Online Event Management and Reservation System

Objective:

Gala @ Events is a Restaurant and Catering services which mainly offers Catering services to events like Weddings, Birthdays, Graduation parties, etc. The objective is to set up an online application where

- the Client can check to see the available slots and reserve the slot for their event
- the Staff should be able to plan and manage the event effectively

The system should be developed using Java Web with MySQL as the back end. This would include HTML, CSS and javascript if needed as a front end.

Background:

Gala @ Events is a restaurant and catering services establishment offering catering services for events such as weddings, graduation, birthdays, and several more kinds of celebrations. For the past 3 years, it has earned a good reputation, as also several Clients who regularly who request for services. Currently the Clients place reservations either by calling over the phone, or by going to the establishment physical to enquire for an available slot. The reservation is done manually by the staff who enters the details a logbook after taking the advance payment from the Client. The payment has to be made at the establishment even if the reservation is done over the phone.

 The existing system has the following limitations:

Distance & Efficiency: The Client has to go physically to the establishment to make the advance payment even if the slot reservation can be done over the phone. This becomes cumbersome for people who are located far away from the establishment.

Quick access to available slots: A staff has to search the event logbook to search for an available slot, which is time-consuming and cumbersome for the staff. It is also a waste of the Client's time.

Data Loss: Since the establishment uses only a logbook for recording events and reservation, there is a possibility of losing the data due to careless handling of the book, etc. Moreover it is difficult to manage very large number of events using entries in books.

Possible Record Redundancy: There can be a possibility of duplicate entries in the same slot, if the entries are not managed properly by the staff.

 The proposed system is expected to have an interface for managing events that were, and that will be held by the establishment. It should provide a means for clients to place their reservation according to their desired date and time.

It should be ensured that only Gala @ Events Staff members who handle events are allowed to access the system.

After a client places and confirms a reservation slot, a non-reimbursable advance of 25% of the total event charges is required to be paid to the establishment. This ensures that there will be no last minute cancellations of the event.

Functional Requirement:

The web application must have the following functional requirements:

- **Administrator**
  - The Admin must be capable of adding, editing and deleting events in the system. He/she must be able to add event information, price, description, and other information that may be considered pertinent to that particular event.

  - The Admin must be able to view events. He/she must also be able to sort and filter the events according to **status, event type,** and **date.** (Example: He/she must view all events which are **held up,** or **pending.**) He/she must be able to see the events placed by clients, and the amount paid by them for the event fee.

  - The Admin must be able to view all client accounts and their information, and the respective events that they have placed in the system.

  - The system must be able to generate sales and event reports for the Administrator. Reports generation should be sorted and filtered per date or per type of event. [E.g.: The system should generate reports for all the events held within the week/month, or events which are of a specific kind, like Wedding, Graduation Party, etc.]

- **Client**
  - The client must be allowed to register an account in the system. He/she must then verify his account by confirming his e-mail address.

  - The client must be allowed to place a reservation for an event. Upon placing an event for confirmation, he/she must see if the date and time slot he/she placed is available or not. Entering an event reservation should include, but not limit to, the following data: **Client Name, Event Type, Date and Time, Location**.

  - The client must be able to pay the 25% event fee upon confirming his/her payment type. Prior to this, he/she should have confirmed his/her payment source (i.e. credit card, debit card, etc.)

  - The Client must be able to view all the events that he/she previously placed into the system. Events may be sorted either by date or by event type

Assumption: The establishment has a bank / PayPal account. For testing this project, the tester can use simple input amount, without using a payment API.

NON-FUNCTIONAL REQUIREMENT:

These requirements are very important characteristics of the system. For example attributes such as Reliability, performance, security, usability, compatibility etc.

Scalability – The system must be scalable; it must still be functionally used even when the establishment will accept more Client or host more events.

Availability – The Application will be hosted online, so that the Client can access it anytime, anywhere where there is an internet connection.

Performance – Placing reservations and searching for available reservation slots must not take too long. The system must have a fast response time.

Usability – The website should be responsive, so that Clients who use mobile devices / tablets can access it with ease.

Security requirement - Only Clients who are registered in the system must be able to access the Client-side of the website. In the same way, only event managers and attendees should be able to access the admin-side of the application.

Validations – Ensure that there will not be a duplicate event entry in the database. Also, ensure that there will be no conflict with date and time slot for any reservation that will possibly be placed by a Client.

Rating (Optional) - Allow Clients to comment and rate the service offered by the establishment.