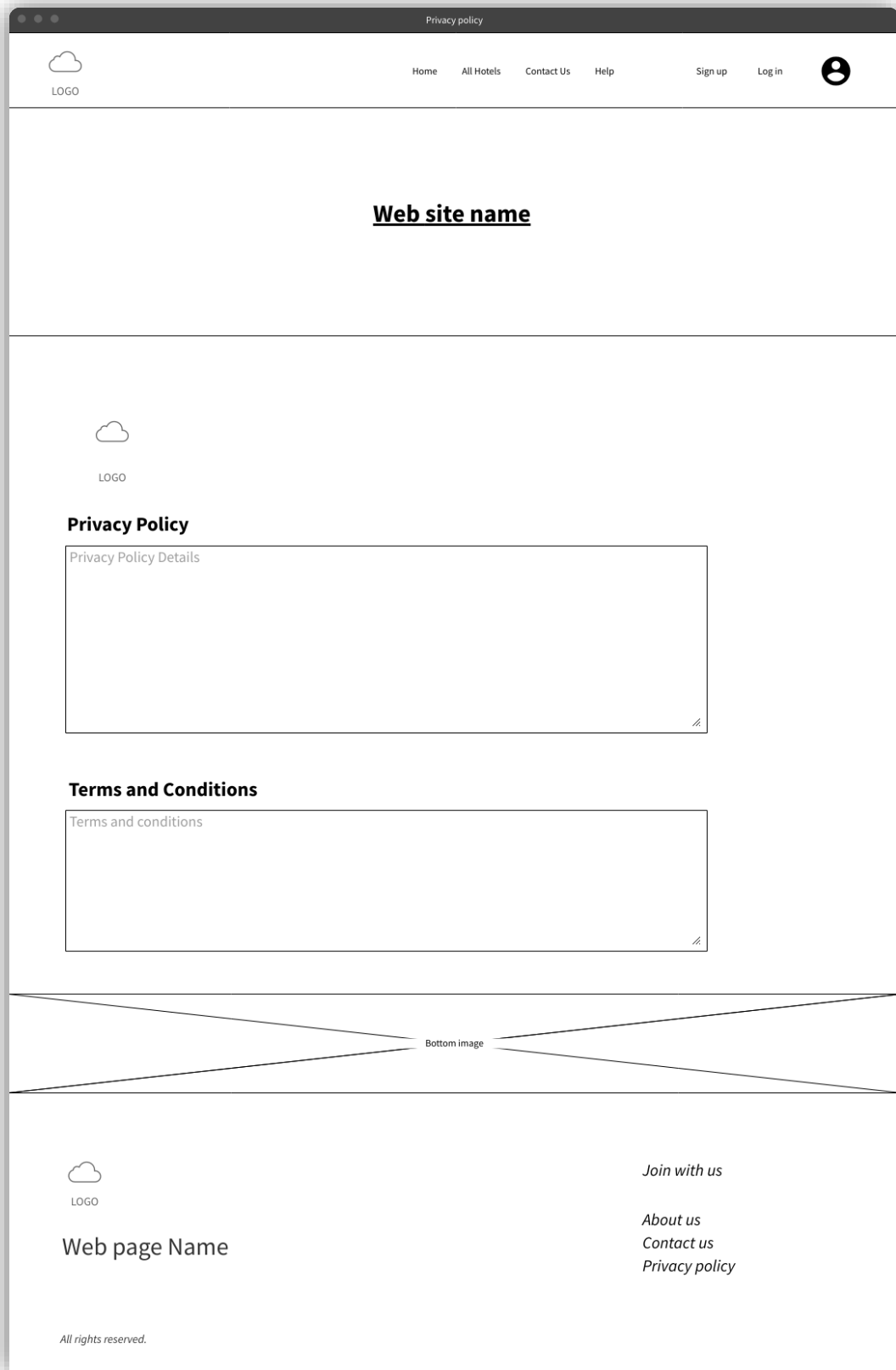
- Payment Page



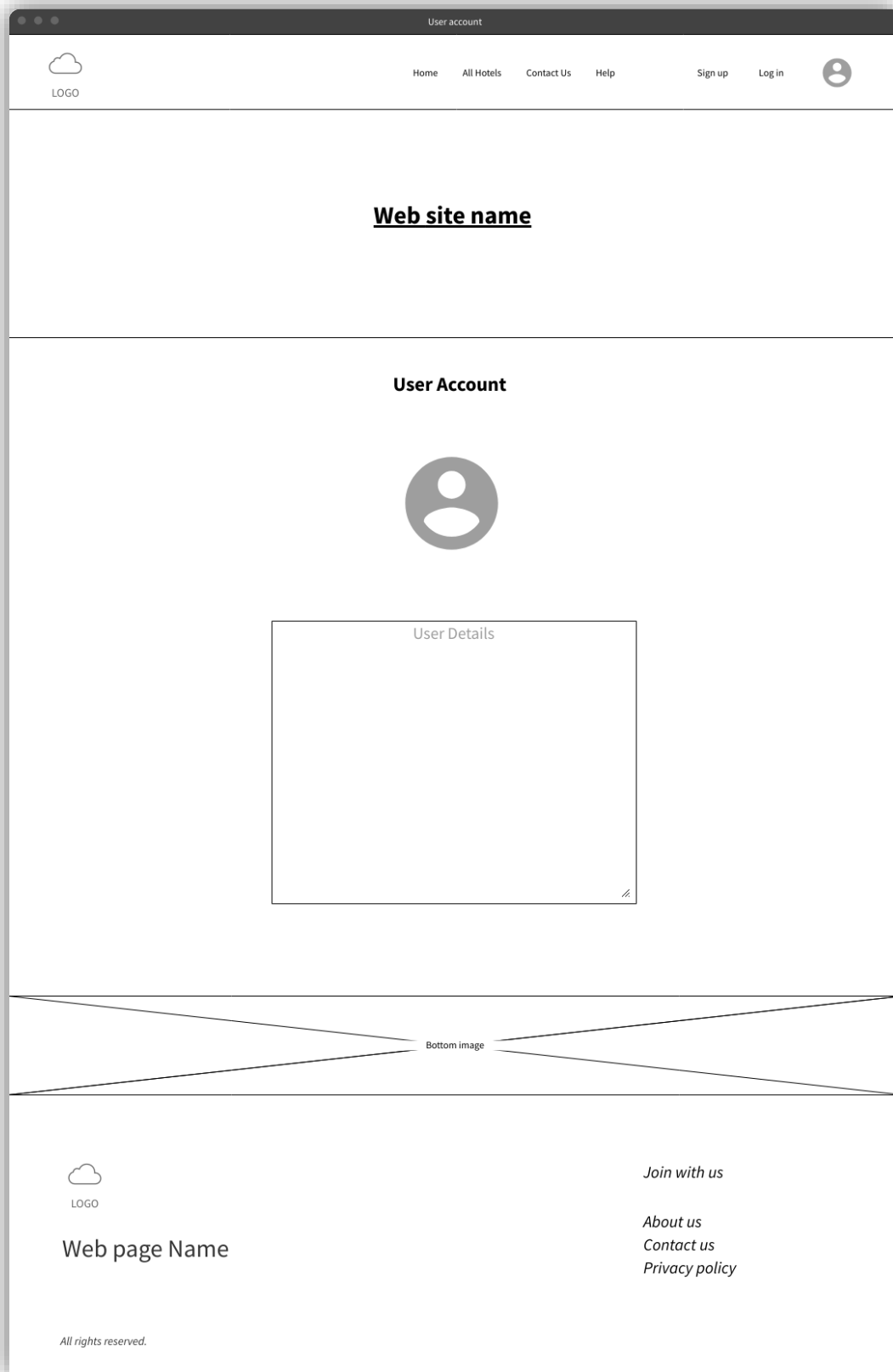
- Payment successful Page



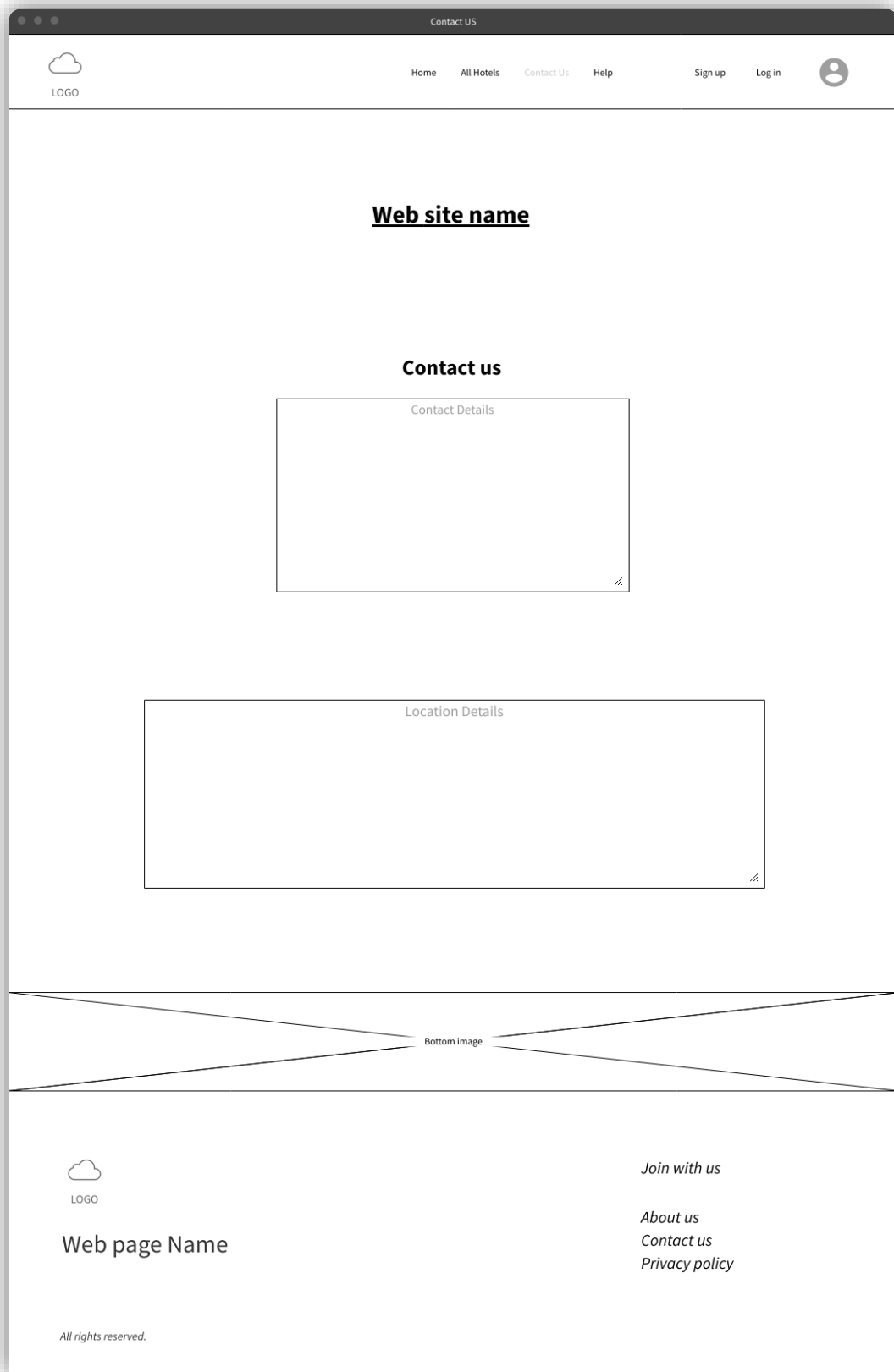
- Privacy policy Page



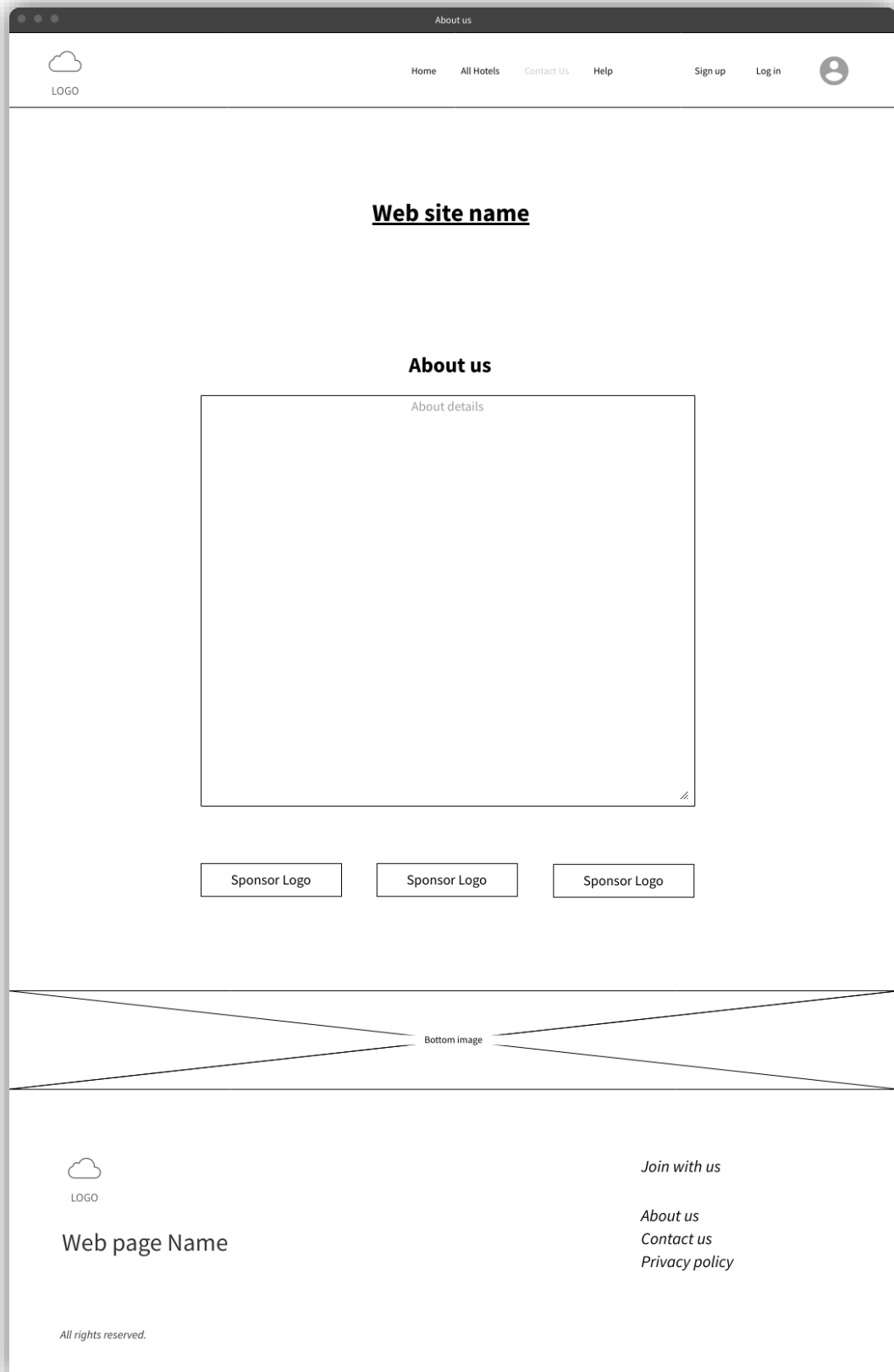
- User details Page



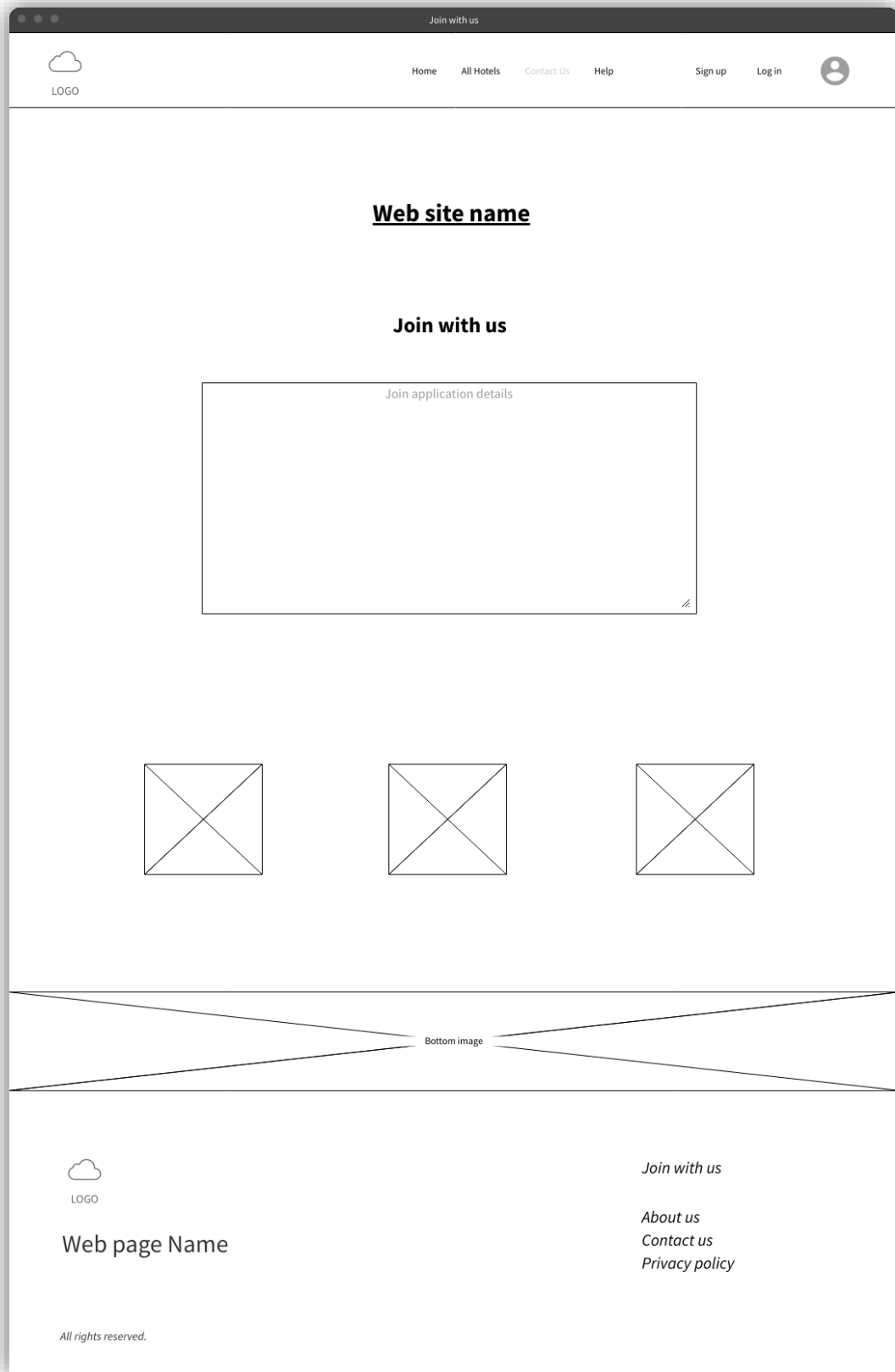
- Contact Us Page



- About Us Page

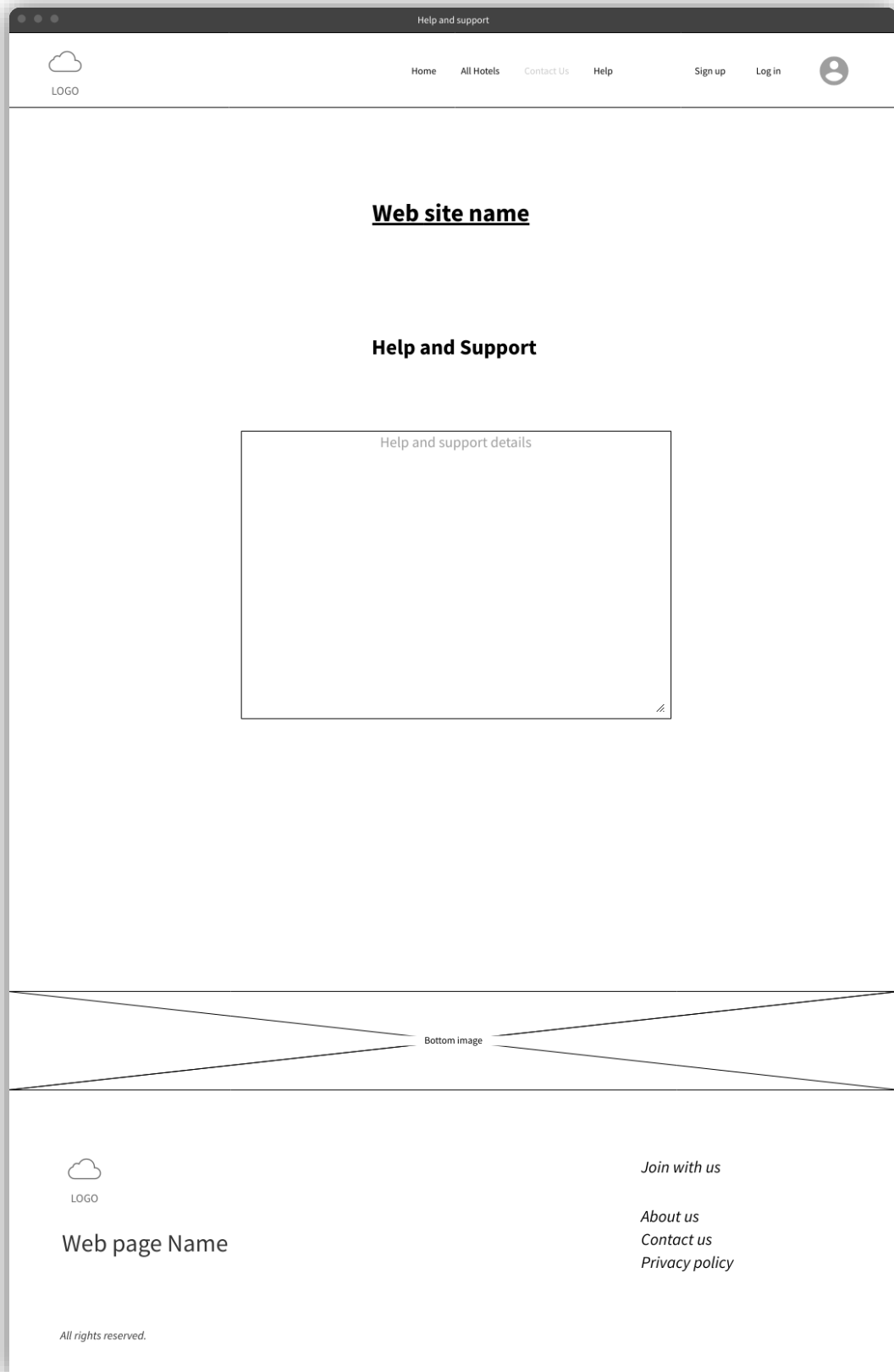


- Join Us Page





- Help and support Page



## 5 Individual Contribution

	Student ID	Student Name	Individual Contribution
1	IT23257504	K.K. Harindu Weligepola	<ul style="list-style-type: none"> <li>• Persona: Manager</li> <li>• User Journey: Manager</li> <li>• Wireframe: Home page, All hotels page, Hotel Details page, Reservation page</li> </ul>
2	IT23268180	P.V. Dilshan Mahavithana	<ul style="list-style-type: none"> <li>• Persona: System Administrator</li> <li>• User Journey: System Administrator</li> <li>• Wireframe: Category page, Hotel details page, Checkout page, Join with us page</li> </ul>
3	IT23256446	Mohammed Ruhaim	<ul style="list-style-type: none"> <li>• Persona: Marketing Manager</li> <li>• User Journey: Marketing Manager</li> <li>• Wireframe: User sign in page, Contact Us page, Help and support page</li> </ul>
4	IT23257436	W. Sachintha Ekanayake	<ul style="list-style-type: none"> <li>• Persona: Tourist</li> <li>• User Journey: Tourist</li> <li>• Wireframe: User login page, About Us page, Payment page</li> </ul>
5	IT23265974	D. Yasasli Liyanage	<ul style="list-style-type: none"> <li>• Persona: Hotel provider</li> <li>• User Journey: Hotel provider</li> <li>• Wireframe: Payment successful page, Admin log in page, Privacy policy page</li> </ul>