

HOTEL MANAGEMENT SYSTEM REPORT



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INTRODUCTION:

Hotel service has been growing greatly over the last 8 years. Mostly people travel from their home families to various countries for leisure, vacation, or work. Most of these people require a place to stay for a duration of time until they go back to their home country. That means services like hotels will greatly be required.

This is not a problem to the travellers only but hotel management also requires systems that will help them manage their clients well, store their data and make their service accessible to everyone.

Due to that I decided to take this as a challenge people are facing and turned it into a project to help both travellers and hotel management systems.

The project has two main type of users

1. A traveller
2. Administrator of the Hotel

A traveller can only see available rooms, read the about page, login, book a room and give feedback.

The Administrator maintains the daily update of the hotel system, confirms bookings, authorised users, assist with password recovery and any other troubleshooting issue of the system.

Things to keep in mind as I develop the site is to make sure that the user can login, book a room, submit feedback and access other pages like about and gallery. The admin should also be able to change users password, update hotels records, confirm bookings, generate reports and perform any other troubleshooting issues.

OBJECTIVE:

The main objective of the project is to have the computer do most of the automated process to make the work easy for both, the hotel management and the travellers. To do this we will need a database that will store some of this information to make it easy for the management to retrieve it when needed. The database will help with things like;

1. Storing users information (Name, email, phone number etc).
2. Room details
3. Users' feedback
4. Room prices

To do this we will need to include different features to our project that we can meet the needs of both our users and the administration. Below are some of the features.

1. Easy login
2. Fast access of information on the website
3. Smooth booking process
4. Time efficient
5. Less data repetition
6. Admin confirmation of users

Things to think about as I develop the site is security, effectiveness, user friendliness, and performance.

ANALYSIS:

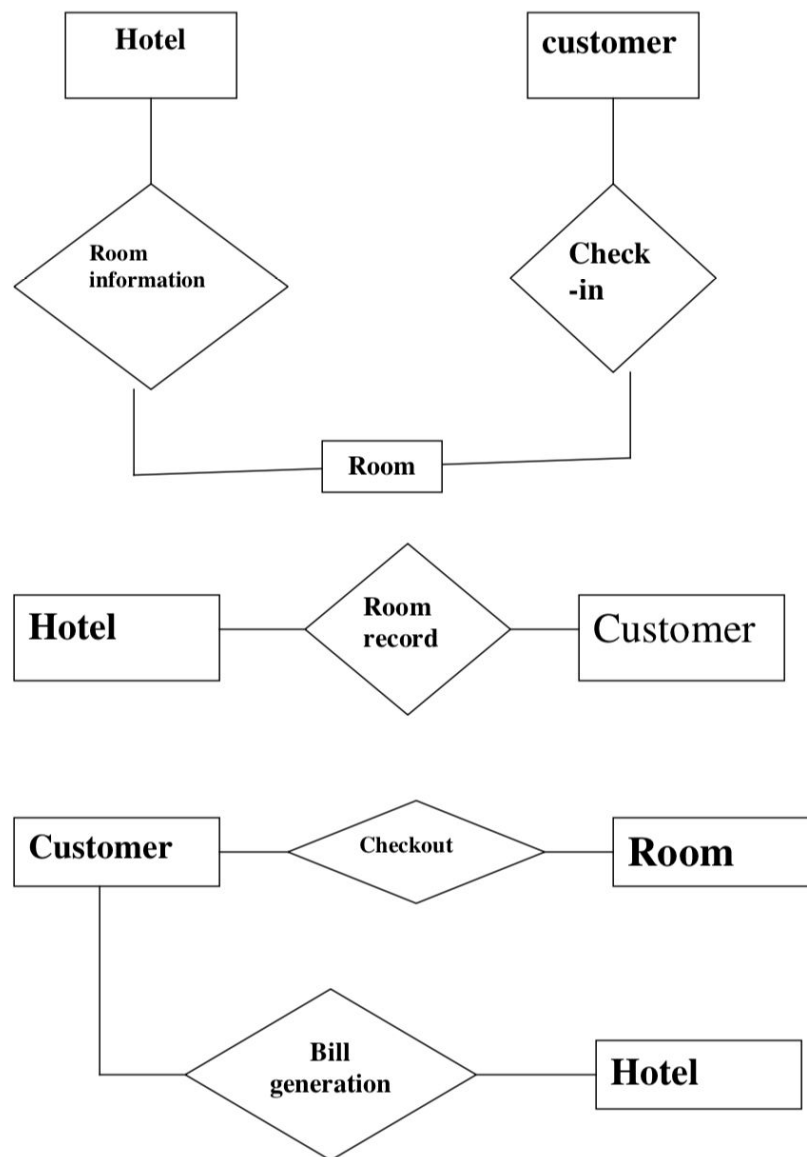
Before I started writing a single line of code, I had to do a road map of things I will follow to successfully be able to reach the ultimate goal.

ERD - Diagram

To do this I used an ERD diagram to show the relationship between different entities in my database. The main purpose of the Entity Relationship Diagram is to show the objects and how they are related to each other.

Below is an ERD diagram to illustrate the relationship between entities.

E-R DIAGRAM



Database planning:

For an effective database, we need to specify the type of data that will be input to the database. This will help speed up the database processing speed and the users will be getting the real time and accurate results. Here is an example of how data will be organized in the database.

Login Table

Fields	Type of data
Username	CHAR
Password	CHAR
Login time	TIME
Logout time	TIME
Date of login	DATE

Users Details

Fields	Type of data
User ID	Autonumber
Name	CHAR
Address	CHAR
Email	CHAR
Date of Birth	DATE
Occupation	CHAR
Phone Number	Number

Hotel Details

Fields	Type of data
ID	Autonumber
Hotel Name	CHAR
Address	CHAR
Email	CHAR
Employees Number	CHAR
Details	CHAR
No of staff	Number

Booking Details Table

Fields	Type of data
Package	Autonumber
Mode of booking	CHAR
Booking Date	DATE
Date From	DATE
Date To	DATE
State/Country	CHAR
Name of the User	CHAR
Email	CHAR
Phone number	Number

Checkout Details Table

Fields	Type of data
Room No	CHAR
Booking Date	CHAR
Floor	Number
Package	CHAR
Payment	Number
Check-in Date	Number
Check-out Date	Number
State/Country	CHAT
Name of User	CHAR
Phone number	Number
Email	CHAR

Package Details Table

Fields	Type of data
Package name	CHAR
Price	Number
Date From	DATE
Date To	DATE
Members Price	Number
Details	CHAR

Functionality and Technology:

As Explained in the use cases we are using html, css, javascript and php as our technologies for the project.

For the from-end I used html, css and javascript. While php is for the backend functionality.

Below is how we will use the whole structure to implement the functions in this project.

1. Creating an Entity for example, Hotel Room, User, Room Details etc.

It is used to add details of a new employee, to delete details of the employee and to show the data. The Automatic object is created on that screen. In this function the corresponding forms are opened whenever a new entity is required to be added and the database is manipulated to check whether or not the data already exists. If it already exists, it requests "Application already existing" and if not, the data will be entered with the various validation checks.

2. Function for New_room

This will be the method used to open a new space for an user so that a different space can be allocated. The automatic room number is created inside that screen. Ultimately a room is allocated to a customer after opening a new room for the client, and the room records are appended to the data file.

3. Password

This website is for multiple users inside this package. If a user enters a password and its validity is checked by the program If the password is valid then the password change option is given, otherwise the message "Invalid User / Password" will appear. There's a password recovery option, logging in, logging in, new users sign in. The admin can also review changes after logging in to the site.

4. Checkout User function

We will use this function to admit users into the system and allow them to have access to the room. For a successful login users have to put in their personal information example,

Name, Address, Phone etc.. Then this information will be captured by the new_room function and a room will be matched to that User.

5. Checkout User function

This function will remove the allocated room from the user's details in the database. When the user inputs his room number in matching the database, then they should be able to checkout from the database and his checkout information will be moved to the checkout table.

6. Display records function

This will display all the transactions done by the users to the hotel. This will include name, address, phone number, room number, price and any other information related to the database.

USER MANUAL - Normal Users

How to access and use the platform

There are two ways a person can access the platform.

1. Locally installing and running the website on his/her local machine.
2. Through a published link

Locally installing and running the website on his/her local machine.

Here are the steps to follow.

1. Download/clone the repository from github
(<https://github.com/Wenseslaus/hotel-project.git>).
2. Extract it and put the folder inside "xampp/htdocs"
3. Open PHPMysqlAdmin and create a database named hotel.
4. Import a database called hotel.sql from the folder in "xampp/htdocs"
5. From your browser navigate to "http://localhost/Hotel_management_system/"
6. To try it out as an admin the email is admin@gmail.com and password is admin
7. Feel free to create an account as a user and try it out.

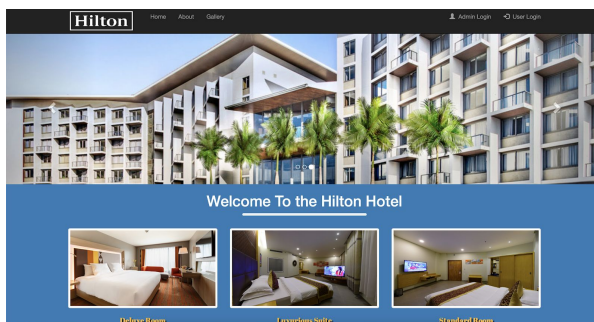
Through a published link.

Here you will have to navigate to (<http://hilton.hotel.wens.khakidevelopers.com>) to access the site. From there you can try the site as a normal user by creating an account or as an admin with email address as admin@gmail.com and password as admin

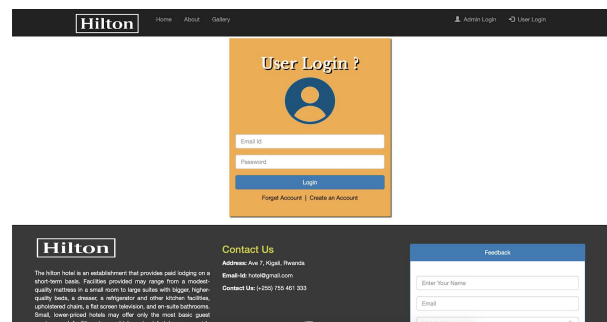
Here is an example of a simple login process for the user:

After accessing the platform with either of the two options above, you should be able to see a screen like the one below. On the top right corner you should be able to see user login. Click on the user login and provide your login credentials. Make sure that the password and the username are correct and if you don't have an account make sure to create one then repeat this process. This process also applies for the admin.

Home Page



Login Screen



Signup process:

To sign up to the platform, users have to click on the login button on the right top corner of the page. Then they will have to fill in their details, for example Name, Address, etc.

Users have to make sure they fill in all the required fields with the correct information. The password should also be strong and secured. Belos is an image of the signup page.

Create New Account?

Name :

Email :

Password :

Mobile No :

Address :

Gender : ☐ Male ☐ Female ☐ Other

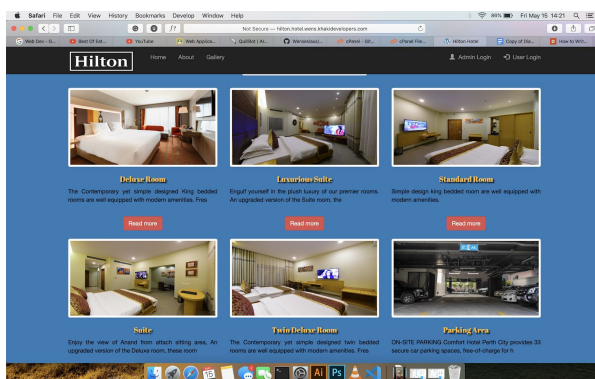
Country :

profile pic : no file selected

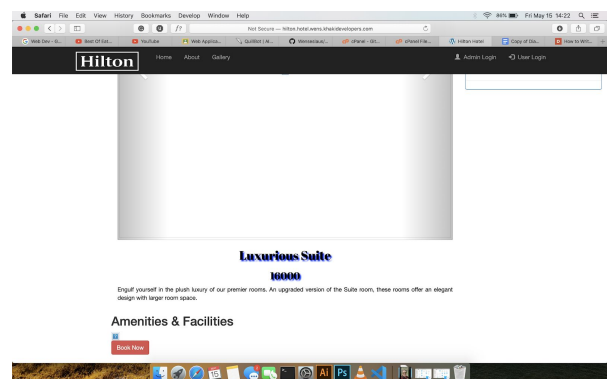
Room booking:

To book a room users have to be logged in. From the homepage, users can click on the type of room they like. This will redirect them to where they will be able to see more details about the room type. After that they can either explore more rooms or confirm they chose one by clicking on the book now button at the bottom of the page. Then they will be directed to a confirmation page. Here are images to illustrate the process.

Home page

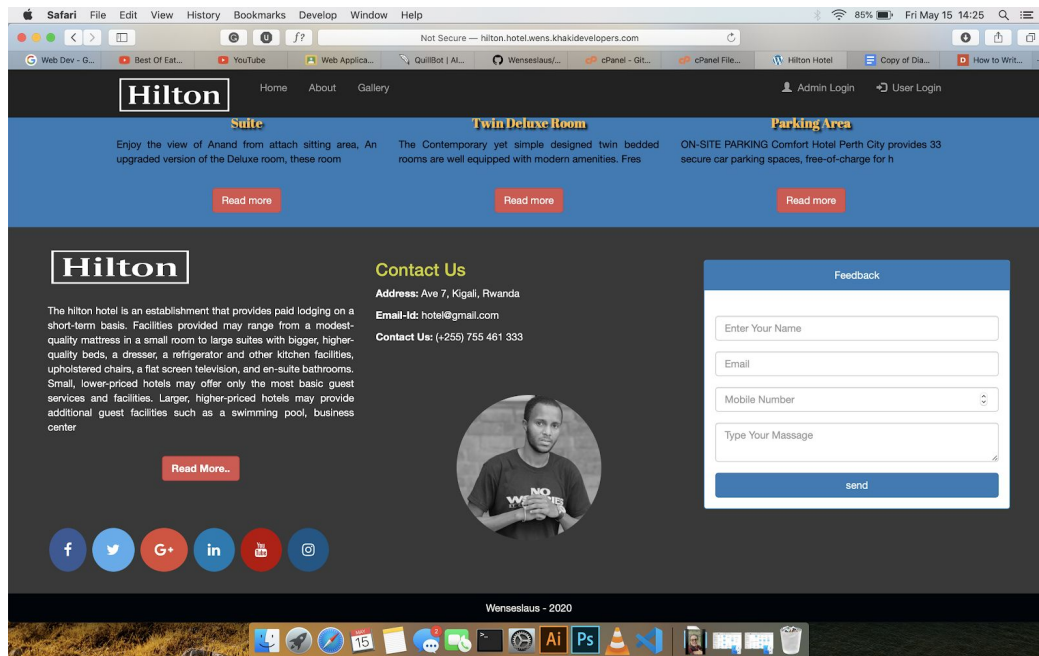


Booking page



Giving feedback:

As part of the process, we want to improve users' experience by collecting their feedback. This can be done from the homepage. At the right bottom corner there is a feedback form where users can submit their feedback. They have to be logged in so that we can capture their information.



Other simple processes:

There are other short and simple processes like navigating to the about section which can simply be done from any page by clicking on the about tab on the menu.

Not only that but also the gallery section which is next to the About section can easily be accessed by users to see more images of the hotel.

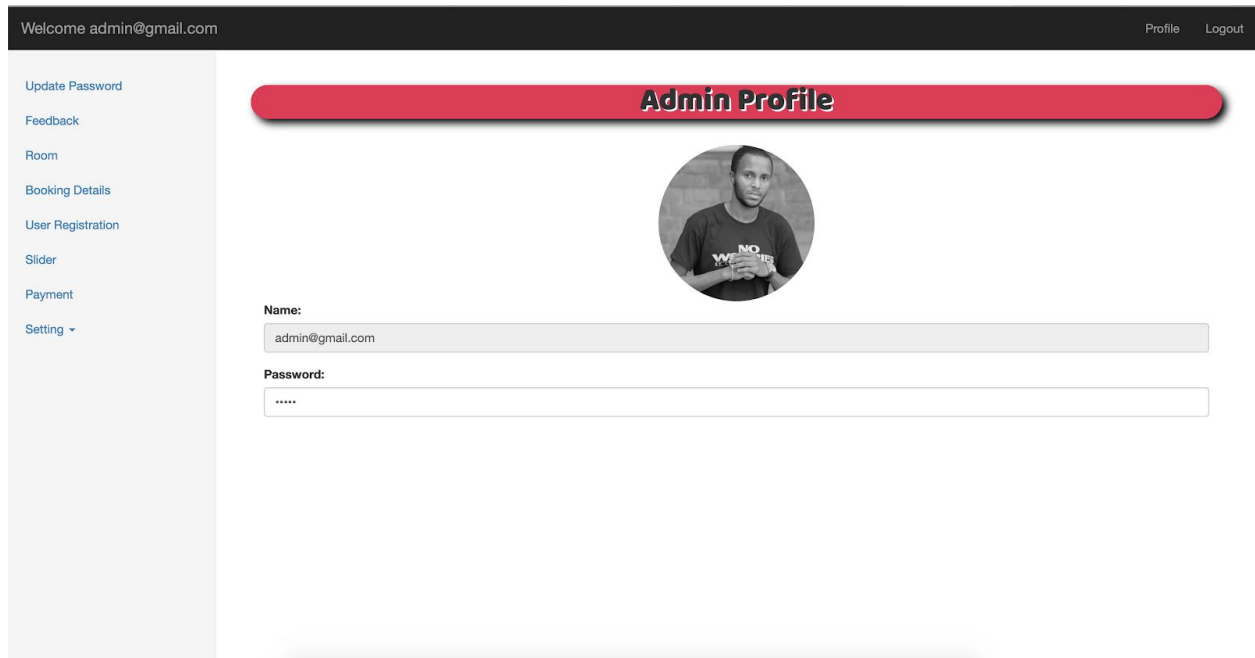
Users can also reach us through the social media platform and this can be done from the bottom left corner of the page which has the social media icons.

USER MANUAL - Admin Users

How to access and use the platform

Admin Login:

Admin login button can be found at the top right corner of the page. After a successful login admin should be able to see a simple dashboard like the image below.



From the dashboard. Admins can make any type of changes they want by simply clicking on the tab they want to make changes to. Here are some of the things the admin can do;

1. Update the password
2. Read users' feedback
3. Room updates
4. Edit and confirm bookings
5. User registration
6. Payment

Conclusion:

The project can be scaled up by an actual hotel and add features to help them with their system management. It will ensure 100% of their system, increase hotel travellers satisfaction and also generate more revenue to the hotel.