



# **HOTEL MANAGEMENT SYSTEM USER MANUAL**

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# Hotel Management System User Manual

## *INTRODUCTION:*

Hotel management system is a software developed by python using tkinter module to handle the basic functions of a hotel process.

It is a process for adding new room for customer and the customer can view his booking details and total bill, he can also review about hotel services. Receptionist can also update and delete information of a customer. Admin can view customer information, also update and delete the room or other service's price.

It helps to provide information if a room is vacant and the type of room or a customer pay his bill or customer's other information.

## *OBJECTIVES:*

- To eliminate the paper work in the hotel.
- To eliminate the huge storage of data paper by storing data into Database.
- Simplify search and update process of hotel.
- To manage room information.
- To manage customers information and his booking and paying details.
- Build Digital official Interface to maintain official work digitally.
- Simply Calculate the customer's bill.
- Simplify payment system.

### ENTITY RELATIONSHIP DIAGRAM:

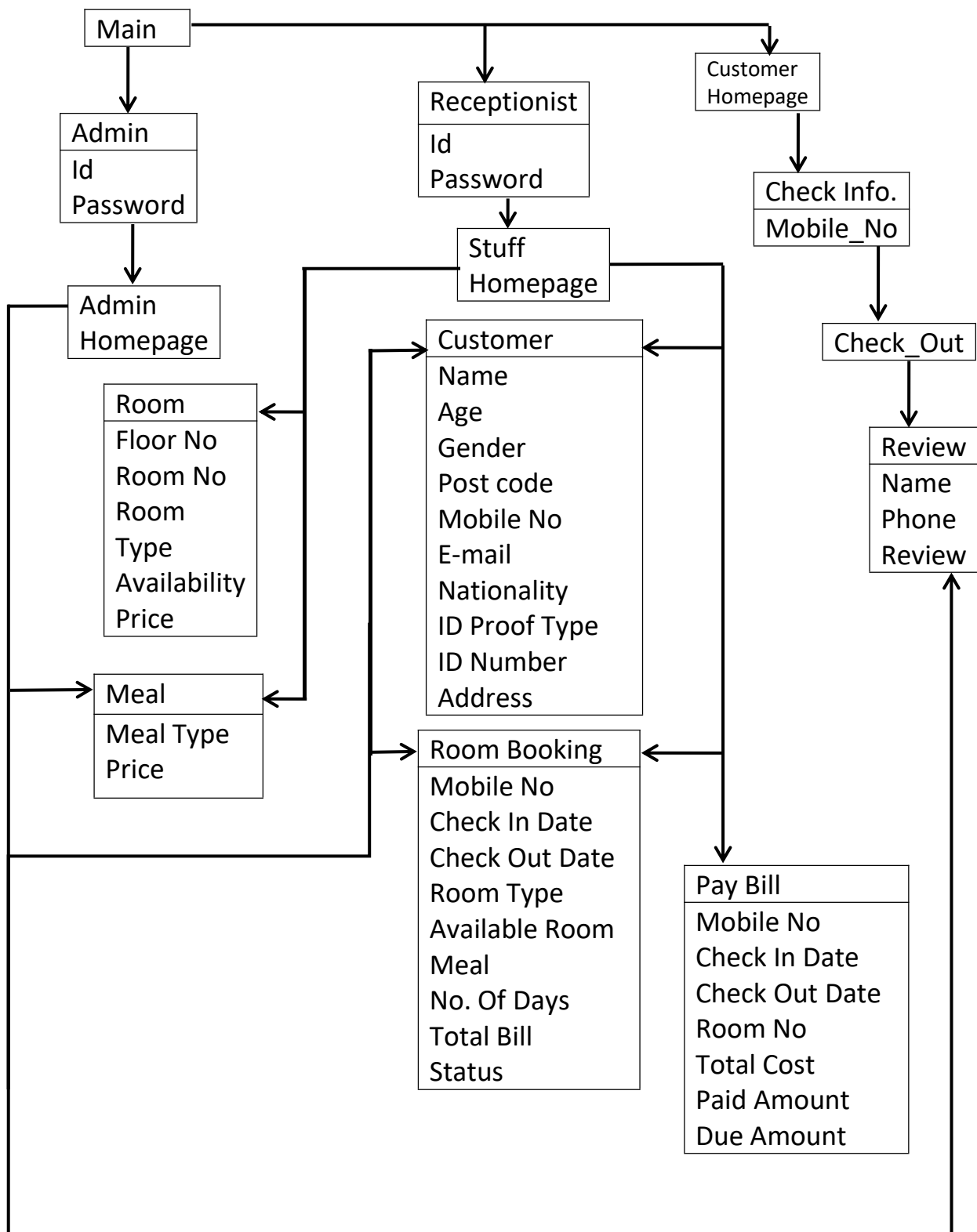
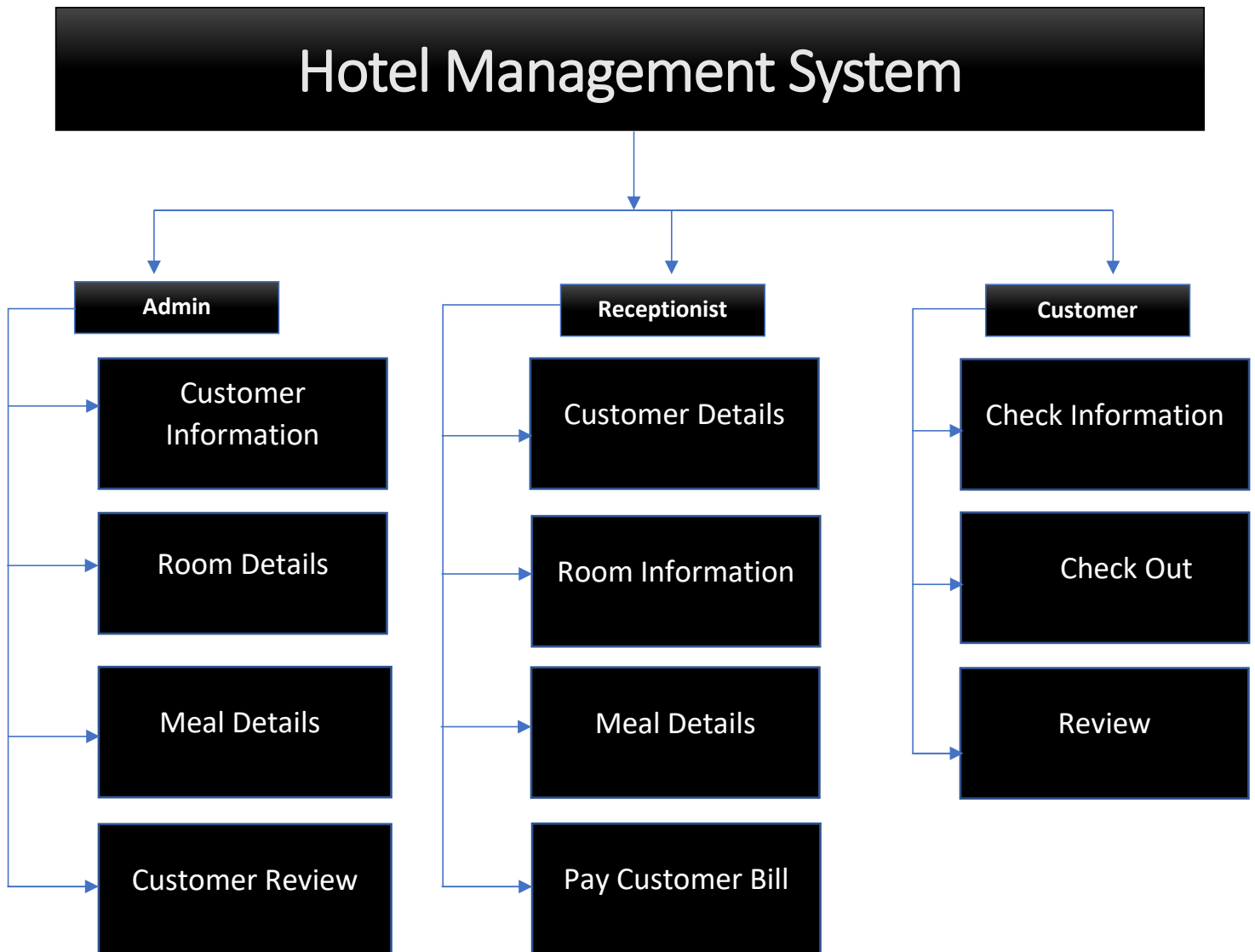


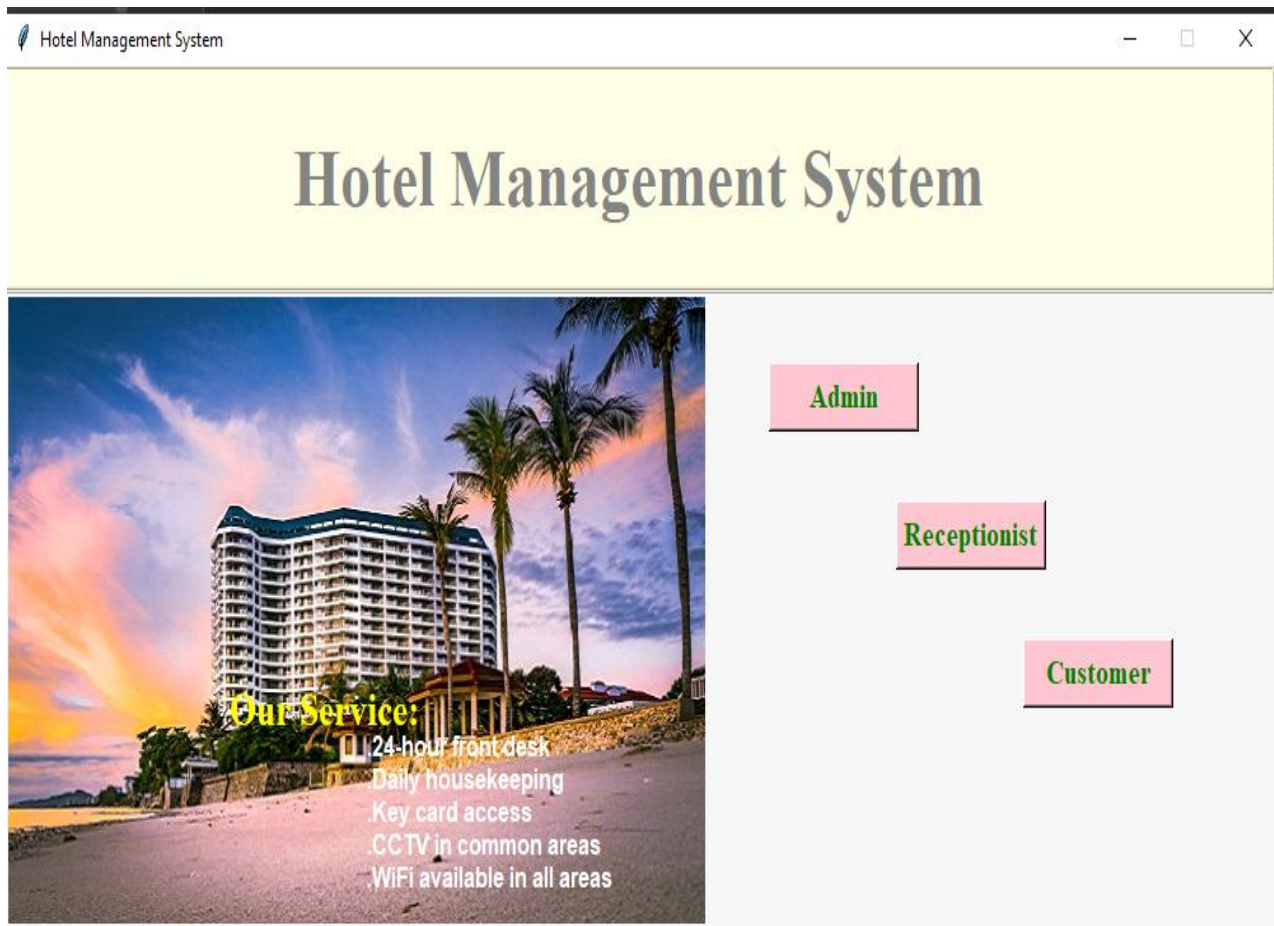
Figure: E-R Diagram of HMS

*SITE TREE:*

Here, it is seen that each character has his own function. Below all these functions are described according to their presence.

### *Description:*

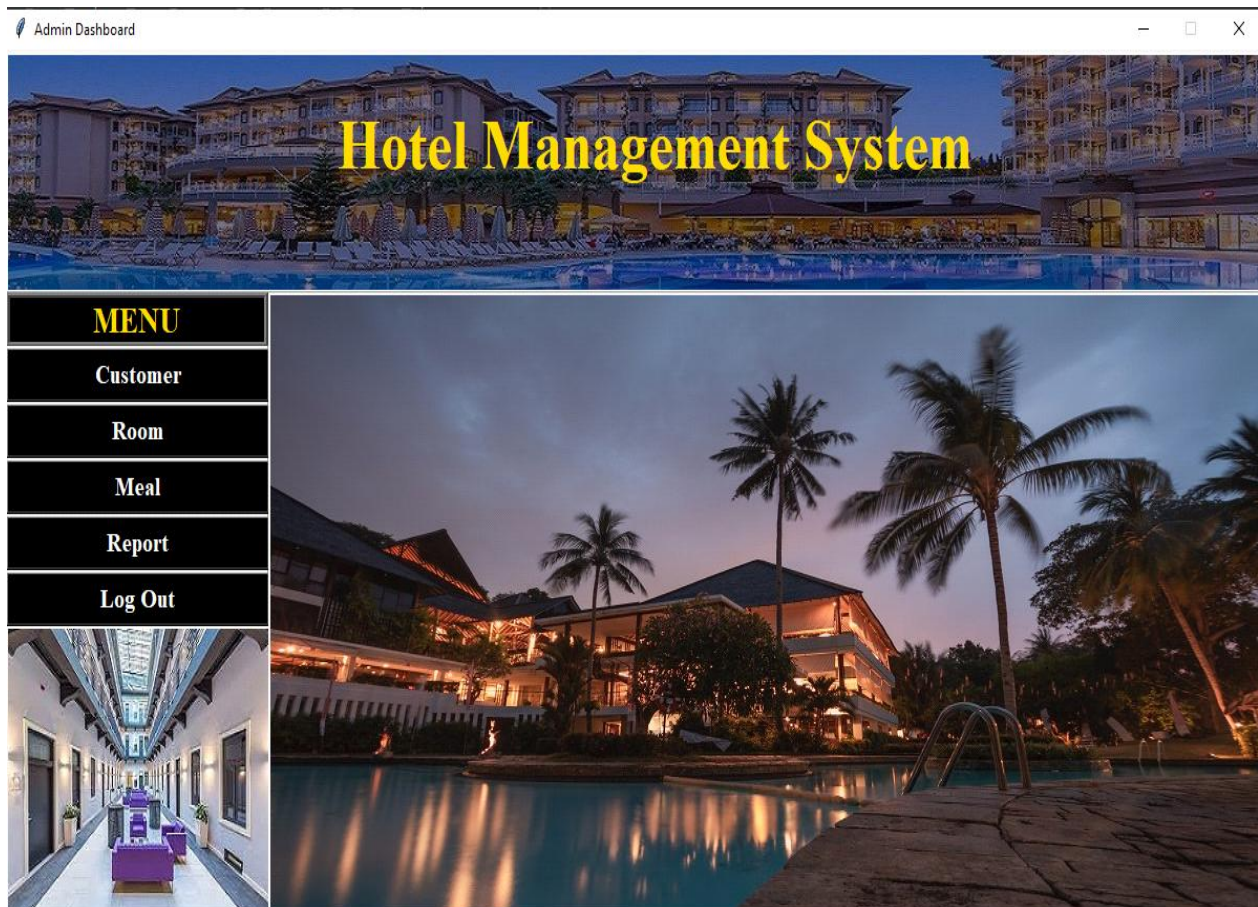
When we run the project, the below page is shown:





## Admin Panel

After clicking “**Admin**” button, a login page is opened and after login the admin can view the admin homepage as follow:



In this page, an admin can see the customer information, see the customer review. He also adds, updates and deletes the room and meal details.

After clicking “**Customer**” button, the admin can view the following page:

**Hotel Management System**

**MENU**

**Back**

**More Customer Info.**

*View Customer Information*

Ref No.	Name	Age	Gender	Post Code	Mobile No.	Email	Nationality	ID Proof	ID Number	Addr
162	Erica	36	Female	2065	4420xxxxxxx	erica@gmail.com	British	Passport	7129435021	Greenwic
176	Rahul	40	Male	5609	982xxxxxxx	rahul@gmail.com	Indian	Passport	4516048379	Kolkata
217	Asif	29	Male	1234	017xxxxxxx	asif@gmail.com	Bangladeshi	Driving Licence	5429804176	Dhaka
486	Jons	32	Male	9165	1805xxxxxxx	jons3@yahoo.co	American	Passport	7520325601	California
534	Sanjana	54	Female	6035	0131xxxxxxx	sanjana@gmail.co	Bangladeshi	National ID Card	8264196389	Barishal
552	Kim	52	Male	7029	1212xxxxxxx	kim13@yahoo.co	American	Passport	9724501583	New York
60	Alo	38	Female	1214	0171xxxxxxx	alo42@yahoo.co	Bangladeshi	Driving Licence	7291056729	Sylhet

In this page, an admin can only view the customer basic information. And clicking “**More Customer Info.**” the following page is opened:

**Hotel Management System**

**MENU**

**Back**

**Home**

*View Customer Information*

Name	Mobile No.	Status
Erica	4420xxxxxxx	Checked In
Rahul	982xxxxxxx	Checked In
Asif	017xxxxxxx	Checked In
Jons	1805xxxxxxx	Checked Out
Sanjana	0131xxxxxxx	Checked Out
Kim	1212xxxxxxx	Checked In
Alo	0171xxxxxxx	Checked In



Clicking “**Room**” button, an admin can see the following page and can add, update, delete more details:

**Room Details**

**Room Info.**

Floor:

Room No.:

Room Type:

Room Available:

Room Price:

**ADD** **UPDATE** **DELETE** **RESET**

**View Room Details**

Floor	Room No	Room Type	Available	Price
1	101	Luxury	Yes	3500
1	102	Single	No	2000
1	103	Single	No	2000
1	104	Double	Yes	2500
2	201	Double	Yes	2500
2	203	Double	Yes	2500
2	205	Luxury	No	3500

Clicking “**Meal**” button, an admin can see the following page and can add, update, delete more details:

**Meal Details**

**Information**

Meal Type:

Price:

**ADD** **UPDATE** **DELETE** **RESET**

**View Details**

Meal Type	Price
None	0
One Meal	100
Three Meal	300
Two Meal	250

After clicking “**Report**” button, the admin can view the following page at which an admin can only view the customer review but can’t edit anything:

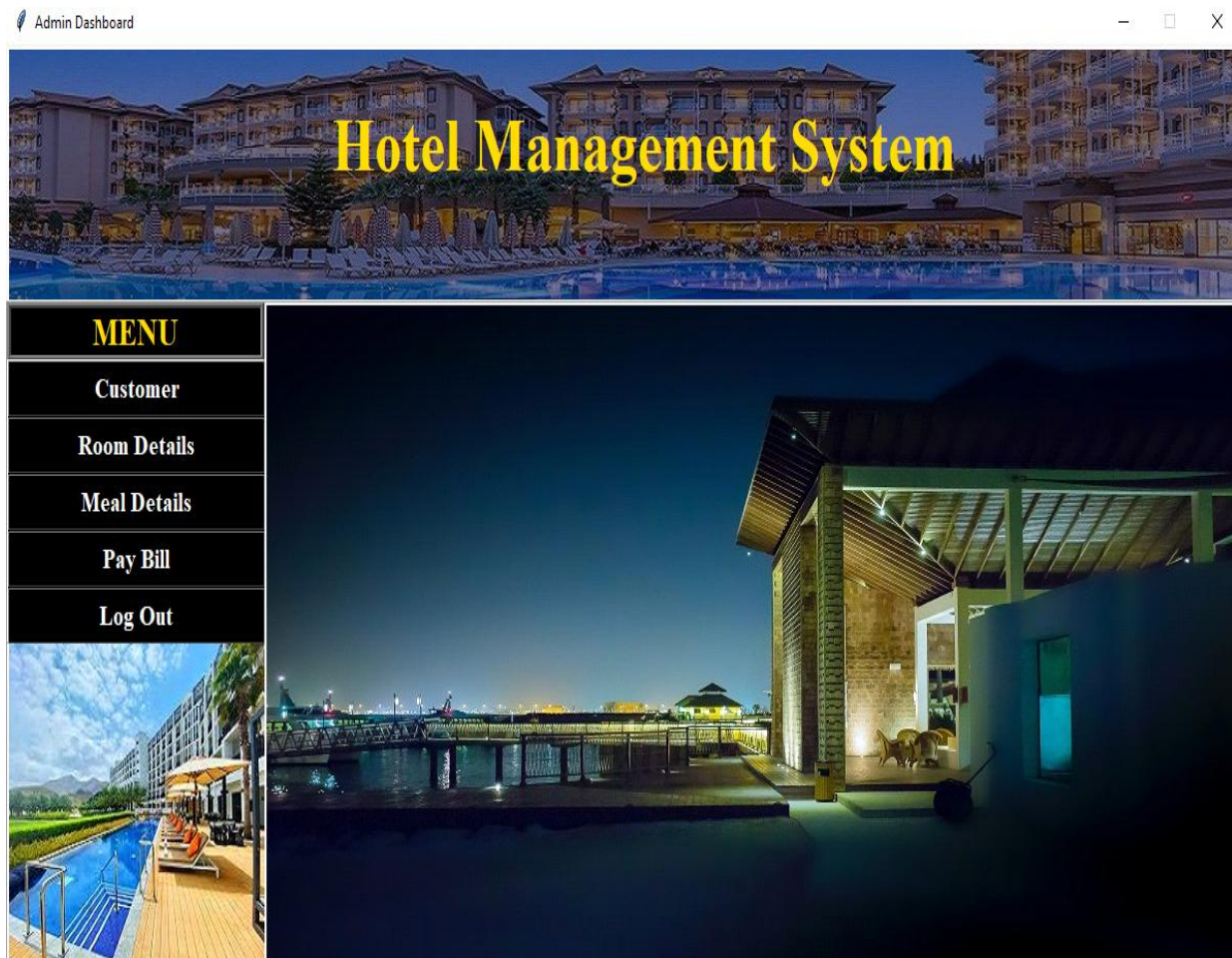


The screenshot displays a web application window titled "Hotel Management System". The main header is black with the title "Hotel Management System" in large, bold, yellow font. Below the header, there is a navigation bar with two sections: "MENU" and "Customer's Review". The "MENU" section has a "Back" button. The "Customer's Review" section contains a "View Details" button. Below the "View Details" button, there is a table with three columns: "Name", "Phone", and "Review". The table contains three rows of data:

Name	Phone	Review
Sanjana	0131xxxxxx	Good Service
Jons	1805xxxxxx	Friendly Behavior
Rahul	982xxxxxxx	Satisfied, Recommended

## Receptionist Panel

After clicking “*Stuff*” button from main page, a login page is opened and after login the receptionist can view the receptionist homepage as follow:



In this page, a receptionist can add, update and delete the customer information and pay details. He can also see the room and meal details.

After clicking “**Customer**” button, below page is opened:

Hotel Management System

# Hotel Management System

**MENU**

Back

## Add Customer Details

### Customer Details

Customer Name:
Age:
Gender:
Post Code:
Mobile No.:
E-mail:
Nationality:
ID Proof Type: National ID Card
ID Number:
Address:

ADD
UPDATE
DELETE
RESET

### View Details and Search System

Search By:
Search

Ref No.	Name	Age	Gender	Post Code	Mobile No.
162	Erica	36	Female	2065	4420xxxxxx
176	Rahul	40	Male	5609	982xxxxxx
217	Asif	29	Male	1234	017xxxxxx
486	Jons	32	Male	9165	1805xxxxxx
534	Sanjana	54	Female	6035	0131xxxxxx
552	Kim	52	Male	7029	1212xxxxxx
60	Alo	38	Female	1214	0171xxxxxx

Show All Customer Information

ROOM BOOKING

In this page, a receptionist can add, update and delete the customer information.

Clicking “**Room Booking**” button, following page is shown by receptionist:

Hotel Management System

# Hotel Management System

MENU

Room Booking Details

Back

Room Booking Details

Customer Contact:
Fetch Data

Check In Date:
18/08/2022

Check Out Date:
18/08/2022

Room Type:
Room Available

Available Room:

Meal:

No. of Days:

Tax:

Sub Total:

Total Cost:

Bill
UPDATE
Delete
RESET

Pay Bill

View Details and Search System

Search By:
Search

Mobile No.	Check In Date	Check Out Date	Room Type	Room No.	Meal
0131xxxxxxxx	31/10/2022	03/11/2022	Single	304	One Meal
0171xxxxxxxx	14/09/2022	23/09/2022	Single	102	One Meal
017xxxxxxxx	02/05/2022	05/05/2022	Luxury	205	Two Meal
1212xxxxxxxx	18/10/2022	31/10/2022	Single	103	None
1805xxxxxxxx	01/12/2022	05/12/2022	Double	203	None
4420xxxxxxxx	01/08/2022	07/08/2022	Double	302	Two Meal
982xxxxxxxx	22/06/2022	24/06/2022	Single	401	Three Meal

Show

In this page, a customer’s checking details and his total bill is shown.

Clicking “**Pay Bill**” button, following page is shown by receptionist:

**Hotel Management System**

**MENU**

**Back**

**Home**

**Room Booking Details**

*Room Booking Details*

Customer Contact:

Check In Date:

Check Out Date:

Available Room:

Total Cost:

Paid Amount:

Due Amount:

Pay:

**Bill** **Pay**

*View Details and Search System*

Search By:

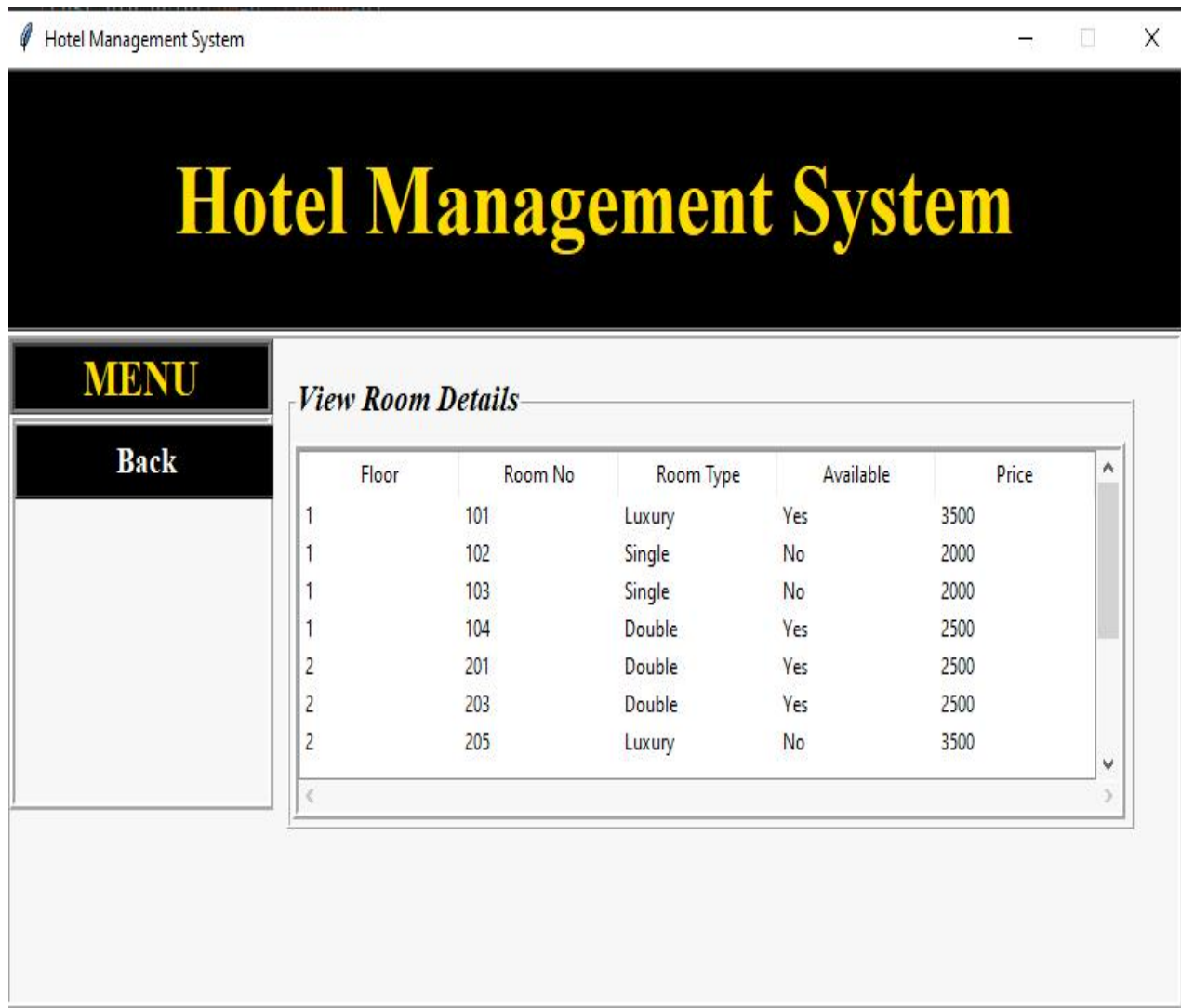
Mobile No.	Check In Date	Check Out Date	Room Type	Room No.	Meal
0131xxxxxxx	31/10/2022	03/11/2022	Single	304	One Meal
0171xxxxxxx	14/09/2022	23/09/2022	Single	102	One Meal
017xxxxxxx	02/05/2022	05/05/2022	Luxury	205	Two Meal
1212xxxxxxx	18/10/2022	31/10/2022	Single	103	None
1805xxxxxxx	01/12/2022	05/12/2022	Double	203	None
4420xxxxxxx	01/08/2022	07/08/2022	Double	302	Two Meal
982xxxxxxx	22/06/2022	24/06/2022	Single	401	Three Meal

**Show**

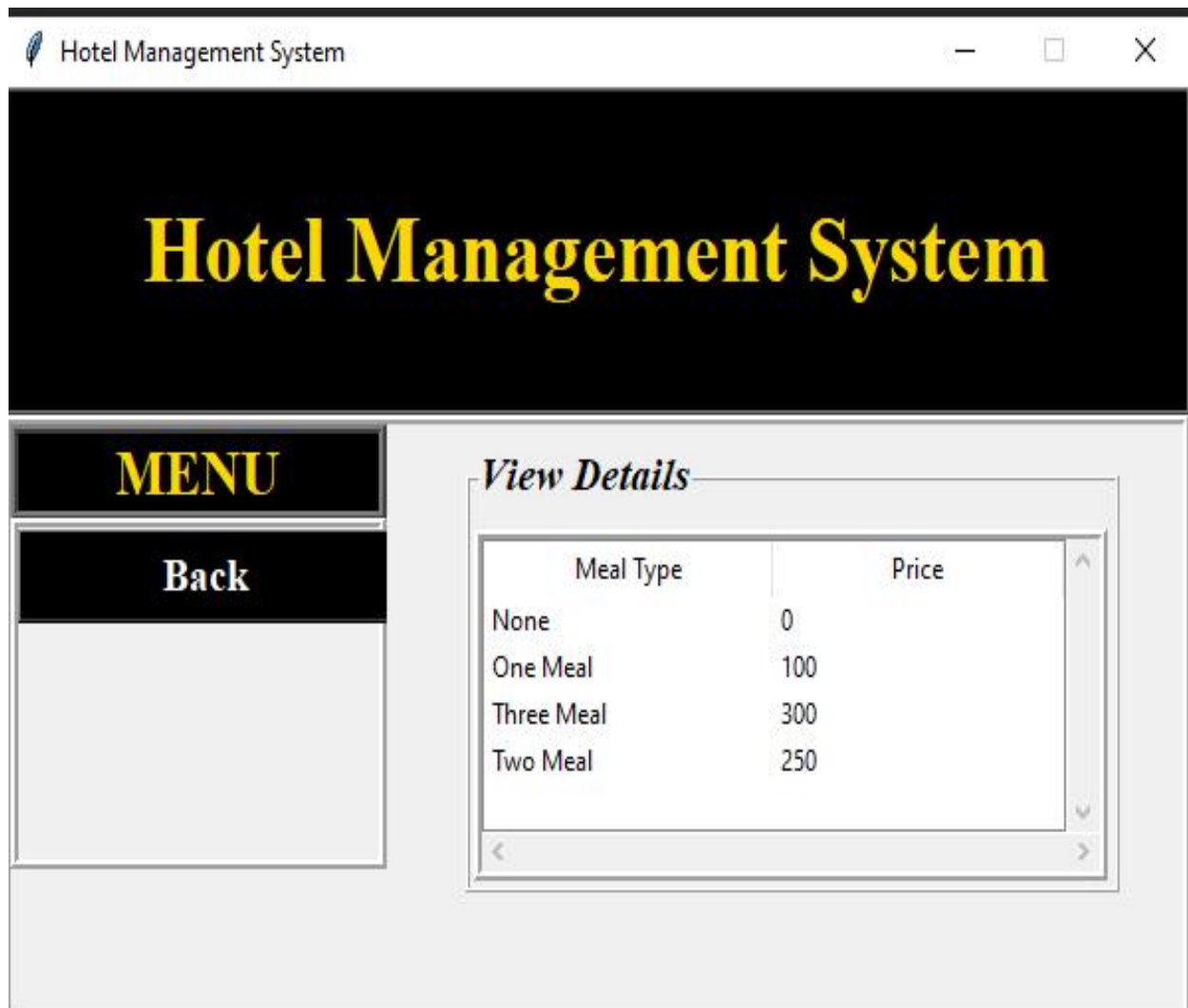
In this page, a customer’s billing details is shown and updated. From receptionist homepage, a receptionist can also come this page by clicking “**Pay Bill**” button.



Clicking “**Room Details**” button, receptionist can only see the room details but can’t update any details as follow:



Clicking “***Meal Details***” button, receptionist can only see the meal details but can’t update any details as follow:




## Customer Panel

After clicking “*Customer*” button from main page, a customer can view the customer homepage as follow:



In this page, a customer can show his information. He can also checkout from the hotel as well as can give review about hotel service.

After clicking “**Check Info.**” button, by entering phone number, a customer can view his details. Paying his total bill, he can check out from the hotel.

 Hotel Management System

**Hotel Management System**

**MENU**

**Back**

*View Customer Information*

Enter Mobile No.:

<b>Name:</b>	Asif
<b>Gender:</b>	Male
<b>E-mail:</b>	asif@gmail.com
<b>Nationality:</b>	Bangladeshi
<b>ID_Number:</b>	5429804176
<b>Address:</b>	Dhaka
<b>Check In Date:</b>	02/05/2022
<b>Check Out Date:</b>	05/05/2022
<b>Room Type:</b>	Luxury
<b>Room No:</b>	205
<b>Total Bill:</b>	{11362.50 }
<b>Paid Bill:</b>	8500.00
<b>Rest Amount:</b>	2862.50

**Check Out**

After clicking “Review” button, a customer can give a review, and also can update or delete that.

Hotel Management System

# Hotel Management System

**MENU**

Back

*Information*

Name:

Phone:

Review:

ADD

UPDATE

DELETE

RESET

*View Details*

Name	Phone	Review
Sanjana	0131xxxxxx	Good Service
Jons	1805xxxxxx	Friendly Behavior
Rahul	982xxxxxxx	Satisfied, Recommended

### ***DEPENDENCIES:***

1. Xampp: The Hotel Management System(HMS)'s database is stored in local server. So XAMPP software is needed to run this project properly.
2. Pycharm: For built this project we use Python language and Python Built in Packages. Install all the Packages which we have use. The name of the packages are given into ReadeMe.txt file. After Install all packages the project will run successfully.
3. Tkinter: We have used Python Tkinter Module for the User Interface. So, you must have to import the Tkinter Module for successfully executing this project.



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