



**Mahavir Education Trust's**  
**SHAH & ANCHOR KUTCHHI ENGINEERING COLLEGE**  
**Chembur, Mumbai - 400 088**  
**UG Program in Computer Engineering**

Mini Project on

## Smart Hotel Booking website

Submitted in partial fulfillment of the  
requirements of the degree of Bachelor in  
Engineering

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# ABSTRACT

- Earlier to book a hotel room a person has to physically come to the hotel and has to pre-book for a room.
- Customers faced lots of problems like, waiting at counter for booking. And also the customer had no idea about the prices of rooms of a particular hotel which is suitable for his standard, or below his finance.
- On this Website, we are providing all the details about our Hotel including price of various standard and deluxe rooms and a chatbot system for customer support.
- since this website also maintains the personal details of the customer and check-in and check-out information of each customer.

# INTRODUCTION

- For hotel management, website is an useful tool to promote the products and services.
- The main aim of the online hotel websites is to be visible to the potential customers and drive more number of customers.
- Online booking systems provides many benefits to customers.
- Online booking system works 24-7 unlike our fixed working hours . The online websites also provide easy customer care service and proper assistance in making a booking of the hotel room.
- Satisfaction of the customer is probably the main reason a hotel website is the actual set up and updated overtime.

# LITERATURE REVIEW

Sr.no:	Title	Year	Author	Findings
1	Impact of the online hotel website on the customers.	2015	Chen Tan	It emphasized more on how creating a website is important , It already mentioned the factors that influence the online reservations and the facilities provided that attract the potential customers .
2	A review on interactive website and features which can make it accessible.	2016	Abdullah, D., Jayaraman , K., & Kamal, S. B. M.	A conceptual model of interactive hotel.
3	The influence of hotel website design quality , perceived ease of use& perceived usefulness on loyalty intention.	2018	K.A.Bahari,D.Abdullah, Mohd Kamal, N.R.Johari,M.S.Zulkafli	They analyzed from results that web design quality , perceived ease of use positively influence on loyalty intention.

# OBJECTIVE OF STUDY

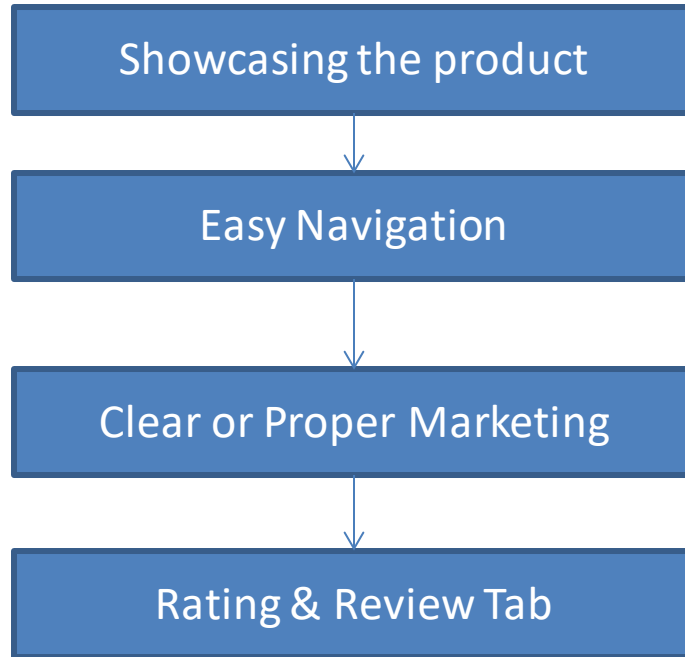
(Problem statement)- Why do you need to design your hotel website?

- Customers can easily go online with their mobile phones or laptops to browse about hotels within their vicinity.
- Guests can be able to book for rooms within their budgets after seeing and accessing these hotels within their vicinity.
- Receptionists can easily access customer's information online without delay or with little delay.
- Fraud done by the receptionist by not registering every customer will not occur because the customers details will be online and can be accessed by the managers too.

# SCOPE

- This study is aimed at finding out how effective the online room reservation or booking system will improve the operations of room reservations in hotels. However, out of the several departments that makes up the hotel, this research project is restricted to only one section ( room reservation) section.

# FEATURES





# DESIGN OF WEBPAGE



# METHODOLOGY

- Initially we are going to make the homepage of our website on html and then style it by making a css file.
- Our homepage will contain hyperlinks to different pages of our website like services, prices, book now, about, contact us. Then we are going to make all the pages using html and css.
- And we are going to add a chatbot at our website for answering queries of customers.
- Now we are going to make a data base of the customers in phpmyadmin.
- The data base is going to contain details of the customers like name, phone number, email, type of room they want, check in date, check out date and payment method entered by the customers while filling the book now form. At the end we are going to connect our database to our book now page by making a php file.
- We are going to make an app to record the check in and check out time of customers by scanning QR code.

# SUMMARY

- The purpose of our website is to hunt out that attributes and characteristics on websites area unit relevant with client reservations.
- Specifically, however necessary the website quality is to hotels and if the options on web site show their actions .
- it's clear that customer's perception of web site quality influences the customer's satisfaction and thus the intentions for on-line bookings.
- Customers like online reservation systems that have low density content, perform at high speeds, adapt to behaviour , have options for personalisation and have low memory density.
- The study has shown the positive relationship between web site quality and client reservation. And this might influence the customers bookings.

# SOFTWARE AND HARDWARE REQUIREMENTS

- The project is developed using the HTML,PYTHON,JAVASCRIPT and CSS programming languages .
- The website is built with the HTML and CSS programming language.
- The chatbot is built using the PYTHON programming language and using RASA shell.
- The Database is managed using the phpmyadmin.
- The check in and checkout app is built using the Google apps Script and App inventor.

# REFERENCES

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**THANK YOU**