



BAHIR DAR UNIVERSITY

FACULTY OF COMPUTING

DEPARTMENT OF COMPUTER SCIENCE

COURSE: Object Oriented Software Engineering

Title: Hotel Management System

UML Diagram

| Name | IDNO |
|------------------------|---------|
| 1. Ashenafi Alebachew | 1306912 |
| 2. Birzaf Tilahun | 1307411 |
| 3. Berihun Tessema | 1307139 |
| 4. Hildana Shisema | 1307582 |
| 5. Nigist Woldemichael | 1308041 |
| 6. Yihenew Addis | 1203346 |

Submitted to: Ms. Etsehiwot.
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1.System models

1.1. Scenarios

| ID | UC#1 |
|------------------|--|
| Title | See available rooms |
| Primary actors | user/customer |
| preconditions | Customer opens the hotel website |
| postconditions | The customer gets information about the available rooms |
| scenarios | <ol style="list-style-type: none">1. Customer opens web page of the hotel2. By opening the home page the user gets into available rooms page |
| Extensions | <ol style="list-style-type: none">2a. When there is no available room2a1. There will be an information that will inform the customer there is no available room |
| Frequency of use | Every time the user clicks see available button |
| status | Active |
| owner | Customer |
| Priority | high |

| ID | UC#2 |
|------------------|--|
| Title | Book a room |
| Description | A customer |
| Primary actors | user/customer |
| Preconditions | Customer opens the hotel web |
| Postconditions | The user reserves a room |
| Scenarios | <ol style="list-style-type: none"> 1. Customer opens the web page of the hotel 2. Click the button book a room 3. In the book a room page the customer fills in the required informations about him/herself 4. Click book now button |
| Extensions | 2a. The customer checks first if there are available rooms or not |
| Frequency of use | Often |
| status | Operational |
| owner | Customer |
| Priority | Medium |

| ID | UC#3 |
|----------------|---|
| Title | Make a payment |
| Description | Allows the customer to pay for the services |
| Primary actors | user/customer |
| Preconditions | Customer opens the hotel web |
| Postconditions | The user pays money for the room reserved |
| Scenarios | <ol style="list-style-type: none"> 1. Customer opens the hotel web 2. After the customer finishes the room booking process clicks the button pay now and proceed to make a payment page |

| | |
|------------------|---|
| | <p>3. In the make a payment page the system offers the customer different payment transaction methods (telebirr, hello cash, amole etc)</p> <p>4. Customer chooses one of the payment transaction methods provided and fills the required information such as like account number password and others</p> <p>5. Customer clicks the button pay</p> |
| Extensions | <p>2a. Customer realize the total money that it should be paid</p> <p>3a. The customer may find out that there is no a payment transaction method that he/she frequently used</p> <p>3a1. The customer may withdraw</p> <p>5a. The system checks and validate the informations that the customer filled in with the bank and other institutions that the hotel associatively work with</p> <p>5a1. If the filled in information is not correct the web page notifies the customer that the given information is not correct</p> <p>5b. The account number that the customer specified does not contain the money required.</p> <p>5b1. The web displays insufficient balance in the given bank account</p> <p>5c. The transaction validated and authorized successfully</p> <p>5c. The web displays paid successfully</p> |
| Frequency of use | often |
| status | Operational |
| owner | |
| Priority | Medium |

| | |
|------------------|---|
| ID | UC#4 |
| Title | Leave comment |
| Description | |
| Primary actors | user/customer/receptionist |
| preconditions | user opens the hotel website |
| postconditions | The user provide comment about the hotel service |
| scenarios | <ol style="list-style-type: none"> 1. Customer opens the web page of the hotel 2. The user click the button leave a comment 3. The user write a comment about the hotel in a given specified place 4. The user click the button comment |
| Extensions | |
| Frequency of use | |
| status | |
| owner | |
| Priority | Less |

| | |
|------------------|--|
| ID | UC#5 |
| Title | Searching customer information |
| Description | The system retrieves the stored data of the customer |
| Primary actors | receptionist |
| preconditions | The receptionist login in to the system |
| postconditions | The receptionist will find out whether the customer reserves a room or not |
| scenarios | <ol style="list-style-type: none"> 1. The receptionist login to the system with specific username and password 2. Enter the name of the customer in the searching box and click search button 3. The system shows customer names that have already reserved a room 4. The receptionist checks if money was paid for the reserved room 5. The receptionist click issue a receipt button |
| Extensions | <ol style="list-style-type: none"> 3a. The needed name doesn't display on the interface <ol style="list-style-type: none"> 3a1. The receptionist registers the customer 4a. The system shows that money was not paid for the reserved room <ol style="list-style-type: none"> 4a1. The receptionist receives the money in hand 5a. The interface shows that issued successfully |
| Frequency of use | |
| status | |
| owner | |
| Priority | Medium |

| | |
|------------------|---|
| ID | UC #6 |
| Title | LOGIN |
| Primary actors | user/system admin/manager |
| preconditions | The user should have username and password |
| postconditions | User login into the system |
| scenarios | <ol style="list-style-type: none"> 1. User opens the login page 2. Fill in the required password and username 3. User Clicks the login button 4. User enter into the system |
| Extensions | <p>3a. The given password and username did not found 3a1. The system tells and notify that the entered information is not correct</p> <p>3b. The given password and user name was legit 3b1. The needed page show up to access the system</p> |
| Frequency of use | |
| status | |
| owner | |
| Priority | High |

| | |
|----------------|--|
| ID | UC #7 |
| Title | Add employee |
| Primary actors | System admin |
| preconditions | The system admin must login into the system |
| postconditions | The system admin adds a new employee into the database |
| scenarios | <ol style="list-style-type: none"> 1. The system admin login into the system with specific password and username 2. The system admin insert the new employee's information 3. The database saves the new information inserted |

| | |
|------------------|---|
| Extensions | 1a. The system prohibit from logging when wrong password and username entered |
| Frequency of use | |
| status | |
| owner | |
| Priority | medium |

| | |
|------------------|--|
| ID | UC#8 |
| Title | Update room |
| Description | The system administrator will add a new room with new attributes to the system. |
| Primary actors | System admin |
| preconditions | The system admin must login in to the system |
| postconditions | The rooms will be available or not |
| scenarios | <ol style="list-style-type: none"> 1. System administrator will login to the system. 2. The system administrator will open the update room page. 3. The system administrator will enter the information of the room to be updated 4. The system search the room to be updated 5. If the room is found the system will display the rooms information 6. The system administrator selects the room and clicks on the update information button. 7. The system will display the form that have the selected room information 8. The system administrator will change the room information 9. System administrator will click save button 10. If the form correctly filled the system display a successful message |
| Extensions | <ol style="list-style-type: none"> 4.1. If the room is not found <ol style="list-style-type: none"> 4.1.1. The system go to the update room page 10.1. If the form is not correctly filled <ol style="list-style-type: none"> 10.1.1. The system will display the form that have the selected room information |
| Frequency of use | |
| status | |
| owner | |
| Priority | Medium |

| | |
|------------------|---|
| ID | UC #9 |
| Title | Add room |
| Description | The system administrator will add a new room with new attributes to the system. |
| Primary actors | System admin |
| preconditions | The system admin must login into the system |
| postconditions | The system admin adds available rooms to the system |
| scenarios | <ol style="list-style-type: none"> 1. The system administrator will login to the system. 2. The system administrator will open the add room page. 3. The system will display the add room form with room name, room type, room price 4. System administrator will fill the form 5. The system will check if all fields of the form are filled or not. 6. If all fields are filled correctly, show a successful message. |
| Extensions | <ol style="list-style-type: none"> 6.1. If the fields are filled successfully 6.1.1. The system will display the add room form with room name, room type, room price |
| Frequency of use | |
| status | |
| owner | |
| Priority | medium |

| | |
|----------------|---|
| ID | UC #10 |
| Title | View Customer |
| Primary actors | Manager |
| preconditions | <p>The manager must login to the system</p> <p>There must be a complete customer data in the system</p> |
| postconditions | The manager exits the view information page |

| | |
|------------------|---|
| scenarios | 1.1 The manager logs into the system 1.2 The manager goes to the view information page 1.3 The system asks for the authorization code 1.3.1 The manager inputs the code 1.3.2 The system checks validity of the code 1.3.3 The system redirects to the information tab if authorization is successful 1.4 The manager goes to select the information to be viewed ie. (customer,room or employee) 1.4.1 The manager chooses customer 1.5 The system pulls up the customer database 1.6 The manager views the selection 1.7 The manager exits the page |
| Extensions | 1.3.2.1 There is an error in authorization of admin 1.3.2.2 The system asks the admin to resubmit their authorization signature 1.3.2.3 If the signature brings an error again The system locks down 1.6.1 The manager wants to send or print information 1.6.2 The manager clicks the share option 1.6.3 The manager inputs preference ie. (email, print,fax.. etc) 1.6.4 The system asks for confirmation 1.6.5 The manager clicks confirm 1.6.6 The system sends out the information |
| Frequency of use | Often |
| status | Active |
| owner | |
| Priority | Low |

| | |
|----------------|---|
| ID | UC #11 |
| Title | View Employee |
| Primary actors | Manager |
| preconditions | The manager must login to the system There must be a complete employee data in the system |
| postconditions | The manager exits the view information page |
| scenarios | 1.1 The manager logs into the system 1.2 The manager goes to the view information page 1.3 The system asks for the authorization code |

| | |
|------------------|---|
| | 1.3.1 The manager inputs the code 1.3.2 The system checks validity of the code 1.3.3 The system redirects to the information tab if authorization is successful 1.4 The manager goes to select the information to be viewed ie. (customer,room or employee) 1.4.1 The manager chooses employee 1.5 The system pulls up the customer database 1.6 The manager views the selection 1.7 The manager exits the page |
| Extensions | 1.3.2.1 There is an error in authorization of admin 1.3.2.2 The system asks the admin to resubmit their authorization signature 1.3.2.3 If the signature brings an error again The system locks down 1.6.1 The manager wants to send or print information 1.6.2 The manager clicks the share option 1.6.3 The manager inputs preference ie. (email, print,fax.. etc) 1.6.4 The system asks for confirmation 1.6.5 The manager clicks confirm 1.6.6 The system sends out the information |
| Frequency of use | Often |
| status | Active |
| owner | Manager |
| Priority | Low |

| | |
|----------------|--|
| ID | UC #12 |
| Title | View Room |
| Primary actors | Manager |
| preconditions | The manager must login to the system There must be a complete room data in the system |
| postconditions | The manager exits the view information page |
| scenarios | 1.1 The manager logs into the system 1.2 The manager goes to the view information page 1.3 The system asks for the authorization code 1.3.1 The manager inputs the code 1.3.2 The system checks validity of the code 1.3.3 The system redirects to the information tab if authorization is successful |

| | |
|------------------|---|
| | 1.4 The manager goes to select the information to be viewed ie. (customer,room or employee) 1.4.1 The manager chooses room 1.5 The system pulls up the room database 1.6 The manager views the selection 1.7 The manager exits the page |
| Extensions | 1.3.2.1 There is an error in authorization of admin 1.3.2.2 The system asks the admin to resubmit their authorization signature 1.3.2.3 If the signature brings an error again The system locks down 1.6.1 The manager wants to send or print information 1.6.2 The manager clicks the share option 1.6.3 The manager inputs preference ie. (email, print,fax.. etc) 1.6.4 The system asks for confirmation 1.6.5 The manager clicks confirm 1.6.6 The system sends out the information |
| Frequency of use | Often |
| status | Active |
| owner | Manager |
| Priority | Low |

| | |
|----------------|---|
| ID | UC #13 |
| Title | View report |
| Primary actors | Manager |
| preconditions | The manager must login to the system There must be a complete report data in the system |
| postconditions | The manager exits the view information page |
| scenarios | 1.1 The manager logs into the system 1.2 The manager goes to the view information page 1.3 The system asks for the authorization code 1.3.1 The manager inputs the code 1.3.2 The system checks validity of the code 1.3.3 The system redirects to the information tab if authorization is successful 1.4 The manager goes to select the information to be viewed ie. (customer,room or employee) 1.4.1 The manager chooses report 1.5 The system pulls up the report window 1.6 The manager views the selection |

| | |
|------------------|---|
| | 1.7 The manager exits the page |
| Extensions | 1.3.2.1 There is an error in authorization of admin 1.3.2.2 The system asks the admin to resubmit their authorization signature 1.3.2.3 If the signature brings an error again The system locks down 1.6.1 The manager wants to send or print information 1.6.2 The manager clicks the share option 1.6.3 The manager inputs preference ie. (email, print,fax.. etc) 1.6.4 The system asks for confirmation 1.6.5 The manager clicks confirm 1.6.6 The system sends out the information |
| Frequency of use | Often |
| status | Active |
| owner | Manager |
| Priority | Low |

| | |
|----------------|--|
| ID | UC#14 |
| Title | Delete Room |
| Primary actors | System Admin |
| preconditions | The system admin must login into the system |
| postconditions | The room information is deleted completely from the system |
| scenarios | 1.1 The system admin logs into the system 1.2 The system admin searches for the room to be deleted 1.3 The system admin presses the delete button on the page 1.4 The page asks for authentication of rank in order to execute deletion 1.5 The system admin inputs their authorization signature into the page 1.5.1 The system checks for authorization 1.5.2 The system goes to the confirmation page if the authentication is successful 1.6 The system asks for confirmation of deletion 1.7 The system admin presses confirm 1.8 The room data is deleted from the system |
| Extensions | 1.5.1.1 There is an error in authorization of admin 1.5.1.2 The system asks the admin to resubmit their authorization signature 1.5.1.3 If the signature brings an error again The system locks down 1.8.1 There is a mistake in room deletion and undo is required 1.8.1.2 The system admin accesses the backup files to restore the information |

| | |
|------------------|----------------------|
| Frequency of use | uncommon |
| status | active |
| owner | System administrator |
| Priority | medium |

| | |
|------------------|--|
| ID | UC#15 |
| Title | Delete employee |
| Primary actors | System Admin |
| preconditions | The system admin must login into the system |
| postconditions | The employee information is deleted completely from the system |
| Scenarios | 1.1 The system admin logs into the system 1.2 The system admin searches for the employee to be deleted 1.3 The system admin presses the delete button on the page 1.4 The page asks for authentication of rank in order to execute deletion 1.5 The system admin inputs their authorization signature into the page 1.5.1 The system checks for authorization 1.5.2 The system goes to the confirmation page if the authentication is successful 1.6 The system asks for confirmation of deletion 1.7 The system admin presses confirm 1.8 The employee data is deleted from the system |
| Extensions | 1.5.1.1 There is an error in authorization of admin 1.5.1.2 The system asks the admin to resubmit their authorization signature 1.5.1.3 If the signature brings an error again The system locks down 1.8.1 There is a mistake in employee deletion and undo is required 1.8.1.2 The system admin accesses the backup files to restore the information |
| Frequency of use | uncommon |
| status | active |
| owner | System administrator |
| Priority | medium |

Use case diagram

A use case describes the sequence of actions a system performs yielding visible results. It shows the interaction of things outside the system with the system itself. Use cases may be applied to the whole system as well as a part of the system.

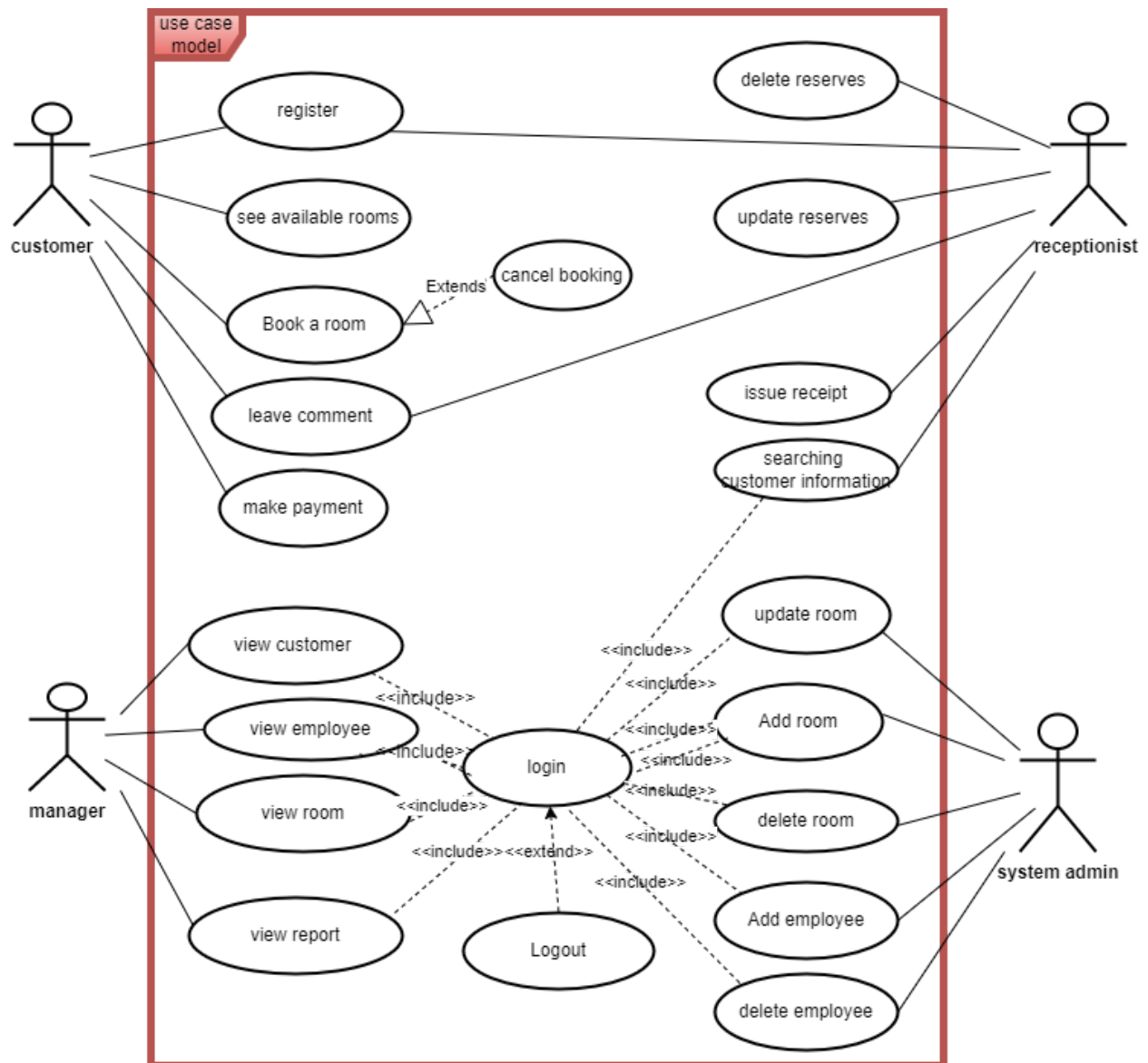


Figure 1.1 Use Case Diagram

Class Diagram

Class diagram in the Unified Modeling Language(UML) is a type of static structure diagram that describes the structure of a system by showing the system's classes, their attributes, operations (or methods), and the relationships among objects. It is used for general conceptual modeling of the structure of the application, and for detailed modeling, translating the models into programming code.

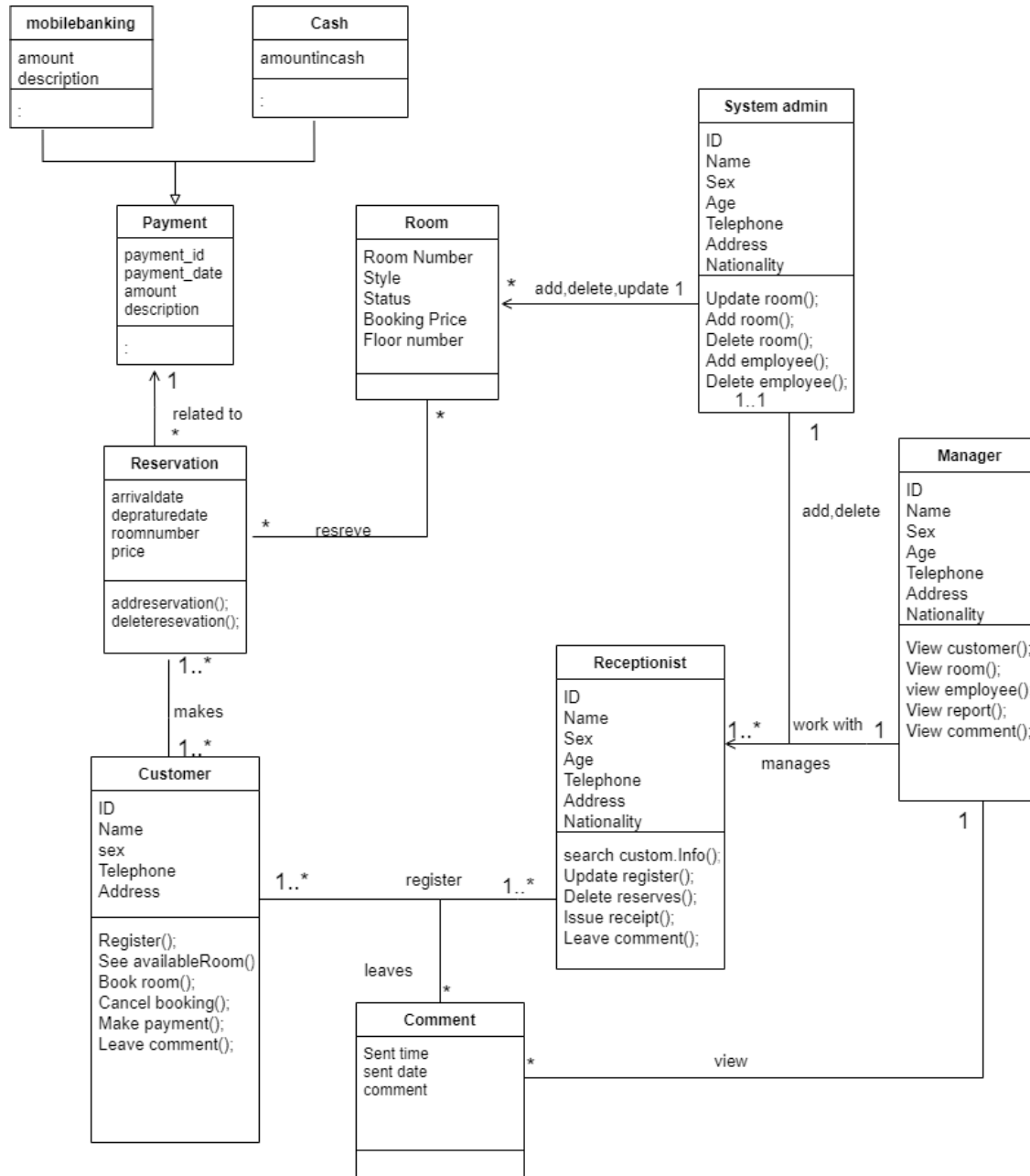


Figure 1.2 Class Diagram

Sequence Diagram

Sequence Diagrams are an interaction diagram that deals with how operations are carried out. They capture the interaction between objects in the context of collaboration. Sequence Diagrams are time focus and they show the order of the interaction visually by using the vertical axis of the diagram to represent time what messages are sent and when

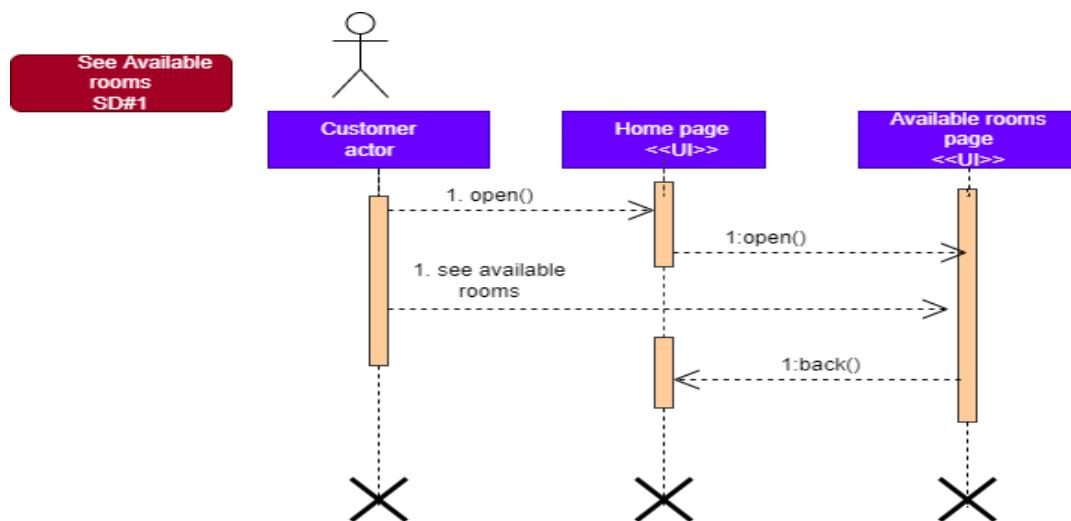


Figure 1.3 See available rooms sequence diagram

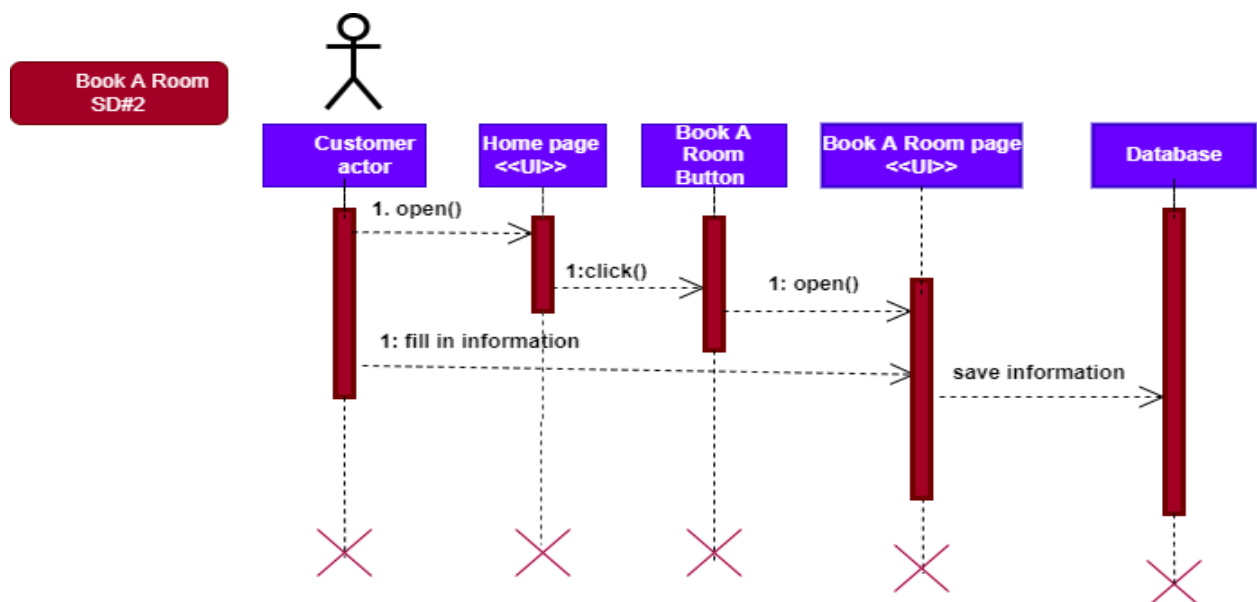


Figure 1.4 Book a room sequence diagram

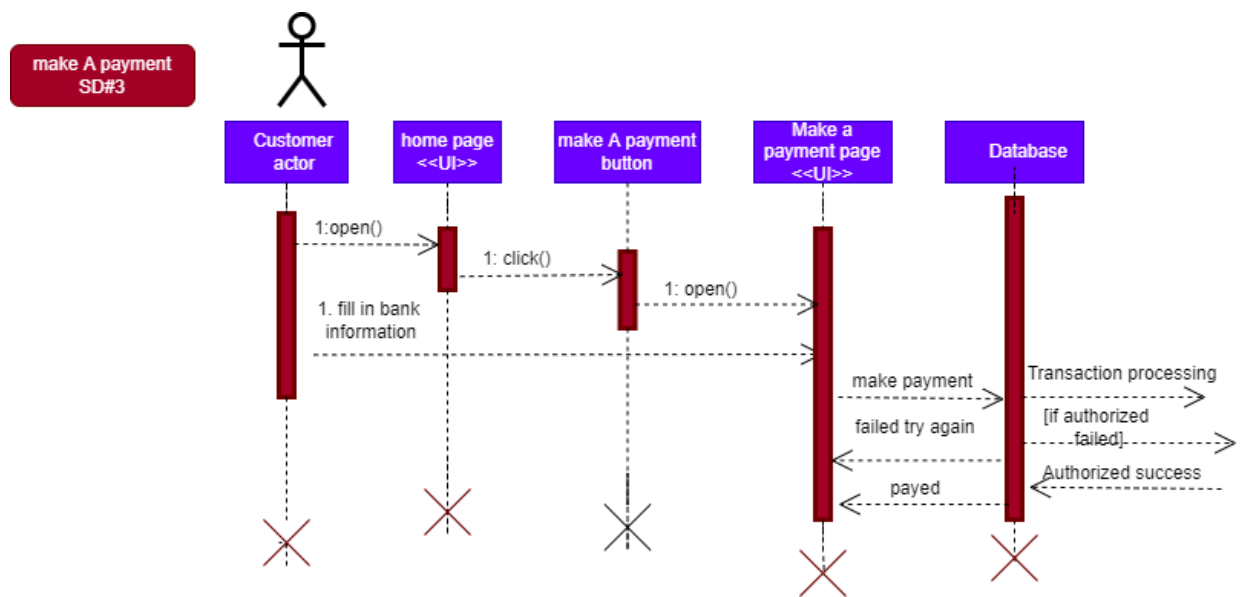


Figure 1.5 Make a payment sequence diagram

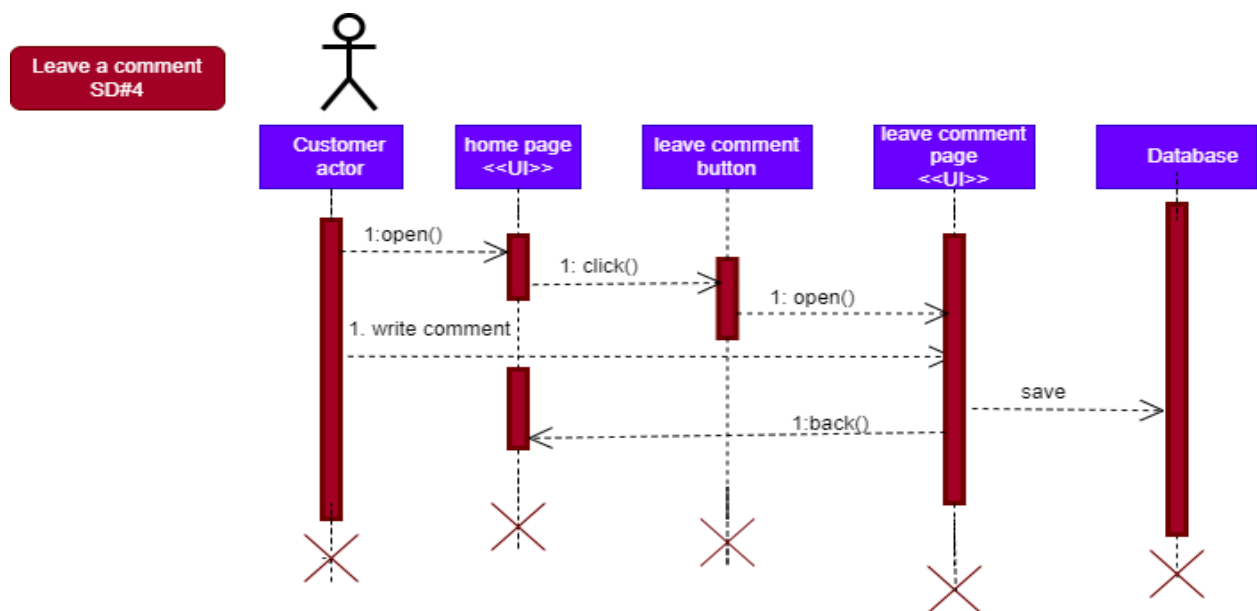


Figure 1.6 leave a comment sequence diagram

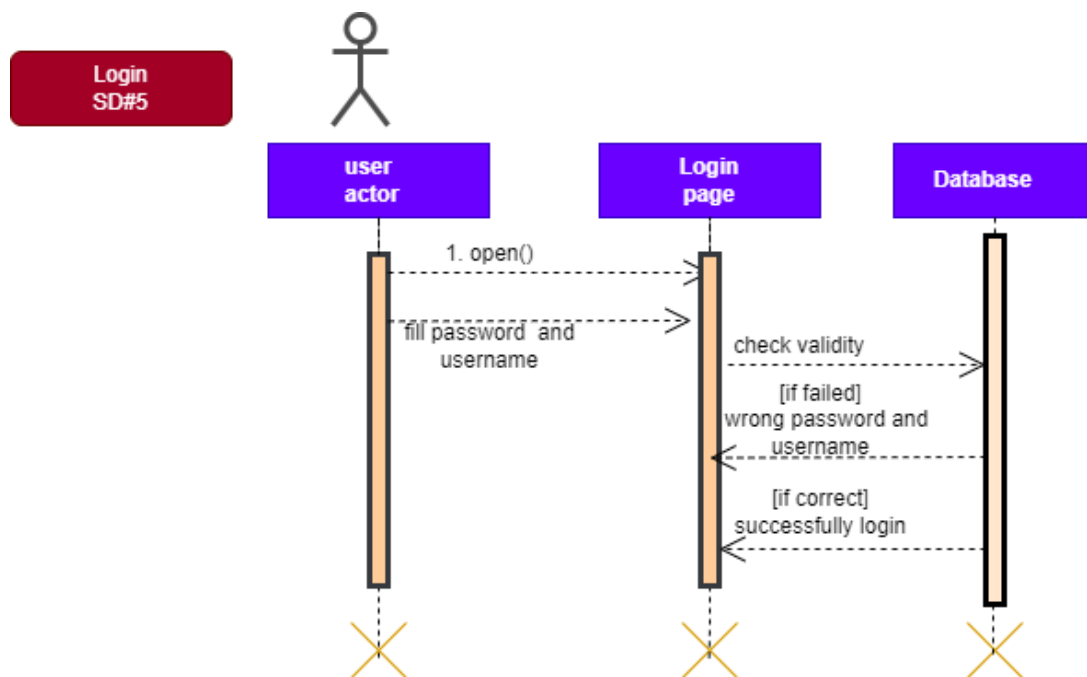


Figure 1.7 Login sequence diagram

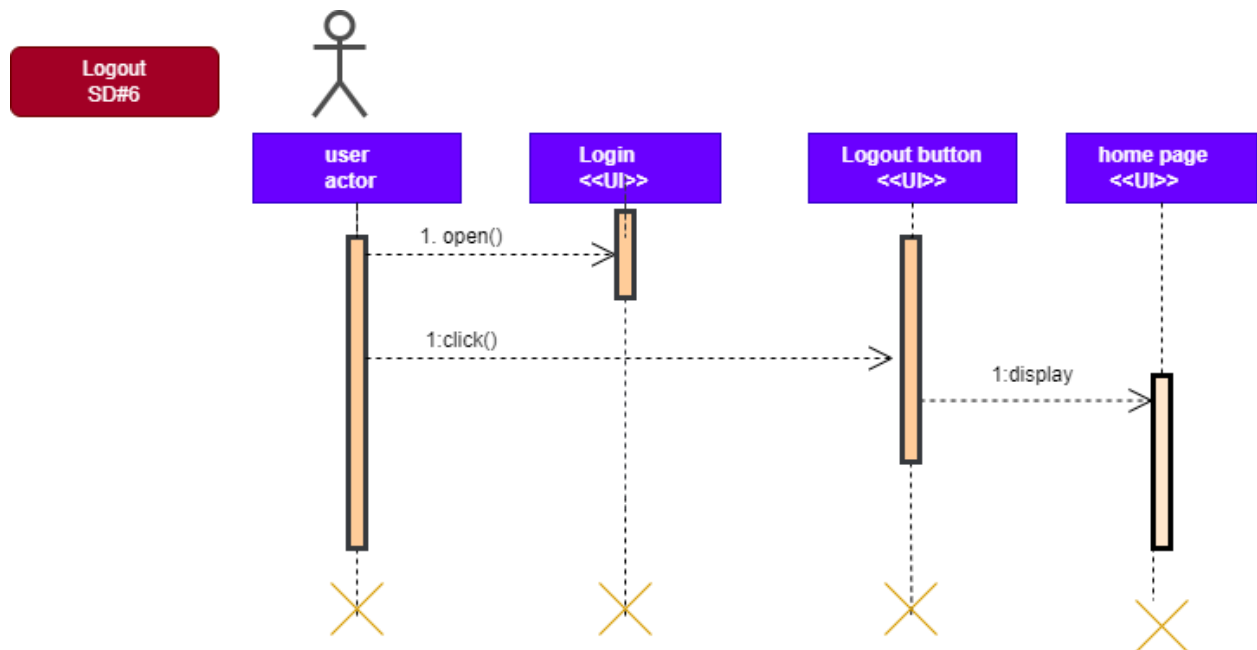


Figure 1.8 Logout sequence diagram

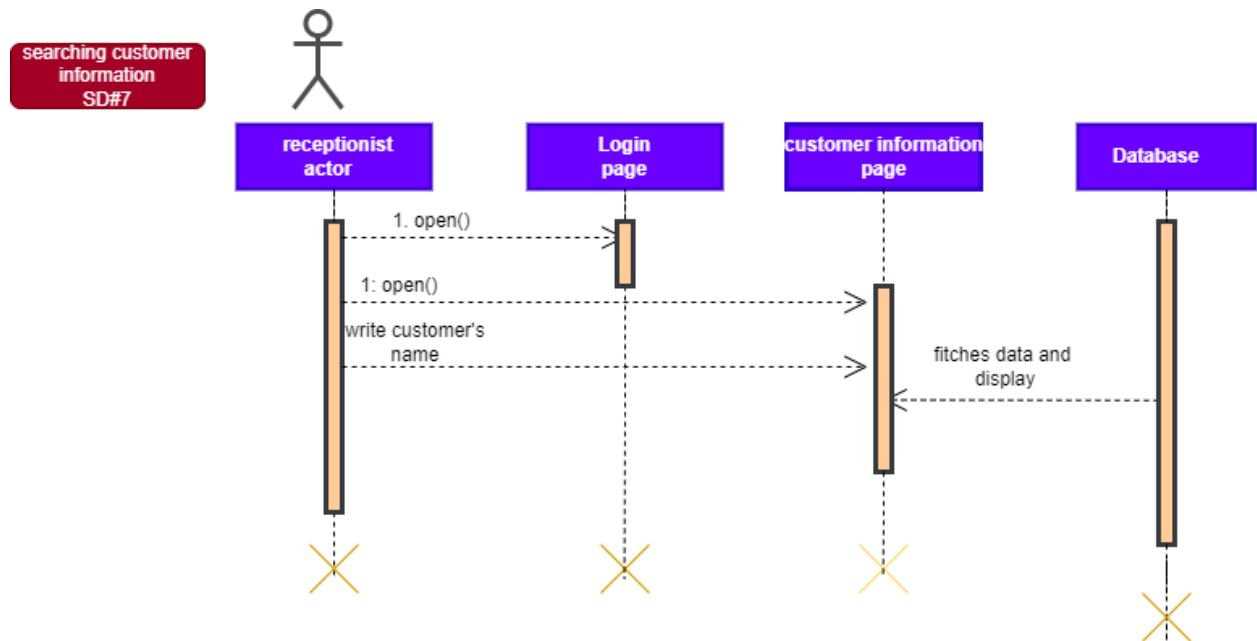


Figure 1.9 searching customer information sequence diagram

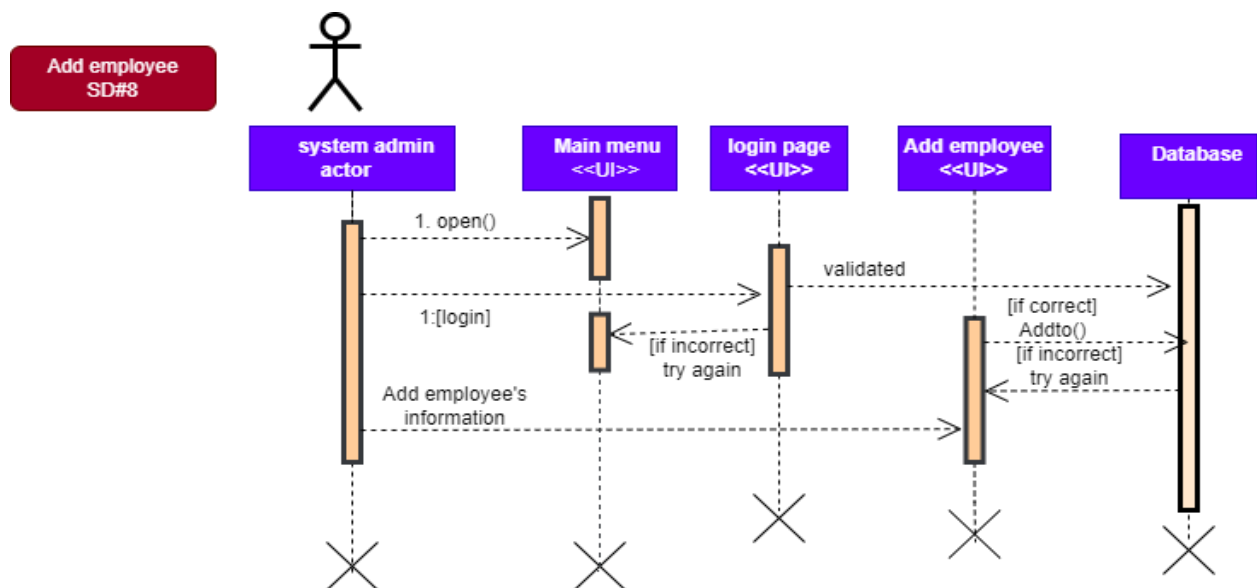


Figure 1.10 Add employee sequence diagram

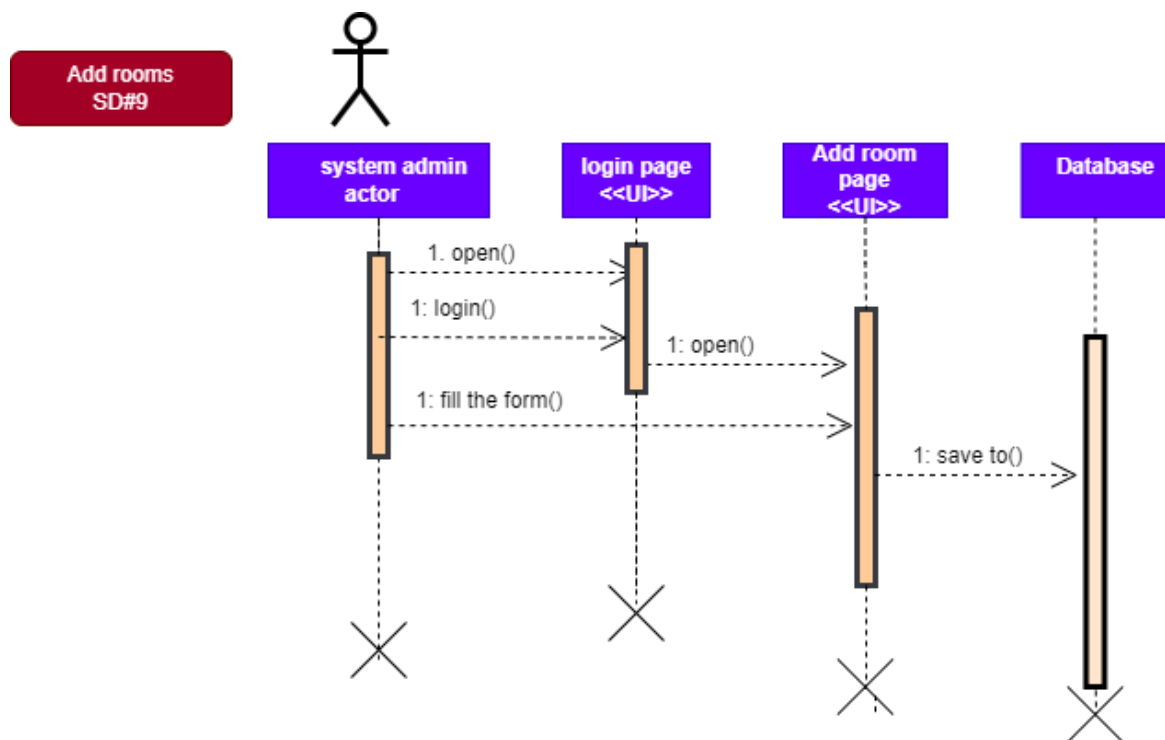


Figure 1.11 Add rooms sequence diagram

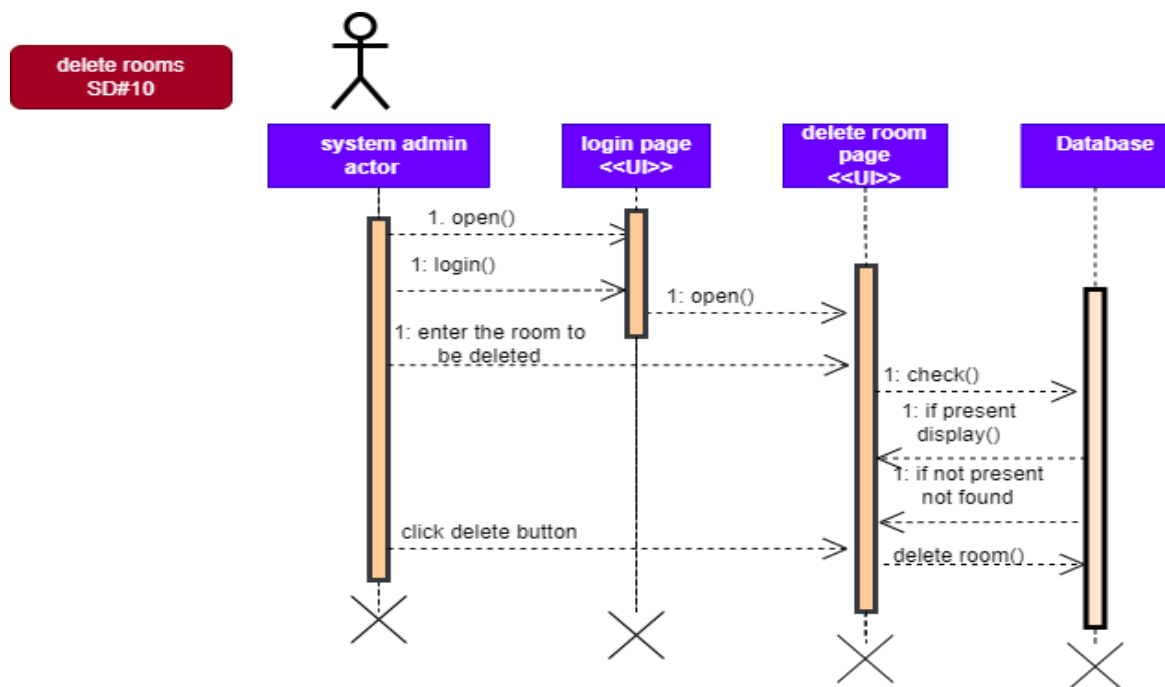


Figure 1.12 Delete rooms sequence diagram

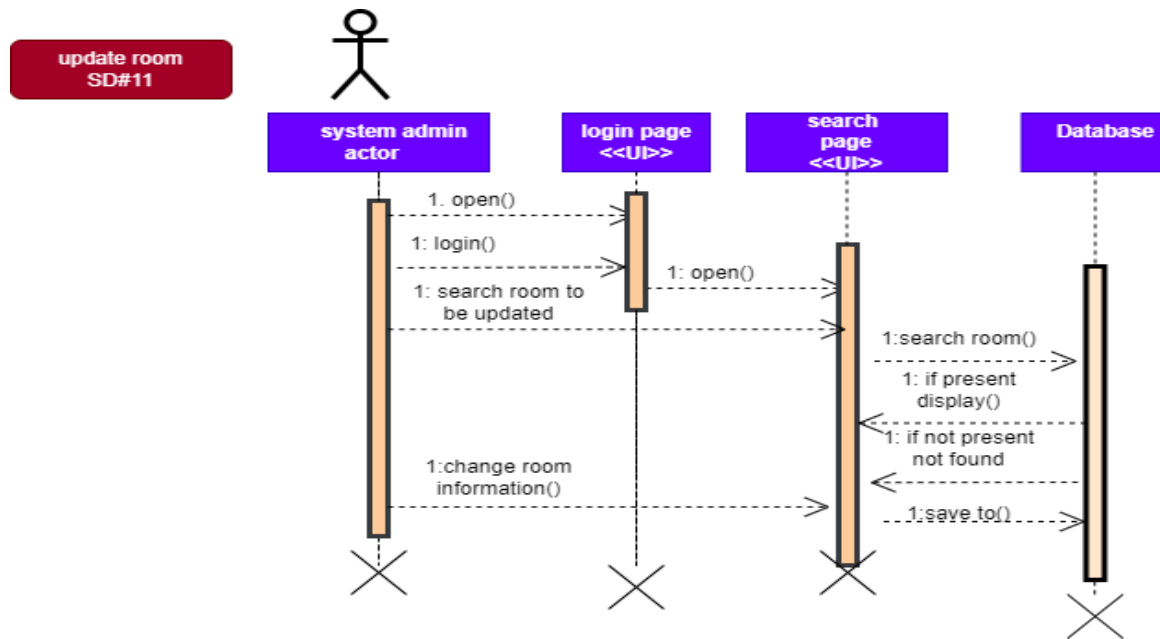


Figure 1.14 Update rooms sequence diagram

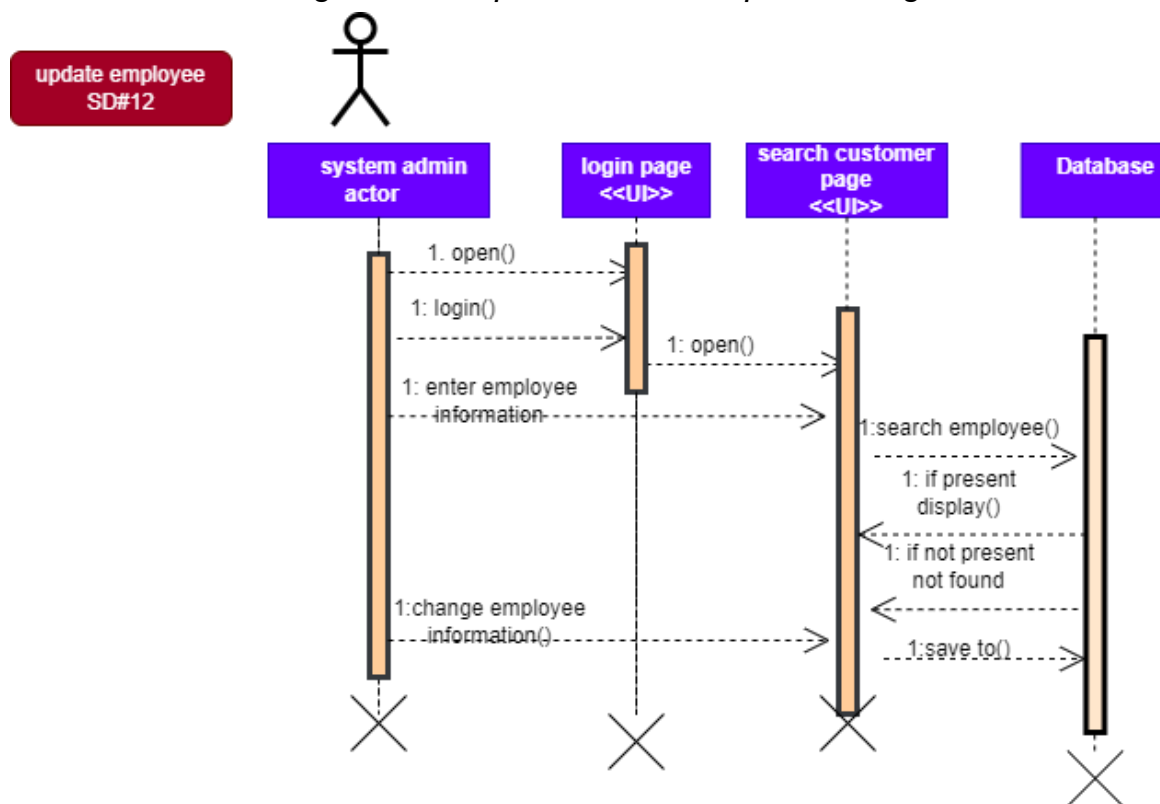


Figure 1.13 Update employee sequence diagram

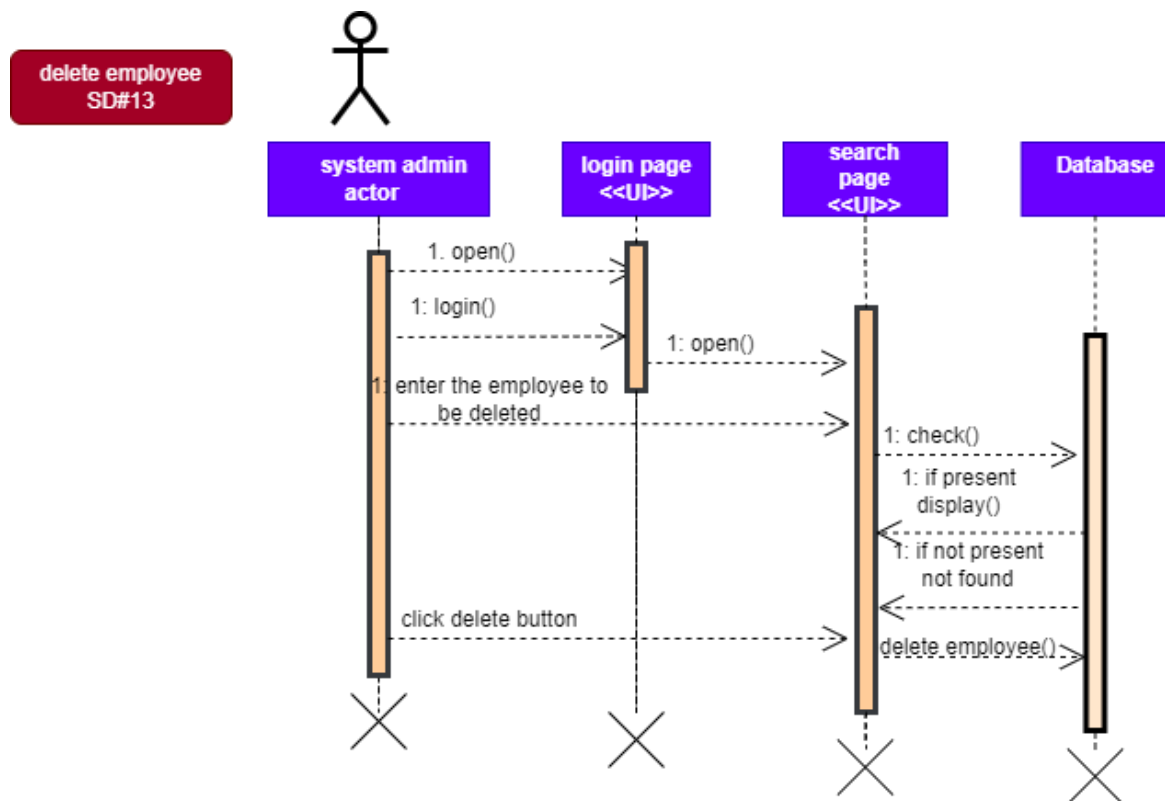


Figure 1.15 Delete employee sequence diagram

References

1. Booking. Com
2. https://www.researchgate.net/publication/293479361_Hotel_management_and_quality_of_hotel_services
3. https://www.mlsu.ac.in/econtents/1186_e-book%20of%20Hotel_management_and_operations.pdf
4. <https://bujhansi.ac.in/econtent/pages/shortcodes/ithm/Hotel%20Operations%20Management%20-%20Unit%201.pdf>

