**Scenario:**

My client is currently studying graphic design and is in her third year. She has recently been tasked to work on a group project. Her project entails a business startup about a cat hotel. Her team has already come up with the foundations of the company startup, examples include: *"the logo, form for booking rooms, types of services"*.

Her potential cat hotel business, however, has experienced some issues. The issue they have encountered transpires from the need of the hotel itself. In order to build a successful running hotel business today, it is important that it has a place to store everything in *"one place and also a place where customers can contact"* them easily.

*As the client mentions, "so far, we have planned to set that up but they are all done manually as in they are still being written on paper".* Currently they are planning to do this the traditional way which is through paper. The client mentions that it is *"tedious and complicated to keep track of everything"* from an administration point of view. Not only does this issue slow down productivity for potential business but it has a great risk of harming the business itself and not making it successful due to limitations in labour.

**Refer to Appendix A for further reference**

**Rationale:**

Judging from the interview, I have narrowed down the possible solutions to an application and web application as this system requires user interaction. However, the client and I have come to an agreement that a web application would suit her needs better. A web app is user-centred and a hotel needs customers/admins to function, thus a web app is suitable.

By using a web app, their customers communicate everything through a centralised server and this allows admins to monitor customer requests, as preferred by the client. Web apps are flexible as they aren't dedicated to one operating system - it's *"more universal"* as people can *"access it on any device"*. Web apps also don't require customers to download anything which takes time and discourages some customers who aren't willing to take up space on their device. It is readily available as long as an internet connection is available which makes it *"clearer and easier"* for customers to access.

For the platform, I will be mainly using PHP as it can be embedded with other languages like HTML and CSS thus making it highly versatile.[1] HTML is the core of websites as it ensures proper structure of text and images for web browsers; CSS gives the flexibility of changing the appearance of the web apps; PHP itself provides the interactive features of the web application which is needed for user-interaction. PHP also permits the interlink between databases which is needed to store dynamic customer and hotel information.

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[1] Mino, Santiago. "8 Reasons Why PHP Is Still So Important for Web Development." Jobsity, 2021, www.jobsity.com/blog/ 8-reasons-why-php-is-still-so-important-for-web-development.

For the database, I will use MySQL as it allows the manipulation and access of dynamic content within databases which is needed when storing and removing the information for the hotel. PHP works well with MySQL so this process will be made more simple.

**Refer to transcript Appendix B for further reference**

**Criteria for success:**

1. The website has a home page.
2. Home page promotes different types of rooms and services available.
3. Have a separate section for customers and admin.
4. Have buttons to redirect to different pages.
5. A page where customers can request a booking.
6. Web application is connected to a MySQL database.
7. Program refers to the database in order to check for room availability and decides whether new booking can be processed.
8. Flag and update database information for customers who have checked out.
9. Record how much each customer needs to pay based on length of stay, room type, and service ordered.
10. Give the administrator an overview of the hotel's total revenue on the admin section.

**Word count: 499**

**Works cited**

Mino, Santiago. "8 Reasons Why PHP Is Still So Important for Web Development."
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