

Web scenario

1.Objectives for Our Hotel Reservation System:

Staff Convenience: The primary objective of our hotel reservation system is to enhance staff convenience by streamlining and automating the reservation process. The system should be user-friendly, intuitive, and equipped with features that enable staff members to efficiently manage reservations, check availability, and process bookings, saving them time and effort.

User Convenience: Our hotel reservation system aims to provide a seamless and user-friendly experience for guests. The system should enable users to easily search for available rooms, view room details, select desired amenities, and make reservations with minimal steps. By offering a convenient and efficient booking process, we aim to enhance customer satisfaction and encourage repeat bookings.

Data Security: Ensuring the security and privacy of guest information is a critical objective of our reservation system. Robust security measures should be implemented to safeguard personal data, including credit card details and contact information. The system should adhere to industry-standard security protocols and comply with relevant data protection regulations to instill confidence in our guests and protect their sensitive information.

Time Efficiency: Our reservation system aims to reduce the time required for both staff and guests to complete the reservation process. Automated features, such as real-time availability updates, instant booking confirmations, and online payment options, will expedite the booking process, eliminating the need for manual intervention and reducing potential errors or delays.

Accuracy and Correctivity: The system's objective is to ensure accuracy and correctness in managing reservations and associated data. It should have built-in validation checks to prevent errors and inconsistencies. Any updates or modifications to reservations, including changes in room types or dates, should be accurately reflected across the system in real-time. This objective ensures that both staff and guests have confidence in the system's reliability and accuracy.

By focusing on these objectives, our hotel reservation system will enhance staff efficiency, provide a seamless booking experience for guests, prioritize data security, optimize time management, and maintain accuracy and correctness throughout the reservation process. These goals collectively contribute to a positive guest experience and efficient hotel operations.

2. The actors in our reservation management system can include:

Guests: These are the individuals who will be making reservations and using the system to book hotel rooms. They interact with the system to search for availability, select room types, provide personal information, and complete the booking process.

Hotel Staff: The hotel staff members are responsible for managing the reservation system. This includes receptionists, reservation agents, and administrators who handle tasks such as updating availability, allocating rooms, processing payments, and managing guest information.

Administrators: Administrators have higher-level access to the reservation management system. They are responsible for configuring system settings, managing user accounts, generating reports, and performing system maintenance tasks.

3. user role

Front Desk Staff: These users have the role of managing client data and handling reservations on behalf of the hotel. Their responsibilities include adding, removing, and updating client information in the system. They have the authority to book rooms for clients based on availability and guest preferences. Additionally, they are expected to efficiently complete the reservation process to ensure a smooth experience for the clients.

Reservation Agents: These users specialize in handling reservations and have similar roles and responsibilities as front desk staff. They focus on managing client data, booking rooms for clients, and ensuring that the reservation process is completed in a timely manner. Their primary objective is to provide excellent customer service and address any client inquiries or requests related to the reservation process.

System Administrators: System administrators have elevated privileges and are responsible for managing the overall reservation management system. They have the authority to configure system settings, maintain data integrity, and oversee user accounts. Administrators also handle system updates, backups, and security measures to ensure the smooth operation and reliability of the system.

4. main flow

Guest Registration: The guest arrives at the hotel or contacts the front desk staff to make a reservation. The staff collects relevant guest information, such as name, contact details, and any specific preferences or requirements.

Room Availability Check: The staff checks the system to determine the availability of rooms based on the guest's desired dates and room preferences. The system displays a list of available rooms meeting the specified criteria.

Room Selection: The staff presents the available room options to the guest, along with relevant details such as room type, amenities, and rates. The guest chooses a room based on their preferences and budget, and staff can show photographs of available rooms for client convenience using this system.

Reservation Confirmation: The staff enters the guest's chosen room and reservation details into the system. The system verifies the availability of the selected room and confirms the reservation. If the room is not available, the staff suggests alternative options.

Reservation Confirmation: The system generates a reservation confirmation, which includes the reservation details, room information, dates, and any additional services or requests. The staff provides the confirmation to the guest either electronically or in a printed format.

Room Allocation: The staff allocates the confirmed room to the guest and updates the system with the assigned room number. The system reflects the room as occupied for the specified dates, ensuring that it is not double-booked.

Check-in Process: On the guest's arrival, the staff retrieves the reservation details from the system, verifies the guest's identity, and completes the check-in process. Any necessary documentation, such as registration cards or payment receipts, are generated and provided to the guest.

Check-out Process: At the end of the guest's stay, the staff retrieves the reservation details from the system, calculates the final bill, and completes the check-out process. The system marks the room as vacant, making it available for future bookings.

Throughout the main flow, the reservation management system plays a crucial role in facilitating and tracking the reservation process, ensuring accuracy, efficiency, and a seamless experience for both staff and guests.

5. Alternative flow

Room Unavailability: If the desired room type or specific room requested by the guest is not available, the system should provide alternative options. The staff can present available rooms of a different type or suggest alternative dates to accommodate the client needs.

Cancellation Requests: If a guest requests to cancel their reservation, the system should provide a process for handling cancellations. The staff can locate the reservation, verify the cancellation policy, and process the cancellation accordingly.

Room Upgrade Requests: If a guest requests an upgrade to a higher room category or a room with additional amenities, the system should allow the staff to check the availability of the requested room type. If available, the staff can update the reservation with the upgraded room and adjust the charges accordingly.

Booking Errors or Duplication: In case of booking errors or duplicate reservations, the staff should be able to identify and rectify the issue. This may involve canceling duplicate bookings,

Late Check-ins or Early Check-outs: If a guest arrives later than the expected check-in time or requests an early check-out, the system should accommodate these scenarios.

Special Requests or Accommodations: If a guest has specific requests or requires special accommodations, such as extra beds, accessible rooms, or specific room locations, the system should allow the staff to note and fulfill these requirements.

6.user registration and booking conformation

User Registration

When the staff completes the client details during the registration process, the system should validate the information for accuracy and completeness.

Once the registration is successfully completed, the system can display a confirmation message on the staff's interface, indicating that the user registration was successful. The message can provide a positive acknowledgment, such as "User registration completed successfully."

Booking Confirmation:

After the staff completes the booking process, including room selection, guest information, and payment details, the system should validate the data and verify the availability of the selected room.

Once the booking is confirmed, the system can generate a booking confirmation document or email that includes relevant details, such as reservation dates, room type, guest information, and any additional services requested.

If the guest has provided an email address or mobile number, the system can send an automated confirmation message to the guest via email or SMS. The message can contain the booking confirmation details and serve as proof of reservation.

Additionally, the staff can provide a printed copy of the booking confirmation to the guest during the check-in process, ensuring that they have a physical copy of the confirmation if needed.

7.user interface design

Home Page:

Upon accessing the system, users are welcomed by a visually appealing home page. The UI design showcases an elegant and modern aesthetic, with a harmonious color scheme that reflects our hotel's brand identity. A clean layout with strategically placed elements allows users to easily navigate through the page and access essential information.

*Client Details Page:

*Rooms Page:

*Reservation Page:

The Reservation page streamlines the booking process with its user-friendly UI design. Users are presented with a well-organized form that guides them through the reservation details, including check-in and check-out dates, number of guests, and any special requests. The page offers a clear and intuitive layout, enabling users to review and modify their selections easily. Real-time availability updates and an instant confirmation feature enhance user confidence and satisfaction.

Gallery Page:

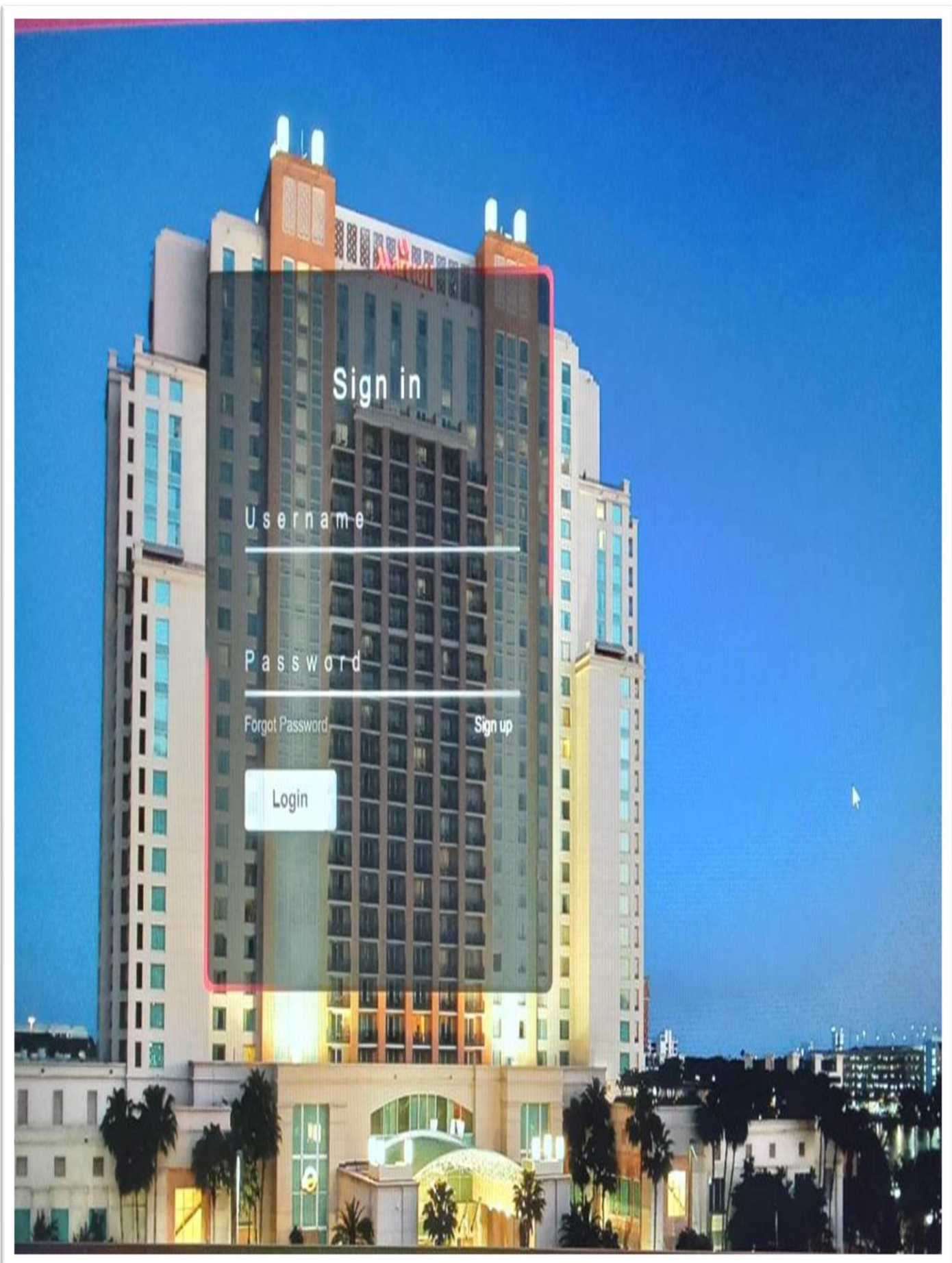
The Gallery page showcases an extensive collection of captivating images that depict our hotel's unique features, rooms, amenities, and surroundings. The UI design employs a visually engaging grid or carousel layout, allowing users to explore the gallery effortlessly. Interactive features, such as image zoom and swipe functionalities, enable users to delve deeper into the visual representation of our hotel.

Throughout the system, our UI design maintains consistency in branding elements, typography, and navigation elements, ensuring a cohesive and harmonious user experience. Attention to detail, such as sufficient white space, clear typography, and appropriate use of icons and visual cues, contributes to an aesthetically pleasing and user-friendly interface.

Our Hotel Reservation Management System's UI design aims to simplify the booking process, provide a delightful user experience, and evoke a sense of trust and confidence in our hotel brand.

Step by step process on our website for web scenario

- ❖ Below is the front page of our website where staff can sign-or register for this.and after sign in user can go to the rooms or,client or reservation page.
 - If user is only input username and click the login button,show a alert box "enter your password login".
 - Same as if user is enter wrong password,show a "wrong username or password " alert box.
 - If user only input the password and click the login button, show a "enter your username to login" alert box.
 - When user include valid username or password and click the login button display"successful concted" and go to the home page.



Home page have other pages link and user can click and these pages.there pages are

- ❖ Gallery page
- ❖ Rooms page
- ❖ Client details page
- ❖ Reservation page.