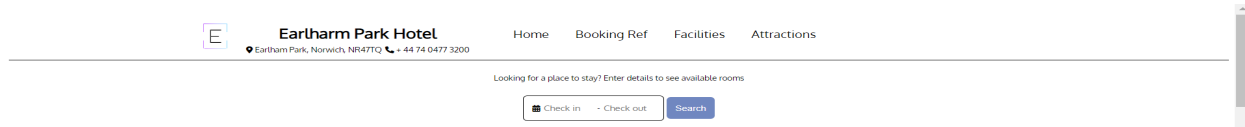


## Group WD-28 : Website User Manual

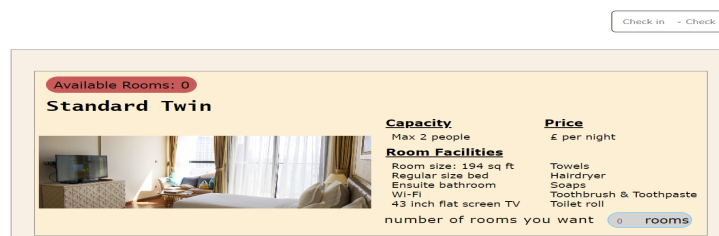
### Introduction:

Our website is designed to make the user experience as efficient as possible. Our home-page greets users with a slide-show of our rooms and each picture can be clicked on to access a detailed description of all the features. Just below, the users will be greeted with more details regarding our hotel's many world-class features, as well as description of the memorable things around Norwich that they can get a quick view of as they plan their stay in Norwich. The website has been designed so that all the information that the customer could need is in **one place**.

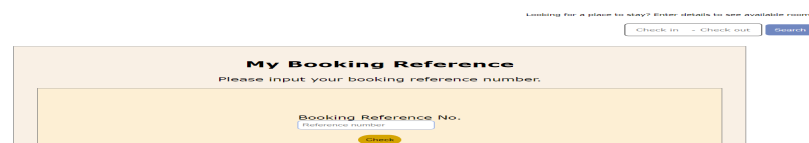
### The Booking Process :



Right next to the navigation bar up top, the customers can find the date selector that will initiate the booking process. This allows them to enter the dates of their intended stay and then our system will search for the rooms that are available in that particular period.



From here, the customers can see which rooms are available, decide how many of those rooms they want and then proceed to the payment page to confirm their reservation. This process will culminate with the customers receiving a booking reference number, which they can use to track and/or update their booking later on.



The booking reference page, accessed by clicking Booking Ref on the Navigation Bar, gives customers the chance to enter their booking reference no. in order to track the status of their booking and make other bookings if needed.

### Admin & Staff Side

On the admin side, the receptionist's page allows them to check the details of a booking with either booking reference no. or customer name. The cleaner page loads and displays all rooms that need cleaning, pressing the complete button will update the database of room cleaning. User reloads page to get new rooms to clean.

