

# **HOTEL MANAGEMENT SYSTEM**

## **CHAPTER 1**

### **INTRODUCTION**

#### **BACKGROUND OF PROJECT**

Ghana has been one of the major international tourism destinations since the early 80s. The obvious activities include the cruise along and *Boti Falls* in the Eastern region of Ghana, *Wli Waterfall* and *Mountain Afadjato* in the Volta region of Ghana and other tourist sites like *Larabanga Mosque*, *Paga Crocodile Ponds* in the Northern Region and others do attract many expatriates for this reason many hospitality organizations like hotels have adopted the use of internet facilities for business transactions. However, little research has been done to explore the ICT and Internet adoption status and the impact of ICT on the hotel industry. This study concentrates on exploring the ICT applications and their impacts on the development of the hotel industry in Ghana.

## STATEMENT OF THE PROBLEM

Ghana is rated as one of the major tourism destinations in Africa. Tourism attractive activities such as *Wli Waterfall, Mountain Afadjato, Larabanga Mosque, Paga Crocodile Ponds etc.*, in the nation has caused both problems and opportunities in the hotel industry. It creates tension in the country and hence affects both the tourist or guest and the hotel organizations. Some hotels organizations wish to show to the world what they have to offer to help in situation like this, but how? There are many resorts in Ghana which are not known by many people and those who are aware of these available resorts ask how secure are they? Those who get a place to sleep or spend holidays may not get the level of choice they wish. The hotels which are located at exposed places are slow in booking. One of the major problems that affect management of the hospitality or hotels is an ineffective collection and storage of client's information for transaction. However, all these points described in the problem statement need to be resolved by using of Information Technology and for this matter this research is being undertaken to look at how best problems can solved or reduced and to provide a website that can allow a user to search and reserve/book a hotel room or cancel his / her reservation over the internet at any time and also a dashboard for authorized administrators like the *(Manager, Receptionist)* to enable the reception to easily book or check for room reservations in the hotel and checkout for the hotel's total earnings and clients complaints.

## **AIMS OF THE PROJECT**

The project aims are to achieve the successful betterment of all recognized and specified problems for the case study.

## **OBJECTIVES OF THE PROJECT**

To use the internet facilities to collect and store information of clients for future reference.

To increase the booking system speed by introducing our advanced and modern computerized system within the hotels or hospitality organizations.

To help client or guest to communicate with management of the hotel online and within the hotel for fast transactions to be enhanced.

## **RESEARCH QUESTIONS**

Based on the need for effective and efficient online booking and front-desk management system for the hotels and on the results of the preliminary interviews carried out, the following problems were identified:

- a. How can online reservation system help save client time and money?
- b. How can information of clients be collected and stored for future reference?
- c. Can the online reservation system help increase the face of the slow booking systems?

## **SIGNIFICANCE OF THE RESEARCH**

The research provides a mean of showcasing Ghana's rich tourism sector. It will also provide a mean of comparing prices of different hotel room booking' and thus helped customer to be better informed. This project helps advertise the products of the hotel organization. This Hotel Management System also helps reduces the tension in the hotel industry. The research helps hotels in Ghana have the platform that will enable foreigners and local clients find and book for hotel room online and at the reception in the hotel. The project helps reduced errors in the hotel industry. It cushions the burden of management in the hotel organizations. It helps both management and front-end users to be able to track their history visit the site.

## **LIMITATIONS**

- a. Our hotel management system project cannot manage all the departments in the hotel facilities.
- b. Our project cannot keep all records and data from other departments or facilities at the hotel.
- c. Our system cannot work without the use of the internet and networking system at the hotel.

## **DELIMITATIONS**

- a. Our system can ensure adequate record keeping of the hotel transactions and clients data information.
- b. Our system will increase the speed of the booking system, number of rooms available, prices, classes of rooms available etc. online and at the front-desk of hotel.
- c. The project will enable client communication with the management online and within the hotel for fast transactions and client complaints at the hotel.

## **ORGANIZATION OF THE REPORT**

This section summarizes the various sections involved in the research.

### **CHAPTER ONE IS THE INTRODUCTION**

This part of the work reveals the background of the study and gives a brief account each of statement of the problem, aims and objectives, research questions, limitations, delimitations, layout of the project.

### **CHAPTER TWO IS THE LITERATURE REVIEW**

This chapter has to do with the literature review aspect of this project. It explains different articles on Hotel Management. It also gives a review of an existing online system in relation to the proposed system.

### **CHAPTER THREE IS THE PROPOSED METHOD OR SYSTEM**

This chapter explains the system analysis, description of the system, and system design of both the existing manual system and the proposed system.

### **CHAPTER FOUR ARE THE DISCUSSIONS AND RESULTS**

This chapter deals system implementation and documentation of the new system, which includes the tools, software and hardware requirement of the new system, system testing and maintenance of the new system are also discussion here.

### **CHAPTER FIVE ARE THE CONCLUSION AND RECOMMEDATION**

This chapter summarizes the entire project as well as drawing conclusion and recommendations from the project.

### **CHAPTER SIX ARE THE REFERENCES**

This chapter deals with the references from websites, theories, examples and literature review information.

### **CHAPTER SEVEN ARE THE APPENDICES**

This chapter deals with all the diagrams and tables in the project report.