**Hotel Reception Desk Simulation**

**1.Description**:

I will simulate the activity of a hotel reception desk with its basic features. The project will contain a user friendly interface for the receptionists ,the manager and also for the clients. The project contains 15 classes .

**2.Structure:**

* For the clients
* The Reservation page contains a welcome message, the details of the hotel and also a form clients need to fill when they want to make a reservation (the reservation can be made in advance or at the same time with the check-in date. Also clients can pay for their stay when they make the reservation.
* The Check-in & Check-out page contains 2 forms , one for the check-in and one for the check-out. When a client completes the check-in form they will get the number of their room, and also the price of their stay if they haven’t paid at the reservation stage(it is not mandatory to pay now, but they can if they want).They can also cancel a reservation here : if they cancel with one or more days before the check-in date then they have to pay 20 % of the price of the room /night; If they cancel on the same day they have to pay the full price of the room/night. When a client completes the check-out form they can leave a review .If they haven’t paid they cannot do the check-out until they pay .
* For the receptionists:
* The Clients & Rooms page contains 2 tables :one with the clients and one with the rooms so that the receptionists have access to all the information about them . There are also 2 forms regarding the Clients or the Rooms . The receptionist can add a room , delete a room , send security to a room , send a maid to a room and also delete a client.
* The Reviews page contains a table where all the reviews of previous clients .
* For the manager:
* The Employees page contains 2 tables , one with all the employees and one with the employees working at the current moment. There is also a form for the manager to complete. The manager can hire or fire an employee and also modify salaries.
* The Financial Situation page contains fields where the manager can see what are the expenses or finances of the hotel in the current month or year. The manager can also update the finances or expenses.

**3.Features:**

• A client can book a room : at that moment or in advance, alone or with another person (the rooms can have max 2 beds-but the person making the reservation is “in charge” ,the other one is just “on paper”).

• The client can choose between 3 types of rooms :Business (1 bed -300euo) ClassicSingle(1 bed-100euro),ClassicDouble(2 beds-200euro).

• The client can also cancel a reservation.At check-out the client can leave a review regarding their experience at the hotel.

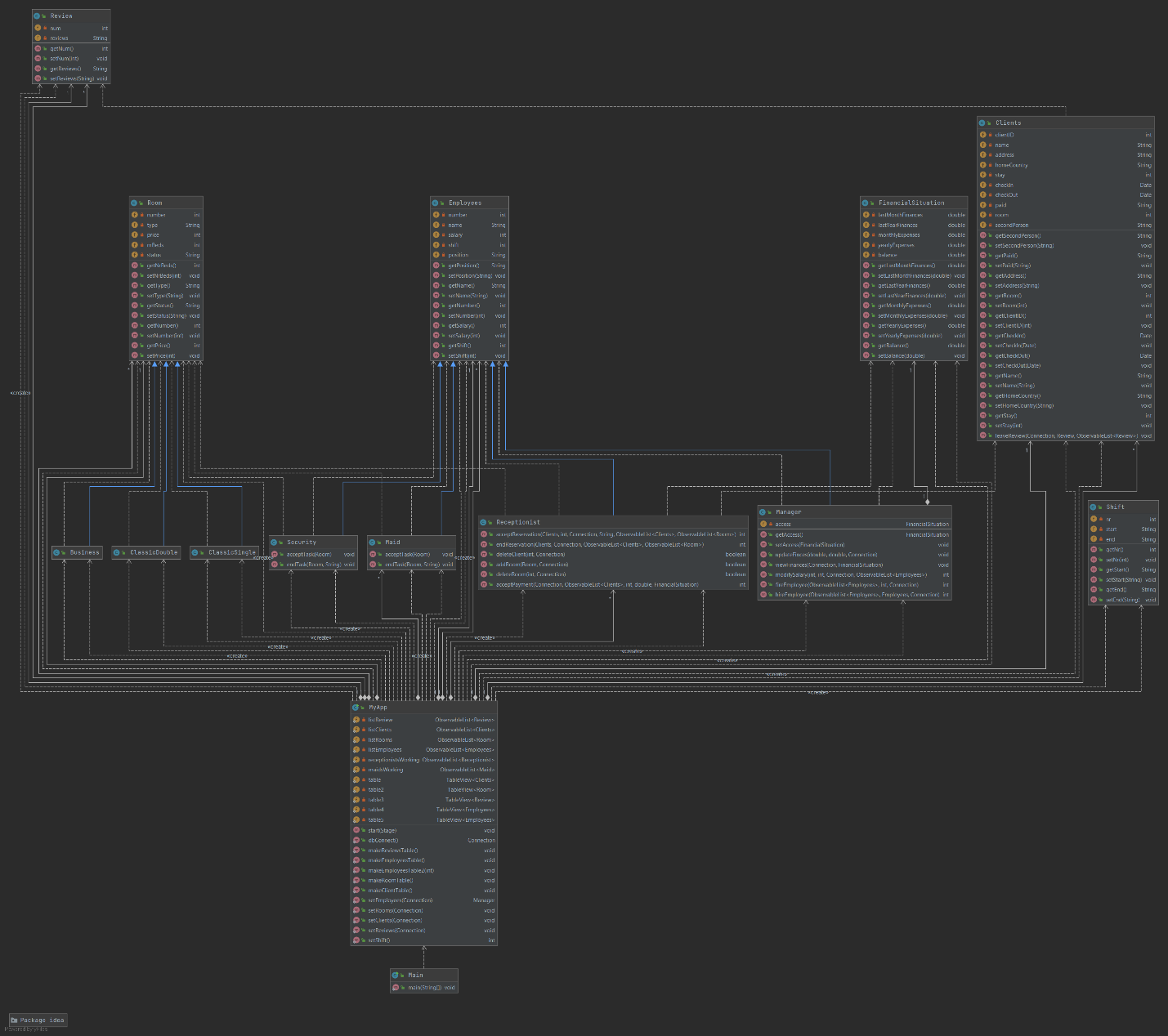
• A client can pay for the room at 3 moments(when the reservation is made ,when they come for the check-in or at check-out –if the payment has not been made until the check-out , the client won’t be able to do the check-out until they pay for their stay )

• The receptionists (3 at a time) can see the situation of any room in the hotel and also the clients that are staying in the hotel at that moment.

• Also the receptionists can kick out a client if it has caused trouble , they can add or delete rooms (in case the hotel decides to put more rooms for booking ,or to make a room unavailable for booking).They can also send maids or security to a certain room.They also have access to the review section where the reviews of previous clients are shown.

• The manager has access to the financial situation of the hotel for the last month or last year, and also to the expenses the hotel has.

• The manager has access to the data of the employees ,can lower or raise their salary, can fire or hire , and can see which employees are working at the current moment.(there are 3 shifts)



Timeline

Description automatically generated