**Online Hotel Management System**

**Objective**

The aim of this project is to build a system that will able to automate many operations in a hotel. Modern day hotels aim to create a user friendly atmosphere with the availability of concierges who remember frequent visitors and making it possible to call and make reservations. While such hotels are extremely expensive, such a service can also be provided in a cost – effective manner with the use of computers.

The process begins when a customer books a room, the booking can be placed online or through an Interactive Voice Response System (IVRS). The system will remember client preferences and can provide options accordingly. Once the room is booked, the visitor only needs to turn up and present identification. The system will also be able to send messages to the visitor’s phone to remind them of restaurants they may have visited in the past and other options. The system can accept bookings for restaurants present in the hotel. Things – to – do around the locality can be advertised as well through messages.

Every hotel has an intricate system of cleaning and replacement of room sheets, etc. The scheduling of the same can be completely managed by this system and it can also take into account guest preferences. The guest can use the IVRS at the hotel to inform the system about the best time to clean the room.

When the guest vacates the room, the system will create the bill, schedule cleanup and allot the next guest. The customer can keep their credit card linked with the system to avoid the hassle of continually making payments. All payments in the hotel can be automatically credited from this account.

At check out the user can enter a review which will be uploaded to the website, the system will collect user reviews from other sites and from past guests, making them available to future visitors. The system will make it easy for higher level management to easily review the operation of the hotel.

**Existing System**

The existing system depends on many highly trained individuals to take care of guests. Such a system is prone to error and delays. Visitors may not have a consistent experience and have to be bothered about remembering mundane things such as payments and restaurants. A lot of paperwork is generated and it is difficult for a supervisor to go through all these documents. Allocation of rooms based on expected vacancies is also difficult as it requires extra work on the part of the employees. The costs of running such a hotel is also great.

**Proposed System**

The proposed system is much more efficient in terms of human and monetary resources. The number of staff to ensure successful implementation is reduced. Lead time of service is reduced and it is easy to predict room availabilities. Electronic documentation of hotel operations help management in keeping the hotel in check. A visitor can be sure of consistent service even across other hotels of the same chain.

**Modules**

**Admin:** An admin can create accounts for the user and present reports to management. Details about employees and cleaning schedules are also updated by the admin.

**Scheduler:** This can be used to schedule cleaning and room assignment.

**User:** The user can book rooms and clear all payments using this module. They will be able present their mobile number to receive updates from the system. Their preferences will also be stored and accessed by this module.

**Software Requirements**

* Windows XP
* PHP 5
* MS SQL Server 2005 Express
* CSS
* Apache Server

**Hardware Requirements**

* Hard Disk – 2 GB
* RAM – 1 GB