**HOTEL MANAGEMENT SYSTEM**

**SUBMITTED TO**

**THE DEPARTMENT OF COMPUTER SCIENCE**

**SCHOOL OF SCIENCE AND TECHNOLOGY**

**THE GATEWAY (ICT) POLYTECHNIC SAAPADE, OGUN STATE.**

**IN PARTIAL FULFILLMENT OF THE REQUIREMENT AWARD OF NATIONAL DIPLOMA (ND) IN THE DEPARTMENT OF COMPUTER SCIENCE.**

**BY**

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**CERTIFICATION**

This is to certify that this project report titled **HOTEL MANAGEMENT SYSTEM** is an authentic and original work completed by **AYOBAMI ELIJAH** in partial fulfillment of the requirements for NATIONAL DIPLOMA (ND) IN THE DEPARTMENT OF COMPUTER SCIENCE. The project report has been prepared under the guidance of MR. OYEKUNLEat GATEWAY (ICT) POLYTECHNIC SAAPADE, OGUN STATE.

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MR. ONALAJA DATE

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**DEDICATION**

I humbly dedicate this project report to **GOD Almighty** for seeing ME through my project, and to my brother for his support and encouragement.

I dedicate this project report to all the individuals who have supported and inspired me throughout this journey. Without their guidance, encouragement, and unwavering belief in our abilities, this project would not have been possible.

I would like to express our deepest gratitude to my supervisor, **MR. OYEKUNLE**. His expertise, patience, and valuable insights have been instrumental in shaping this project. Her constant support and guidance have motivated me to push my boundaries and strive for excellence.

I would also like to acknowledge the support of my parents, whose love, understanding, and encouragement have been my pillars of strength. Their sacrifices and belief in my potential have motivated me to reach higher and work harder. I am grateful for their constant encouragement and for always being there for me, no matter the circumstances.

In conclusion, I dedicate this project report to all those who have been a part of my journey, directly or indirectly. Your support, encouragement, and belief in us have been invaluable. This project stands as a testament to our collective efforts and serves as a reminder of what can be achieved when we come together with a shared vision. Thank you all for being an integral part of my growth and for inspiring me to pursue excellence.

**ACKNOWLEDGEMENTS**

I would like to express my sincere appreciation to the Almighty God and my parents for their valuable support, guidance, and contributions throughout the development of this project.

I would like to extend my heartfelt gratitude to **MR. OYEKUNLE** for her unwavering support, invaluable insights, and expert guidance throughout the entire duration of this project. His mentorship and expertise have been instrumental in shaping the direction and outcomes of this work.

Finally, I would like to acknowledge the unwavering support, encouragement, and patience of my friends and families. There constant belief in us and their understanding during the ups and downs of this project have been a source of strength and inspiration.

**KEYWORDS**

**Hotel Management System**: A comprehensive software application designed to manage all aspects of hotel operations, including guest reservations, room assignments, and staff management.

**Guest Records**: Digital files containing detailed information about hotel guests, including personal details, stay history, and billing information.

**Room Management**: The administration of room availability, including the creation, modification, and scheduling of room bookings within the hotel.

**Reservation System**: A feature that enables guests to book rooms and services online, ensuring availability and confirmation of reservations.

**Check-in/Check-out Process**: The system that manages guest arrivals and departures, including room assignments and billing procedures.

**Billing and Invoicing**: The process of generating and managing guest bills, including room charges, service fees, and payments.

**Housekeeping Management**: The organization and scheduling of housekeeping tasks, ensuring rooms are cleaned and maintained according to hotel standards.

**Database Design**: The structured organization of data in a database, ensuring efficient storage, retrieval, and management of guest and hotel information.

**System Architecture**: The high-level design of the software system, defining its components, their interactions, and the underlying technologies used.

**User Authentication**: Security processes that verify the identity of users accessing the system, ensuring only authorized staff can log in.

**Data Flow Diagrams (DFD)**: Visual representations that illustrate how data moves through the system, highlighting the processes, data stores, and data flows.

**Entity Relationship Diagram (ERD)**: A graphical representation of the database structure, showing the relationships between different entities within the hotel management system.

**Flowchart Design**: Diagrams that map out the step-by-step processes within the system, providing a visual overview of workflows and decision points.

**System Implementation**: The process of deploying and integrating the software system within the hotel, ensuring it functions as intended.

**Software Development**: The activities involved in designing, coding, testing, and maintaining the hotel management system.

**Automated Guest Management**: The use of technology to handle guest-related tasks, such as reservations, check-ins, and billing, reducing manual effort.

**Information Security**: Measures and protocols put in place to protect sensitive guest data within the system from unauthorized access or breaches.

**Record Management**: The systematic control of records throughout their lifecycle, ensuring they are stored, retrieved, and disposed of securely.

**Administrative Functions**: The operations and tasks performed by hotel administrators, such as managing staff, scheduling, and handling guest services.

**Hospitality Technology**: The use of technology in hotels to enhance guest experience, administration, and management processes.

**Online Payment Integration**: A feature that allows guests to pay for their bookings and services through a secure, web-based payment gateway.

**Event Management**: The organization and management of events within the hotel, including scheduling, room bookings, and catering services.

**ABSTRACT**

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This project is based on COLLEGE MANAGEMENT SYSTEM. It manages the college

information, student information, placement information, various different types of event going

on in our college. It also keeps track records of all the information regarding students those who

are placed in the various organization. It has a notice board which contains information about

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are placed in the various organization. It has a notice board which contains information about

various cultural or technical or any sports which is supposed to be held soon.

The project aims to develop a **Hotel Management System** using a web application. The primary objective is to create a system that efficiently manages all aspects of hotel operations, including guest reservations, room assignments, billing, and staff management. All data related to guests, rooms, and staff are securely stored in a database managed by the hotel administrator. The system incorporates authentication mechanisms, ensuring that only authorized users can log in and perform tasks such as booking rooms, updating guest information, or processing payments. For instance, staff members can manage housekeeping schedules and submit maintenance requests, significantly reducing processing time.

The **Hotel Management System** is an integrated web application that handles both front-end and back-end operations of the hotel. Guests and staff can access the system through internet-enabled devices using their unique usernames and passwords. The system's user interface is tailored to different user roles—guests, receptionists, and managers have distinct access privileges and options. The system is designed to manage data for all types of hotels, supporting both standalone and networked environments. The application minimizes data entry errors and is user-friendly, requiring no formal training to operate.

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