### A

# **PROJECT**

### **REPORT ON**

# **Hotel Reservation System**

# SUBMITTED IN PARTIAL FULFILLMENT OF DIPLOMA IN ADVANCED COMPUTING (PG-DAC)



# UNDER THE GUIDANCE OF Mr. Swaraj Chaudhari

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# **ABSTRACT**

The Hotel Reservation System is a comprehensive and user-centric web service designed to streamline and enhance the process of hotel reservations. This approach is a game changer in an age where convenience is everything. Customers may quickly explore a wide range of hotels, each with complete information on location, amenities, and cost. A customizable profile creation and login mechanism increases user engagement by assuring a customized experience. The feasibility assessment reveals the project's alignment with technical capabilities, operational requirements, economic viability, and scheduling constraints. The result is a solution that not only meets the needs of modern customers but also enhances the competitive advantage of hotels in a highly dynamic industry

This project addresses the growing demand for efficient and convenient accommodation booking methods. The system offers a user-friendly interface that allows customers to browse and select hotels based on their preferences and requirements. Users can create profiles, log in, search for hotels, view room availability, make reservations, and even cancel bookings. Hotel administrators benefit from real-time updates on room availability and the ability to manage reservations and generate reports. This project aims to modernize the hospitality industry by providing an intuitive, secure, and efficient platform that benefits both customers and hotel owners.

# 1. INTRODUCTION

The Hotel Reservation System project seeks to develop a comprehensive and user-friendly web service for managing hotel reservations. With the growing demand for quick and convenient hotel booking processes, this system is meant to streamline the reservation process, improve customer experience, and increase hotel operational efficiency. This section provides a summary of the project's objective and the importance of hotel reservation systems.

Hotel reservation systems play an important role in the hospitality business by automating and streamlining the booking process. Traditionally, tourists had to make bookings over the phone or in person, which might be time-consuming and error prone. With the introduction of internet reservation systems, the hospitality industry has undergone a shift, providing benefits to both Users and Admin.

For hotel administrators, the benefits are equally noteworthy. The system empowers them with a comprehensive dashboard that unveils real-time occupancy rates, revenue insights, and reservation tracking. Hotel owners can now make data-driven decisions, fine-tuning their operations to optimize revenue generation.

In conclusion, the Hotel Reservation System project recognizes the importance of offering a seamless, user-centric platform for booking accommodation. By automating the reservation process and providing essential information to users, the system aims to enhance customer satisfaction, operational efficiency, and revenue generation for hotels. This project's significance lies in its contribution to the modernization of the hospitality industry and its commitment to delivering a hassle-free booking experience to customers.

# 2. Product Overview and Summary

# 2.1 Purpose:

The main objective of the Hotel Reservation System is to provide a comprehensive and efficient platform for managing hotel reservations. The system aims to simplify the process of booking accommodations for users while streamlining the operations for hotel owners and staff. By offering an intuitive and user-friendly interface, the system intends to enhance the overall experience of customers and optimize the occupancy rates and revenue generation for hotels.

# 2.2 Scope:

The scope of the Hotel Reservation System project encompasses a range of functionalities and features that cater to both users and hotel administrators. This includes:

- User Registration and Profile Management
- Hotel Listing and Information Display
- Room Availability and Booking Management
- Reservation Cancellation
- User Authentication and Security
- User-friendly Interface for Seamless Navigation
- An Admin Panel for Hotel Administrator to manage Hotels and Rooms

### 2.3 Overview:

- TECHNOLOGIES USED
  - 1. FRONT END
    - a. Bootstrap
    - b. Router-Dom
    - c. React
    - d. Axios
  - 2. BACK END

Spring Boot

3. DATABASE MANAGEMENT SYSTEM MySQL

### Features Provided

### For User:

- 1. Effortless User Login and Authentication: Leave your worries behind with our hassle-free login process. Allowing you to access your account with peace of mind.
- 2. Discover Exceptional Hotels: Explore a curated selection of hotels that suit your preferences. From luxurious resorts to cozy boutique stays, finding your perfect accommodation is just a click away.
- 3. Browse Through Room Options: Dive into the details of various room offerings at your chosen Hotel. Whether it's a spacious suite or a charming single room, we provide comprehensive information to help you make the right choice.
- 4. Keep Hotel & Room Info Up to Date: Stay informed with real-time updates on hotel and room details.
- 5. Effortless Booking Process: Reserve your desired room seamlessly using our intuitive booking process. We streamline the steps, making your booking experience quick and enjoyable.
- 6. Accessible Booking Details: Retrieve your booking details whenever you need them. We provide a clear overview of your reservations, putting you in control of your booking plans.
- 7. Payment: Experience peace of mind while making payments.
- 8. Cancelling with Ease: Life can be unpredictable, and we understand that. If your plans change, our simple cancellation process allows you to adjust your bookings without stress.

### For Admin:

- 1. Secure Admin Login and Authentication: We prioritize the security of your administrator account. Our authentication process ensures authorized access, safeguarding management functionalities.
- 2. Comprehensive Hotel List: Access a complete list of registered hotels under your administration. Get a quick overview or dive deep into each hotel's details for effective management.
- 3. Effortless Hotel Information Updates: Keep hotel details up to date with ease. Our platform allows you to edit and modify information seamlessly, ensuring accuracy and relevance.
- 4. Seamless Hotel Addition: Expand your portfolio effortlessly by adding new hotels through our user-friendly interface. We've simplified the process to help you onboard new properties efficiently.
- 5. Streamlined Room Addition: Enhance your hotels' offerings by adding new rooms. Our intuitive system lets you input room details, amenities, and images to attract potential guests.

6. Efficient Room Deletion: Managing room inventory is simple with our platform. Remove rooms from hotels when needed, ensuring accurate availability information for customers.

# 2.4 Feasibility Study:

The feasibility assessment of the project covers several aspects:

- Technical Feasibility: The project requires expertise in web development, database management, and user interface design. The technologies chosen must be capable of supporting real-time updates, secure authentication, and efficient data handling. This project makes use of cross-platform software and solutions like Java, and hence can run on any operating system. React, used in front-end, is swift and versatile technology when it comes to delivering the requested page. The combination of Spring Boot, Spring Data JPA and Spring Security for backend makes for a fast, easy to set-up and reliable system to interact with the database, as they are secure and transactional in nature. Since the sensitive data of customers and admins need to be stored in a robust and secure database, MySQL database management system was chosen as it is an industry standard
- Operational Feasibility: The system aims to streamline the reservation process, making it more efficient for both users and hotel administrators. It should integrate seamlessly into the existing operations of hotels. In the design of this project, we always kept user experience in mind. We tried to have a good user interface with a consistent theme and alluring design to keep the users interested and engaged. In our project, the use of universally known icons and instructions that are easy to understand makes sure that the user will not need any special technical know-how to use the application. We made sure that the information available throughout the application is arranged in a logically coherent and consistent manner, guaranteeing that the users will have a smooth and effortless experience and even enjoy using the application.
- <u>Economic Feasibility</u>: In this type of feasibility study, the benefits of the system to the organization are considered by taking into consideration the cost-benefit analysis. All the software and technologies used in our project are free, open-source, and widely available, with each of the technologies having extensive community support.
- <u>Scheduling Feasibility</u>: The project timeline must be realistic, considering the development stages, testing, and potential iterations.

The feasibility study confirms that the project aligns with technical capabilities, operational requirements, economic viability, and scheduling constraints, making it a viable and valuable solution for both users and the hospitality industry.

# 3. REQUIREMENTS FULFILLED

# 3.1 Functional Requirements

The Hotel Reservation System should fulfill the following specific functionalities:

- User Registration and Profile Management: Users should be able to create accounts with unique usernames and passwords. Users should be able to update their profiles with personal information.
- Hotel Listing and Information Display: The system should display a list of hotels with relevant details, such as location, amenities, and prices. Users should be able to filter and sort hotels based on preferences.
- Room Availability: Users should be able to view available rooms for a selected hotel and chosen dates. Users should be able to book available rooms by specifying check-in and check-out dates.
- Reservation Management: Users should be able to view and manage their reservations, including city-wise search, check-in/out dates, canceling reservations. The system should display confirmation messages to users after successful reservations.
- Effortless Booking Process: Reserve your desired room seamlessly using our intuitive booking process. We streamline the steps, making your booking experience quick and enjoyable.
- Reservation Cancellation: Users should be able to cancel their reservations with ease.
- User Authentication and Security: The system should securely manage user authentication and store hashed passwords. Users should be required to log in before booking or managing reservations.
- Room Availability Updates: The system should update room availability to prevent overbooking.

# 3.2 Non-Functional Requirements

The non-functional aspects of the Hotel Reservation System include:

### • Performance:

The system should be responsive and provide quick responses to user interactions.

It should handle a reasonable number of concurrent users without significant performance degradation.

# • User Experience (UX):

The user interface should be intuitive, easy to navigate, and visually appealing. Users should receive clear feedback on their actions, such as successful bookings or cancellations.

### • Scalability:

The system should be designed to handle increased user load and hotel listings without major modifications.

# Reliability:

The system should minimize downtime and ensure that reservations are accurately recorded.

### • Accessibility:

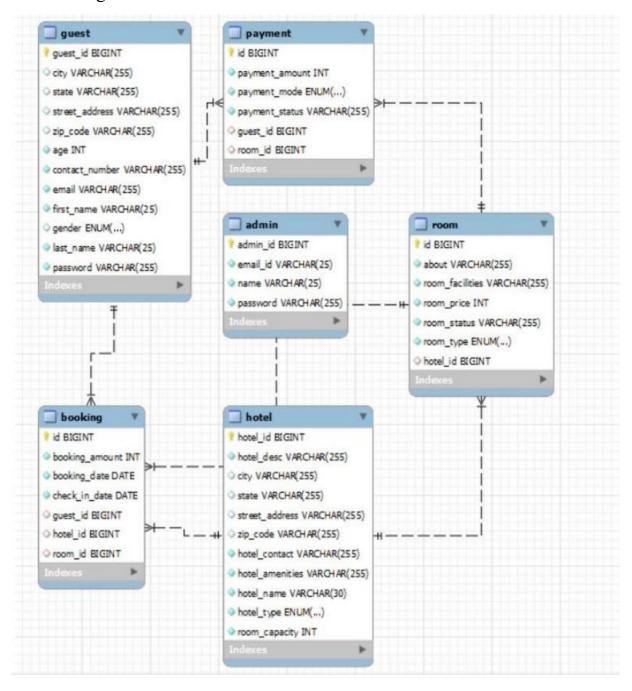
The user interface should be accessible to individuals with disabilities, following relevant accessibility guidelines.

By adhering to these non-functional requirements, the Hotel Reservation System will ensure a secure, efficient, and user-friendly experience for both customers and hotel administrators.

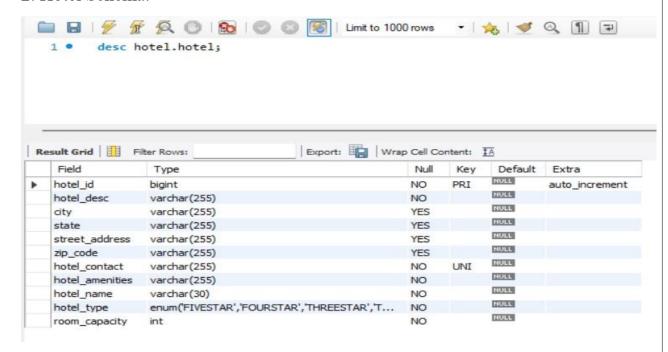
# 4. PROJECT DESIGN

## 4.1. Data Model

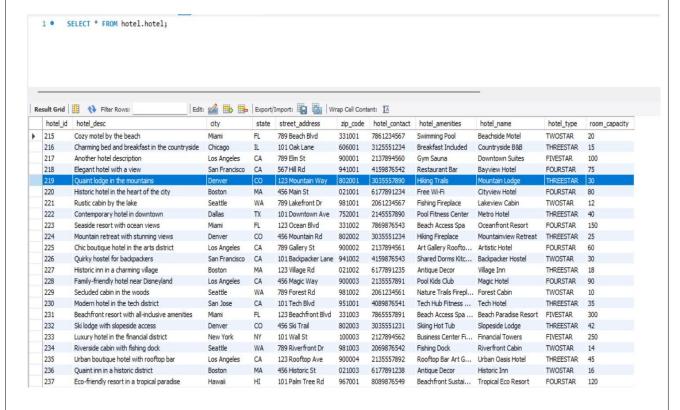
# 1. E-R Diagram:



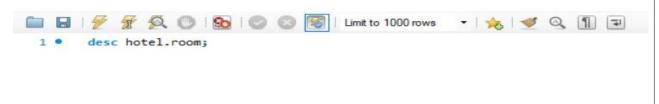
### 2. Hotel Schema:



### 3. Hotel Details:

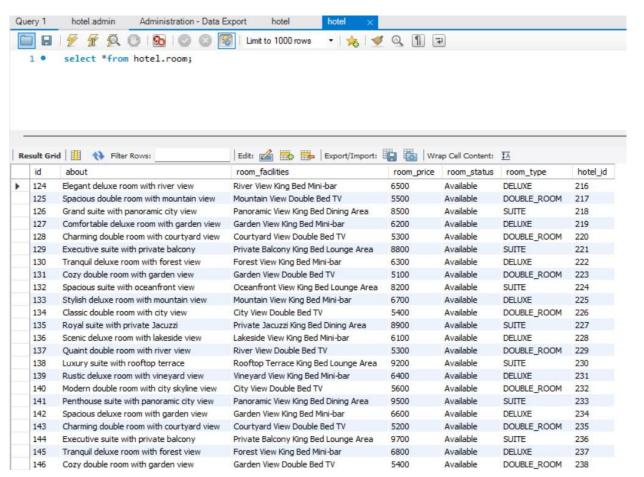


### 4. Rooms Schema:



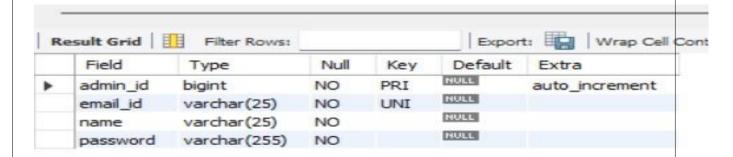


### 5. Rooms Details:



# 6. Admin:





# 7. User:

	Field	Type	Null	Key	Default	Extra
,	guest_id	bigint	NO	PRI	HULL	auto_increment
	city	varchar(255)	YES		NULL	
	state	varchar(255)	YES		NULL	
	street_address	varchar(255)	YES		MULL	
	zip_code	varchar(255)	YES		NULL	
	age	int	NO		NULL	
	contact_number	varchar(255)	NO	UNI	HULL	
	email	varchar(255)	NO	UNI	NULL	
	first_name	varchar(25)	NO		NULL	
	gender	enum('FEMALE', 'MALE')	YES		NULL	
	last_name	varchar(25)	NO		NULL	
	password	varchar(255)	NO		HULL	
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# 8. Bookings:

	Field	Type	Null	Key	Default	Extra
١	id	bigint	NO	PRI	NULL	auto_increment
	booking_amount	int	NO		NULL	
	booking_date	date	NO		NULL	
	check_in_date	date	NO		HULL	
	guest_id	bigint	YES	MUL	NULL	
	hotel_id	bigint	YES	MUL	HULL	
	room_id	bigint	YES	MUL	HULL	

# 9. Booking Details:

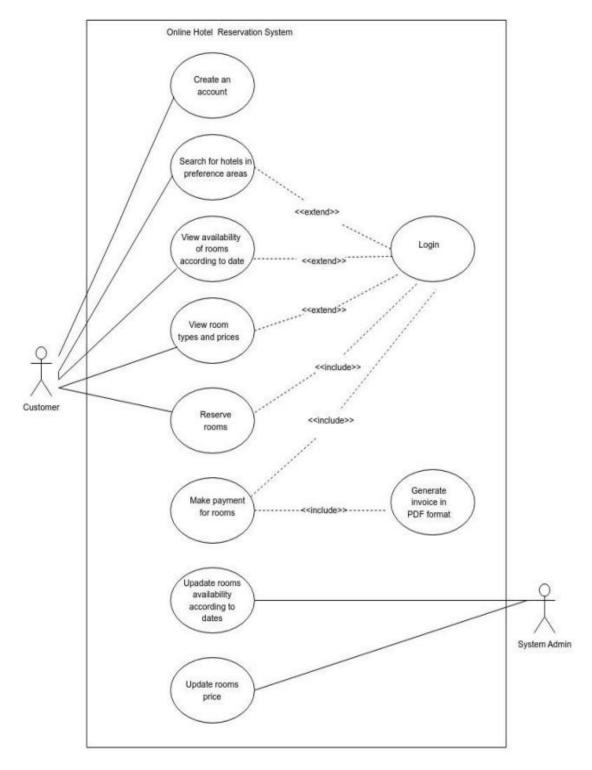
	id	booking_amount	booking_date	check_in_date	guest_id	hotel_id	room_id
•	1	10000	2023-08-31	2023-09-01	4	24	87
	2	5000	2023-08-31	2023-09-07	4	34	116
	3	10000	2023-08-31	2023-09-09	5	28	100
	4	10000	2023-08-30	2023-09-02	5	24	127
	5	10000	2023-08-30	2023-09-01	6	33	113
	6	10000	2023-09-01	2023-09-07	6	34	115
	NULL	NULL	NULL	NULL	NULL	NULL	NULL

# 10.Payment:

	Field	Туре	Null	Key	Default	Extra
•	id	bigint	NO	PRI	NULL	auto_increment
	payment_amount	int	NO		NULL	
	payment_mode	enum('CREDIT_CARD','DEBIT_CARD','NET_BAN	NO		NULL	
	payment_status	varchar(255)	NO		NULL	
	guest_id	bigint	YES	MUL	NULL	
	room_id	bigint	YES	MUL	NULL	

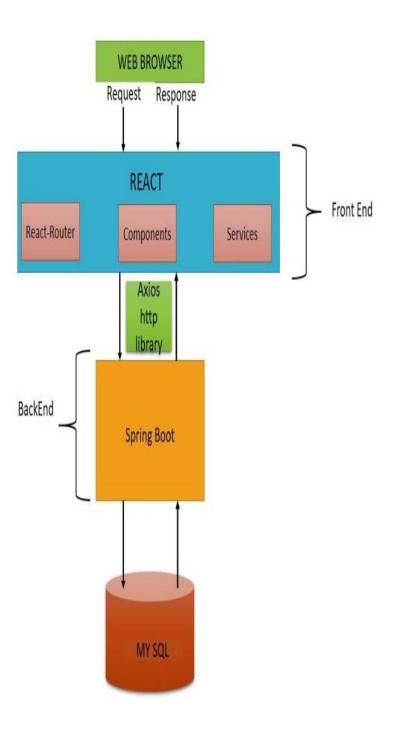
# 4.2. Use Case Diagram

The Use Case diagram illustrates the interaction scenarios between users and the system. It highlights actions such as browsing hotels, making reservations, and managing bookings

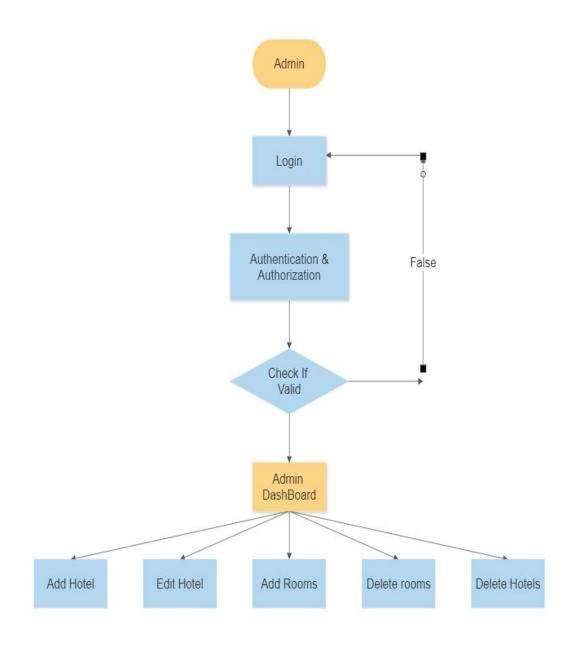


# 4.3. Project Architecture Diagram

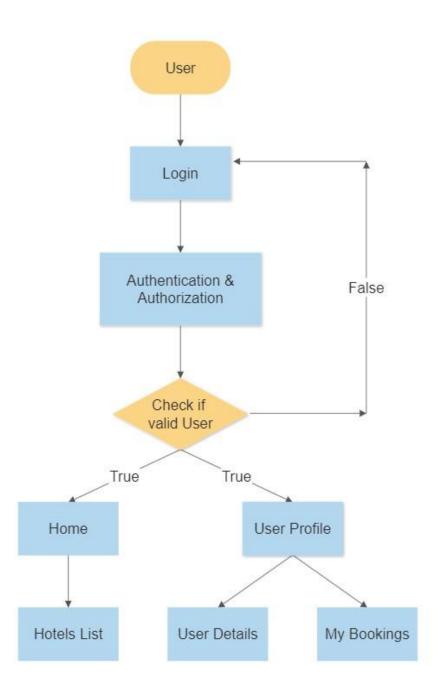
The System Architecture diagram presents a high-level view of the application's architecture, outlining components like the front-end, back-end, database, and any external integrations.



# 4.4 Admin Login Diagram:



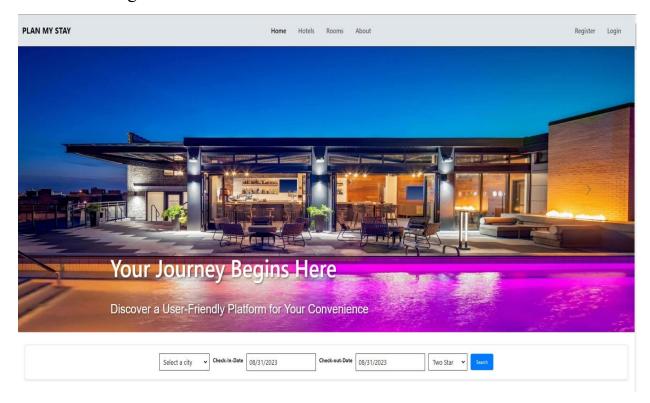
# 4.4 User Login Diagram:



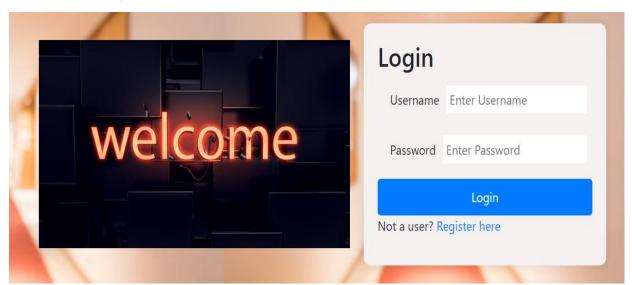
# 5. Project Screenshots

# 5.1 Customer

# 5.1.1 Main Page:



# 5.1.2 User Login:



# 5.1.3. Customer Registration:



# **Customer Registration**

First Name firstname Last Name lastname **OFemale** Gender Age Age streetAddress Address city city state Address zipCode Address Contact Contact Number Number Email ad@gmail.com Password •••••• Register

Already registered? Login here

# 5.1.4. User Bookings:

# **Current Booking List**

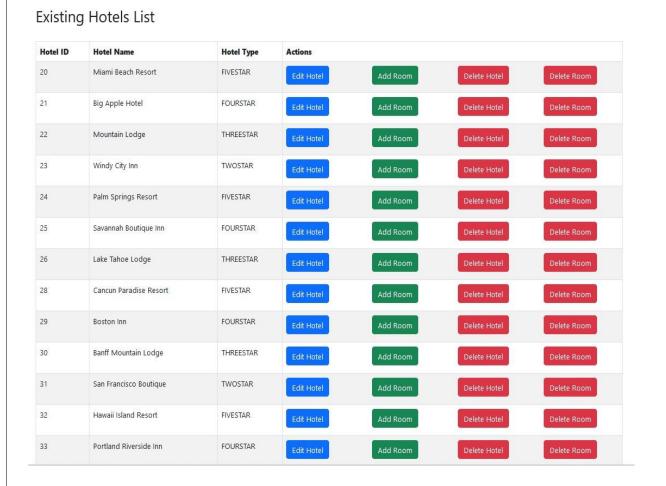
Booking Id	Room Type	Hotel Name	Hotel Address	Check-In- Date	Check-Out- Date	Amount:	
11	DELUXE	Hilltop Lodge	789 Hilltop Rd City Hilltop State Hilltop 67890	2023-09-01	2023-09-02	5000	Cancel Booking
12	DOUBLE_ROOM	Country Lodge	789 Countryside Rd City Country Lodge State Country Lodge 67890	2023-08-31	2023-09-09	2000	Cancel Booking

## 5.2. Admin

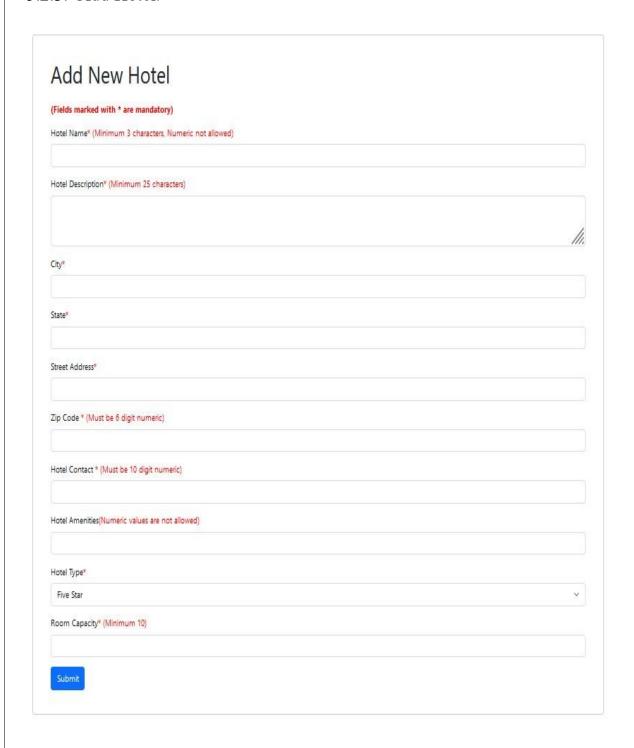
# 5.2.1 Admin Login:

# Admin Login Password:\* Login

# 5.2.2. Admin Page:



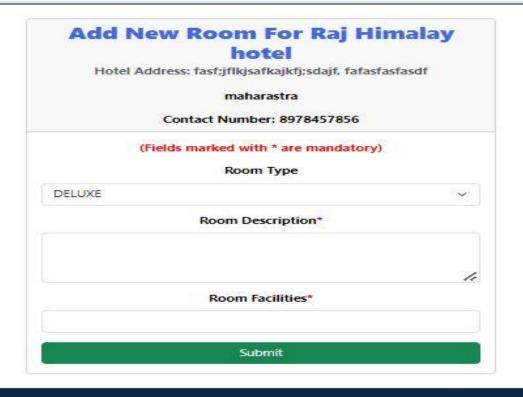
# 5.2.3. Add Hotel:



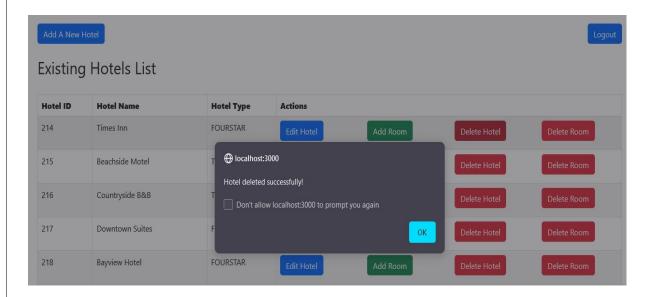
# 5.2.4 Edit Hotel:

Edit Hotel		
(Fields marked with * are mandatory)		
Hotel Id		
2		
Hotel Name *		
Raj Himalay hotel		
Hotel Description		
asdfa; sdfffadsfsadfasdfsadf		
City*		
fafasfasfasdf		
State*		
maharastra		
Street Address*		
fasfjflkjsafkajkfjsdajf		
Zip Code * (Must be 6-digit)		
875498		
Hotel Contact * (Must be 10 digit)		
8978457856		
Hotel Amenities		
asdfasfasfd fasff sdfewfrfv csdfgerewe fd vdssdc re		
Hotel Type*		
Two Star		
Room Capacity		
50		
	Update Hotel	
	Back	

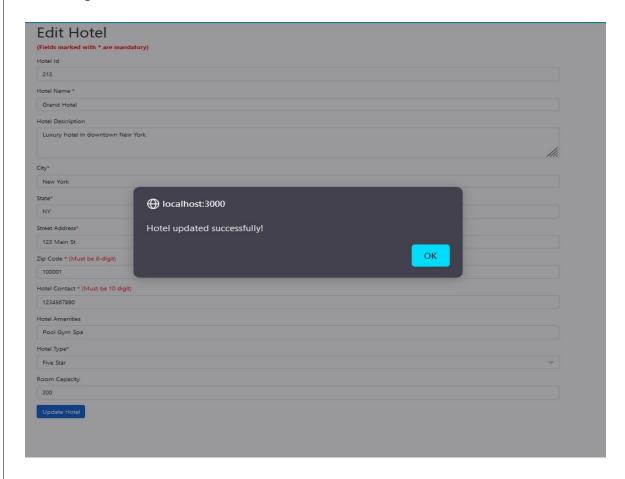
## 5.2.5 Add Room:



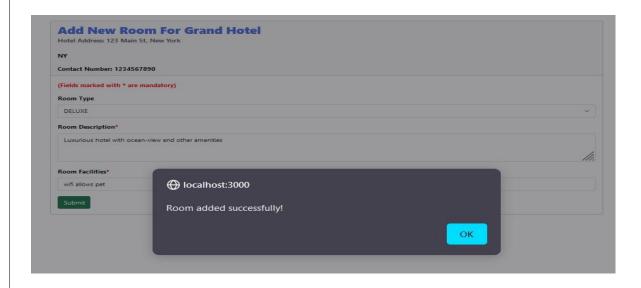
## 5.2.6. Delete Hotel:



# 5.2.7 Update-Hotel:



# 5.2.8. Room Add:

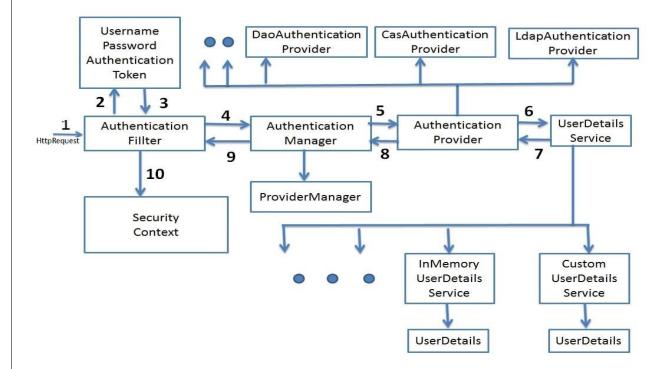


# 6. JWT SECURITY

The system's architecture is designed to prioritize security and protect user data. One notable aspect of the security implementation is the utilization of JSON Web Tokens (JWT) for user authentication and authorization.

- Authentication refers to the process of verifying the identity of a user, based on provided credentials. A common example is entering a username and a password when you log in to a website. You can think of it as an answer to the question Who are you?
- Authorization refers to the process of determining if a user has proper permission to perform a particular action or read particular data, assuming that the user is successfully authenticated. You can think of it as an answer to the guestion Can a user do/read this?.
- Principle refers to the currently authenticated user.
- > Granted authority refers to the permission of the authenticated user.
- Role refers to a group of permissions of the authenticated use

Authentication Using JWT Architecture:



### 1. Spring Security Filters Chain

When you add the Spring Security framework to your application, it automatically registers a filters chain that intercepts all incoming requests. This chain consists of various filters, and each of them handles a particular use case.

### For example:

- > Check if the requested URL is publicly accessible, based on configuration.
- > In case of session-based authentication, check if the user is already authenticated in the current session.
- > Check if the user is authorized to perform the requested action, and so on.
- Spring Security Filters:

### Authentication-manager:

You can think of Authentication-manager as a coordinator where you can register multiple providers, and based on the request type, it will deliver an authentication request to the correct provider.

### Authentication Provider:

Authentication-provider processes specific types of authentication. Its interface exposes only two functions:

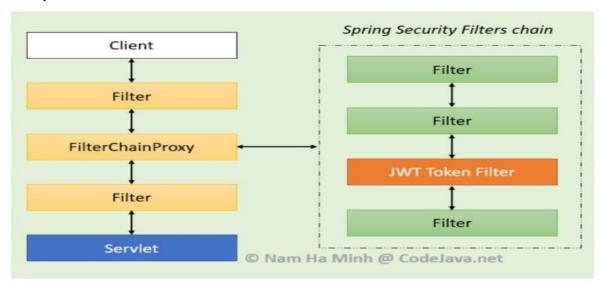
- 1. Authenticate performs authentication with the request.
- 2. Supports checks if this provider supports the indicated authentication type.

### UserDetailsService:

UserDetails Service is described as a core interface that loads user-specific data in the Spring documentation. In most use cases, authentication providers extract user identity information based on credentials from a database and then perform validation. Because this use case is so common, Spring developers decided to extract it as a separate interface, which exposes the single function:

1. loadUserByUsername accepts username as a parameter and returns the user identity object.

### **Security Filter Chains**



# 7. TESTING

The Hotel Reservation System was rigorously tested to verify its performance, dependability, and usability.

# A. User Test Cases:

#	Description	Outcome	Results
1.	User Login	User is redirected to the user page	Passed
2.	User Login with Invalid Credentials	Error message displayed; user stays on the login page.	Passed
3.	User Logout	Users are redirected to the login page.	Passed
4.	User Registration	User can Register and is redirected to login form	Passed
5.	Display Hotel Listings	List of hotels is displayed with correct details	Passed
6.	Display Rooms Listings	List of rooms is displayed with correct details	Passed
7.	Room Booking Process	Select a room and enter booking details. Booking is successful, user receives a confirmation message.	Passed
8.	Payment	User can make payment	Passed
9.	Room Booking Cancellation	Select a room to cancel details. Cancellation is successful	Passed
10.	My Bookings	User can see his bookings in the list format	Passed

# B. Admin Test Cases:

#	Description	Outcome	Result
1.	Login as Admin and authentication.	Fetched authenticated Admin details saved in database.	Passed
2.	Get Hotel List.	Getting list of hotels from database.	Passed
3.	Updating hotel information from database.	Updating hotel details from database.	Passed
4.	Adding a new hotel.	Adding a new hotel to the database.	Passed
5.	Adding room to an existing hotel.	Adding room to existing hotel in database.	Passed
6.	Deleting rooms from hotel.	Deleting rooms from hotel in the database.	Passed

# 7. CONCLUSION

In conclusion, the development of the Hotel Reservation System has resulted in the creation of a robust and user-centric web service that aims to revolutionize the hotel booking experience. Throughout the project's development process, several key achievements have been realized, contributing to the system's overall success and potential impact on the hospitality industry.

The project commenced with a clear understanding of the challenges faced by customers and hotel owners in the existing reservation process. By meticulously analyzing the requirements and conducting feasibility assessments, the team ensured that the system would address the specific needs of both user groups.

The development process involved designing a user-friendly interface that allows customers to effortlessly search for hotels, view room availability, and make reservations with just a few clicks.

The project's timeline was carefully managed to ensure a balance between development, testing, and refinement. Rigorous testing procedures were conducted to identify and rectify any potential issues, resulting in a stable and reliable system.

Overall, the Hotel Reservation System offers a streamlined and efficient solution for both customers and hotel owners. By creating an accessible platform that improves user experience, optimizes occupancy rates, and provides valuable insights, the project has demonstrated its potential to modernize the hospitality industry's reservation processes.

# 8. FUTURE SCOPE

The Hotel Reservation System has immense potential for growth and enhancement. The Hotel Reservation System has laid a strong foundation for enhancing the hotel booking experience. Looking forward, several potential enhancements and features could be considered to further improve the system's functionality, user engagement, and value to both Customer and the administrator. Some potential future features and improvements include:

- Integration with online payment gateways for seamless booking transactions.
- Real-time room availability updates using advanced algorithms.
- Collaborations with external booking platforms to expand the system's reach.
- Implementation of machine learning techniques to offer personalized recommendations based on user preferences.

# 9. REFERENCES

Following is the list of websites we referred to during our project:

- 1. https://getbootstrap.com/docs/5.1/getting-started/introduction/
- 2. https://reactjs.org/docs/getting-started.html
- 3. https://stackoverflow.com/
- 4. https://reactjs.org/
- 5. https://docs.oracle.com/en/java/javase/11/docs/api/
- 6. https://www.npmjs.com/
- 7. https://www.w3schools.com/
- 8. https://www.mysql.com/