

Hotel Management System

OBJECTIVE:

An easy to operate user friendly, economically priced software that Committed to meet the all requirements to manage small, medium and big scale hotels. Hotel Management System is one of the leading software for complete management of your Hotel; it can manage the reception, restaurant, inventory and accounts excellently. The hotel management software provides all kinds of record keeping feature required in a hotel like day books, daily business book, Preparation of OFI and many more automatically.

Proposed System

The development of the new system contains the following activities, which try to automate the entire process keeping in view of the database integration approach.

- User friendliness is provided in the application with various controls.
- The system makes the overall project management much easier and flexible.
- It can be accessed over the Internet.
- Various classes have been used to provide file upload and mail features.
- There is no risk of data mismanagement at any level while the project development is under process.
- Report generation feature is provided using Crystal Reports to generate different kinds of reports like bar graphs, pie charts and table type charts etc.

It provides high level of security using different protocols like https etc.

Scope of the System

The system will cover; booking, accommodation, meals, and accounts details. Moreover, special services such as laundry, ironing and room service will be automated by the system also, not to forget the additional facilities information that will be efficiently handled by the system.

Advantages of the System

- The system enables easy and fast access to the guest files.
- The system provides better data management facilities.
- The system enables online booking of guests into the hotel hence international guest's can

easily book into the hotel.

- The system provides performance evaluation of the employees to ensure maximum output from the employees.
- The system provides security measures to access to the hotel's information lowering data Security threats.
- The system help reduce the congestion of guests ensuring best service output for customer satisfaction purposes.
- Easy update of the guest records.
- High customer service standards attract more guests to the hotel.
- Reduction of data entry and processing errors.
- Greatly reduce paper use at the hotel.

Disadvantages of the System

- The system will undergo system entropy hence an extra cost of updating will be incurred to keep the system competitive in the world.
- The hotel will incur an extra cost on the electricity and internet bills due to computerization of the hotel management.
- The hotel will be required to train its employees on how to manage the system hence the hotel output capacity will reduce a bit during this period.

BACKGROUND:

The project has been planned to be having the view of distributed architecture, with centralized storage of the database. The application for the storage of the data has been planned. Using the constructs of MS-SQL Server and all the user interfaces has been designed using the ASP.Net technologies. The database connectivity is planned using the "SQL Connection" methodology. The standards of security and data protective mechanism have been given a big choice for proper usage. The application takes care of different modules and their associated reports, which are produced as per the applicable strategies and standards that are put forwarded by the administrative staff.

Existing System

- It is limited to a single system.
- It is less user-friendly.

- It is having lots of manual work (Manual system does not mean that you are working with pen and paper, it also include working on spread sheets and other simple software's).
- The present system is very less secure.
- It is unable to generate different kinds of report.
- It doesn't have the mail and file upload feature.

Advantages of the Manual System

1. Employees don't need special computer skills to run the manual system.
2. No reliance on computer devices which may fail since they are machine in nature.
3. Relatively low running costs as the system requires no electricity, internet services as the computerized system would.

Disadvantages of the Manual System

1. Guest files can easily get lost or mix up with other guest file documents.
2. Files occupy a large storage space.
3. Unnecessary duplication of data.
4. Files are prone to theft unauthorized modification due to low data security levels and standards.
5. Due to easy access to guest data by unauthorized users, guest data is extremely unconfident.
6. Retrieval of guest records is extremely difficult.
7. Data entry procedure is prone to errors

FUNCTIONAL REQUIREMENT:

Modules of the Project

1. Hotel Master
2. Account Master
3. Inventory Master

Hotel Master

The hotel management software provides you all kinds of masters that are in customizing mode so that you can add the things as per requirement like -

- You can decide masters for your hotel. The software gives masters for details of types of rooms, types of items in your hotel.
- The software holds the details of your hotel employees.
- Check IN OUT for the visitors.
- Cash receipt management.
- Credit card management.
- Preparing the telephone bill.
- Preparing the laundry bill.
- Making the room folio.
- Setting the automatic alarm of particular room.
- Complete and errorless reservation system.
- Daily business report.
- Occupancy at given time.
- Local call report.
- STD calls report.
- Laundry report.
- Cash record.
- Food cost report.
- Staying guest credit report.
- Credit card report.

Account Master

- The hotel management software includes all principal heads of commercial field.
- We can also customize the heads per requirement.
- Unlimited accounts may be maintained through various heads.
- All necessary information of particular account is also kept.
- Ledger list.
- Ledger books with daily/summary options.
- Trial balance with closing balance and detailed options.
- Balance Sheets, quick view of current assets and liabilities.

- Reports of every head can also be generated on the closing and detailed based.

Inventory Master

Hotel management software also provides facility to maintain complete inventory like:

- Sale/ purchase data entry.
- Sale /purchase return.
- Stock report.
- Sale/purchase book.
- Stock ledger.
- Sale/purchase return book.
- Appointments list to inform you about your appointments.
- Address dairy that holds the address and additional information of a particular person.
- Dairy notes which records any note for a particular day.
- Memoranda, keeps personal information.
- Emergency list.

NON-FUNCTIONAL REQUIREMENT:

Scalability - The system can be scalable from small to a large business.

Availability – The system shall be available during normal hotel operating hours.

Reliability – Specify the factors required to establish the required reliability of the software system at time of delivery.

Portability – The Hotel Management System shall run in Microsoft Windows environment.

Security requirement – Customer Service Representatives and Managers will be able to login to the Hotel Management System. Customer Service Representatives will have access to the Reservation/Booking and Food Systems. Managers will have access to the Management subsystem as well as the Reservation and Food subsystems.

Maintainability – The Hotel Management System is being developed in .NET. Dot Net is an object oriented programming language and shall be easy to maintain.