



2023 - 2024

MOON LIGHT WEDDING HALL

prepared by

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Abstract

This report presents the development of a website for Flora, a wedding hall located in Jeddah. The website aims to provide convenient features for both customers and the management team. Customers can access information about the wedding hall, view pictures, explore available services such as DJ, food buffet, and event coordination, and check the availability of desired dates. Additionally, they can access details regarding the food options served in the buffet. The website also includes a reminder notification system to ensure customers receive timely updates prior to their booked event. To facilitate reservations, customers are required to register on the website. This project addresses the need for an efficient and user-friendly platform for customers to search for and book wedding halls, while also providing management with tools to monitor operations and streamline customer appointments.

Table of content

Introduction.....	3
Project Description.....	3
Project Objectives.....	3
Moonlight Wedding Hall System.....	4
Methodology.....	4
Problem Description.....	4
Solutions.....	4
Requirements Collection.....	6
First Technique: interview.....	6
Second Technique: survey.....	8
Requirements Determination.....	9
Data Flow Diagram.....	10
Context Level.....	10
Level Zero.....	11
Level one and two.....	12
Use Case Diagram.....	16
Success Scenario.....	17
Activity Diagram.....	25
Sequence Diagram.....	26
Class Diagram.....	29
State Diagram.....	30
User Interface.....	31
Conclusion.....	42
Future Directions.....	43
References.....	44

Illustrations

Figure 1: Architectural diagram.....	5
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Introduction

This report outlines the development of a website for Moon Light, a prominent wedding hall in Jeddah, Saudi Arabia. The key objective is to build an informative and interactive online platform for customers to explore Moon Light's services, book events, and receive reminders. It will also provide the management team tools to monitor operations and track appointments.

Project Description

Moon Light's website aims to address this by offering features like a gallery, service details, date availability checking, and a registration system integrated with a reminder notification tool. This will streamline the reservation process and enhance the customer experience. Overall, the website revolutionizes the industry by establishing Moon Light as a preferred venue choice through a modern digital presence.

Project Objectives

1. Develop a user-friendly website for Moon Light wedding hall in Jeddah, providing information on services and event dates.
2. Implement an online reservation system for customers to book dates conveniently.
3. Integrate a reminder notification feature for customers to receive timely event reminders.
4. Streamline appointment management for managers and employees, improving efficiency.
5. Improve online visibility for Moon Light wedding hall, facilitating customer decision-making.

Moonlight Wedding Hall System

Methodology

We are going to build a website for Moon Light wedding hall using the Waterfall methodology [1]. The Waterfall approach was chosen to ensure adherence to specific deadlines by following a linear sequence of phases.

Problems Description

The current lack of accessible information and efficient booking systems for wedding halls in Jeddah creates difficulties for customers and hinders effective management. Customers struggle to find suitable wedding halls due to limited information and no centralized platform to check availability. Inefficient appointment management leads to errors and disorganization for managers and employees.

Problems and solutions

- One of the challenges faced is the difficulty for people outside the city to know the available times at the wedding hall. To address this, the website will provide information about visiting hours.
- Another problem is customers wanting to know the services offered before visiting. The website will have a dedicated section for services.
- The manager also faces the issue of visitors arriving at a prepared hall for another wedding, assuming it will be the same on their day. The website will clarify preparations for other weddings on each customer's visit day.
- To overcome the dissatisfaction of not being able to physically see the hall, the website will feature comprehensive photos from different angles. Additionally, customers seeking to book will have access to previous clients' experiences through feedback and opinions shared on the website.

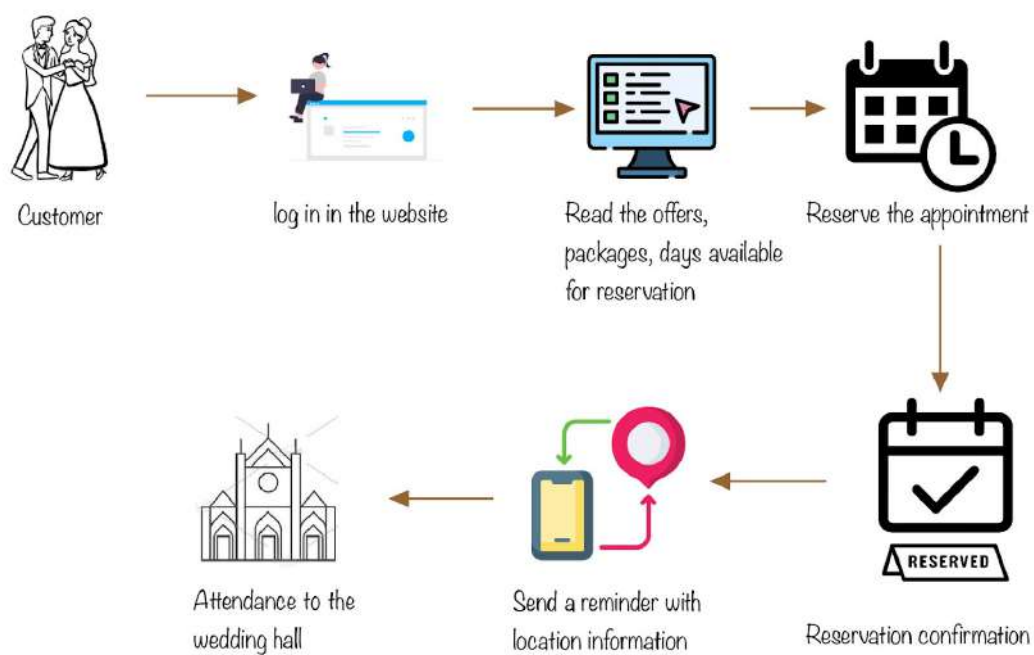


Figure 1: Architectural diagram

Requirements collection

First technique: interview

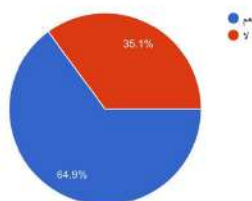
Interviewee:	Interviewers:
The Manager of Moon Light hall	Lojain Alghamdi Wed Alotibi Ghada Khalid Rafal Fakeera
Location\Medium:	Appointement Date:
Al-Safa, Jeddah 23455	Start Time: 13 Septemder 5:30pm End Time: : 13 Septemder 6:30pm
Objectives:	Reminders:
The objective of the interview is to gather crucial information from system users in order to determine the requirements for a specific system.	
General Observations:	
The interviewee responds, they lean forward, maintain eye contact, and speak with a confident and assertive tone	
Question 1:	Answer:
Do you have a system?	No, we don't, but we hope to have our own system.

Question 2:	Answer:
What problems or challenges are you currently facing?	We face many problems, but the most important of them is the difficulty of determining the time for clients to visit and reserve the hall.
Question 3:	Answer:
What information do you take from the customer who wants to book?	Name, contact information, event type, date and time, number of attendances.
Question 4:	Answer:
What features do you provide?	Organizing and coordinating décor, photography and videography, delicious banquets, reasonable prices.
Question 5:	Answer:
What are the biggest challenges you may face in attracting new customers and maintaining existing customers?	Customer needs and tastes change over time. We must be prepared to adapt to these changes and update our services and equipment accordingly.
Question 6:	Answer:
How do you try to improve customer experience and increase their level of satisfaction?	Paying attention to customers' requirements and being ready to answer their inquiries and meet their needs. Ease of communication, and reservations.

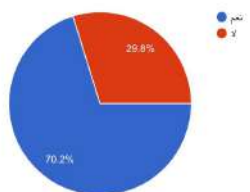
Question 7:	Answer:
How to reserve the hall?	When booking the hall, a deposit must be paid, which is 5% of the total amount, and has a period of 24 hours to pay, otherwise, the reservation will be canceled.

Second technique: survey

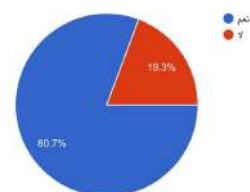
هل سبق أن وجدت صعوبة في الوصول للصورة الخاصة بقاعة أفراح؟
ردًا 57



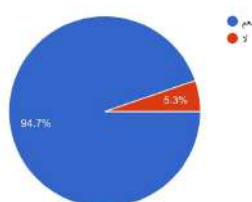
هل واجهت صعوبة في تحديد التواريخ المتاحة وحجز القاعة بسهولة؟
ردًا 57



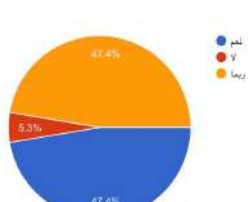
هل واجهت صعوبة في الحصول على معلومات كافية عن قاعات الأفراح المختلفة؟
ردًا 57



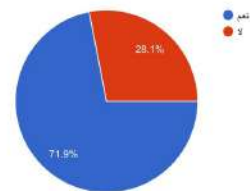
هل ترى أن وجود خانة لتقييم تجربة العملاء للقاعة يسهل عملية اختيار قاعة الأفراح المناسبة؟
ردًا 57



هل ترى أنه يمكن حل بعض هذه المشاكل باستخـ دام تقنيات مثل مواقع الويب أو نظام إدارة الحجـ وزات؟
ردًا 57



هل واجهت صعوبة في العثور على قاعة أفراح مناسبة لاحتياجاتك؟
ردًا 57



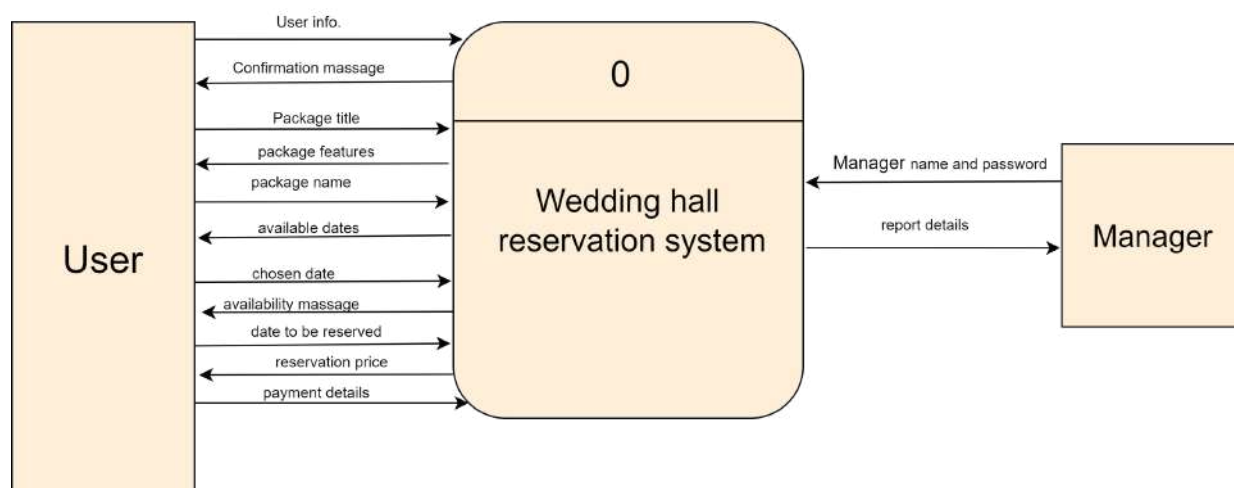
Requirements determination

Based on the interview and survey outcomes, we have determined the following requirements:

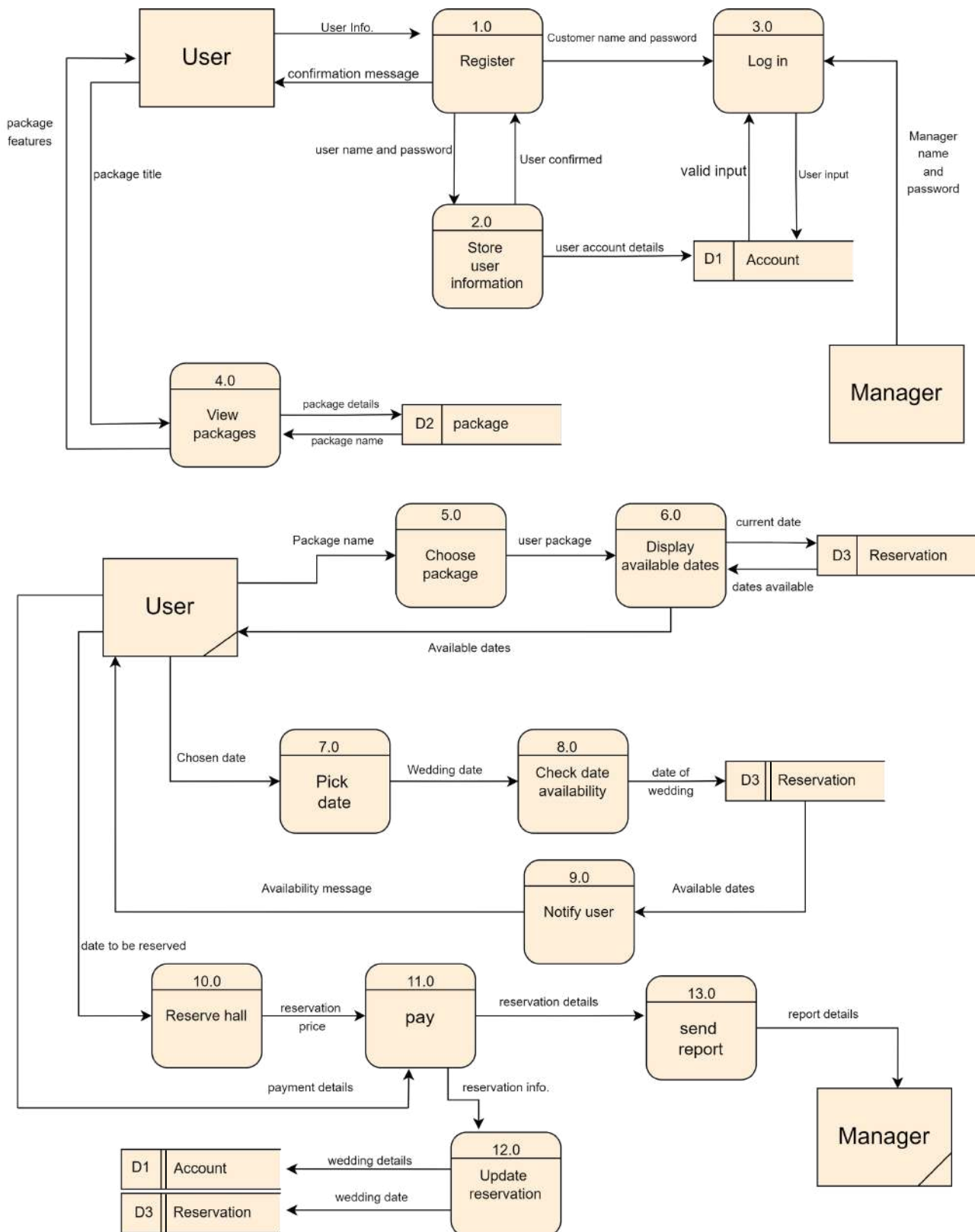
- Develop a website that will serve as a centralized platform for providing essential information about the hall, addressing, registration, booking, packages, and offers.
- Ensure that the website prominently displays the available visiting times for the hall, making it easily accessible for individuals outside the city.
- Implement a dedicated section on the website that provides comprehensive descriptions of the services offered by the hall, allowing customers to make informed decisions before their visit.
- Incorporate a feature on the website that clearly indicates the preparations made for other weddings on specific days, preventing misunderstandings and setting accurate expectations for visitors.
- Develop an extensive gallery of photographs showcasing the hall from all angles, allowing potential customers to virtually explore the premises and address the issue of not being able to physically visit.
- Integrate a customer feedback system on the website, enabling customers who have previously utilized the hall to share their experiences and opinions, facilitating informed decision-making for potential bookers.
- Ensure that the website is user-friendly, easy to navigate, and provides a seamless experience for visitors to access the required information.
- Implement robust security measures to protect the confidentiality and integrity of user data shared on the website.
- Establish a system to regularly update the website with accurate and up-to-date information regarding visiting times, services, preparations, and customer feedback.

Data Flow Diagram

Context Level:

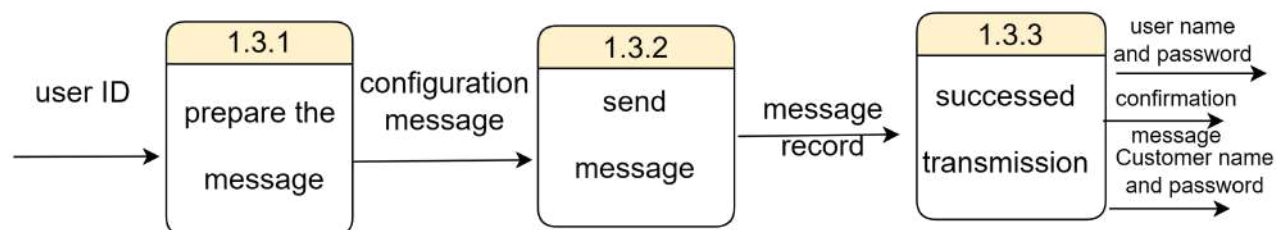
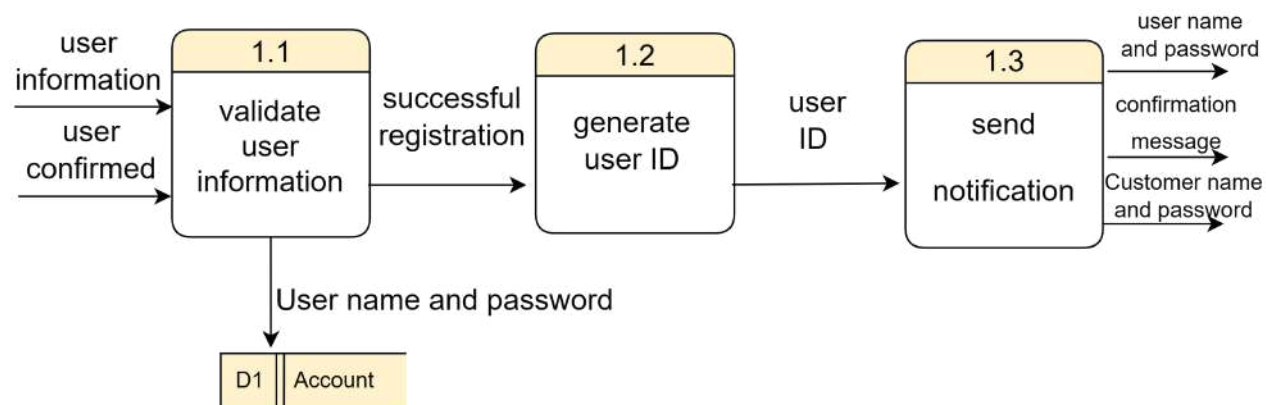


Level zero:



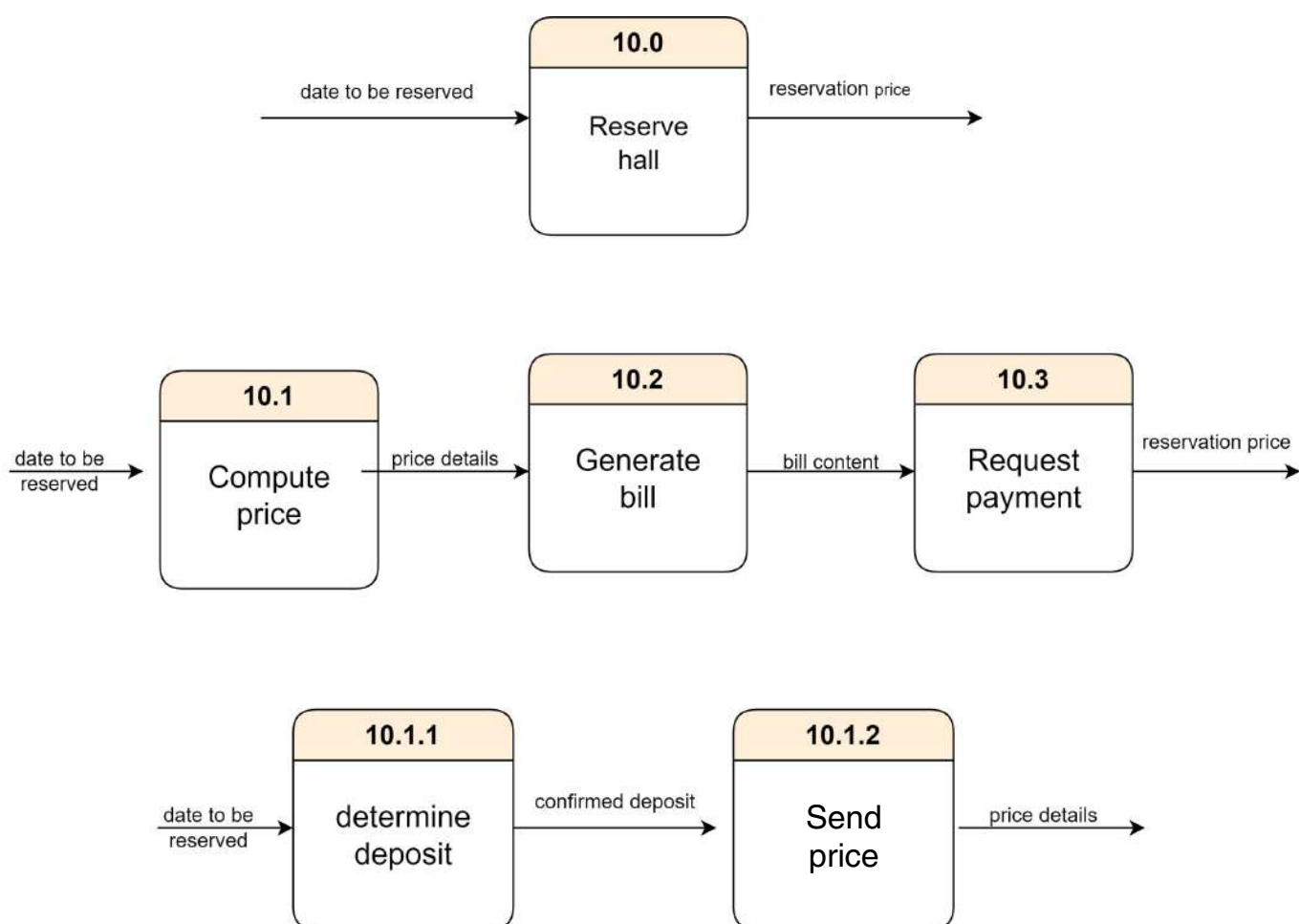
Level one and two (register):

Ghada Khalid



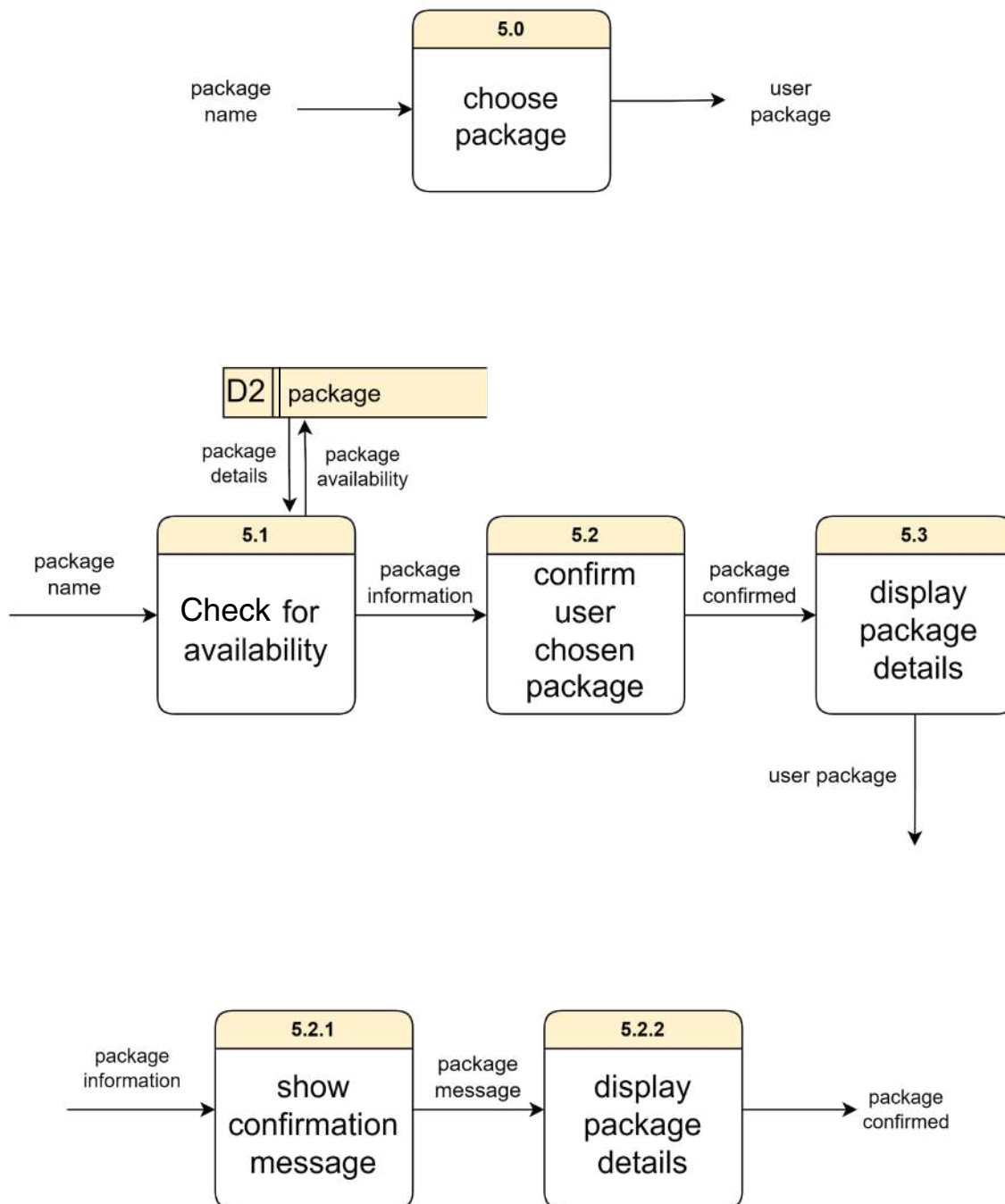
Level one and two (reserve hall):

Lojain Alghamdi



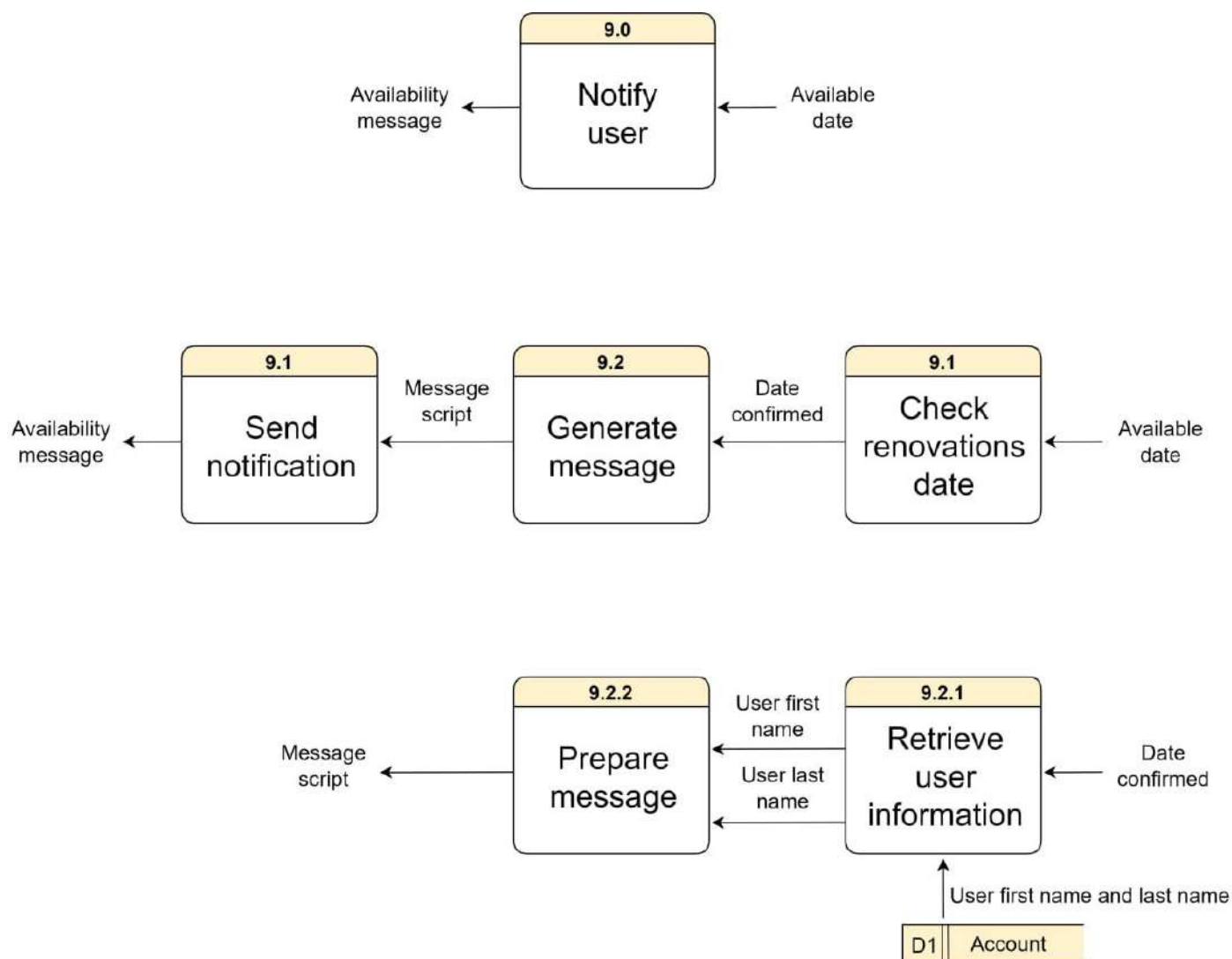
Level one and two (choose package):

Wed Alotibi

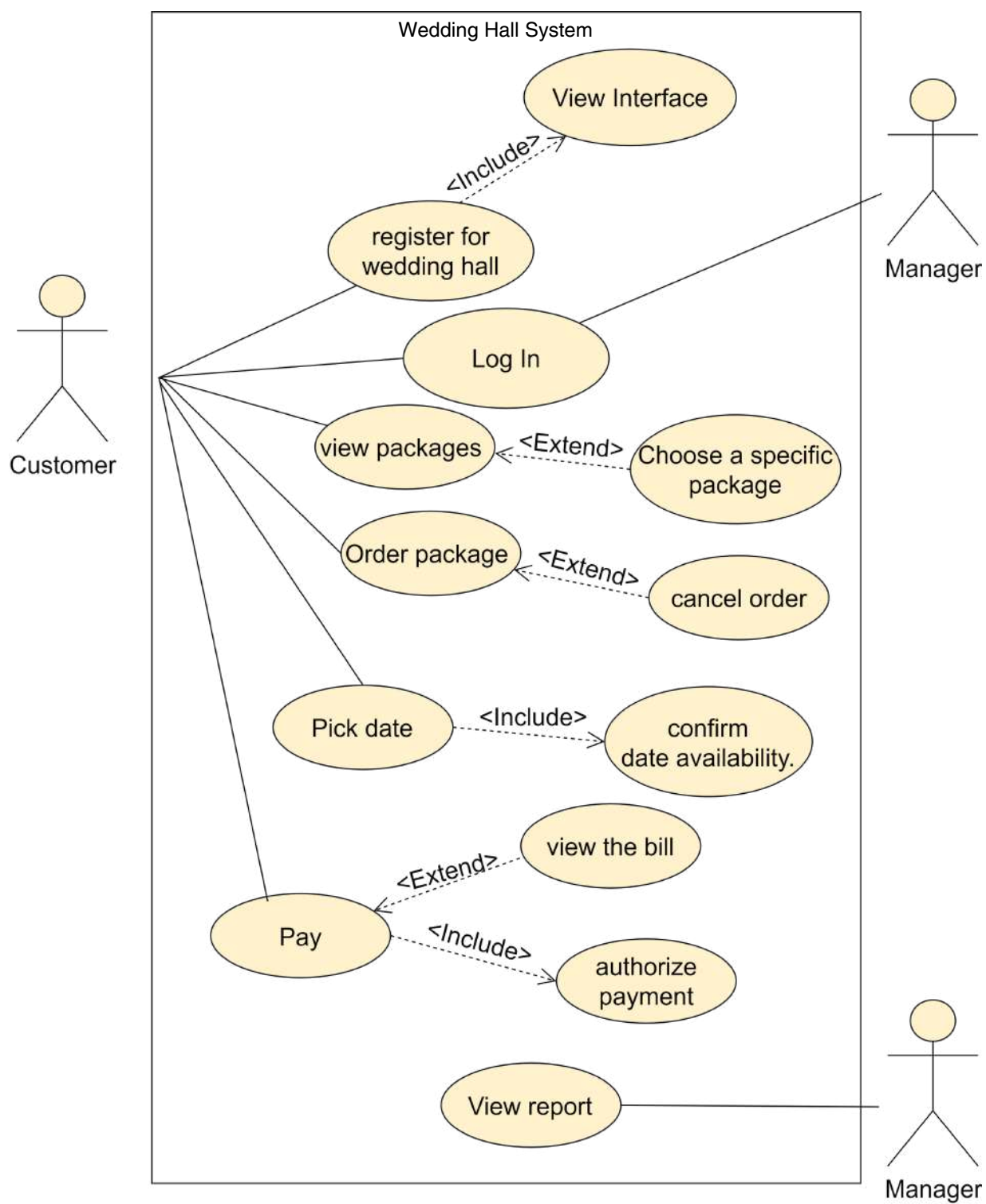


Level one and two (notify user):

Rafal Fakeera



Use case diagram



Success scenario

Use case: Registering for a Wedding Hall website

Ghada Khalid

Use case title: Registering for a Wedding Hall website
Primary actor: Customer
Level: Kite (summary)
Stakeholders: Customer, Moonlight wedding hall system
Precondition: The customer logs in wedding hall website
Minimal guarantee: Returns the registration or login page for any registration error
Success guarantees: Successfully entered the website homepage
Trigger: Customer accesses wedding hall homepage
Main success scenario: <ol style="list-style-type: none"> 1. The customer arrives on the website and locates the "Sign Up" or "Register" option 2. The customer enters their personal information, which may include their name, email address, and desired username 3. The customer creates a secure password according to the website's requirements 4. The customer reads and agrees to the website's terms and conditions, privacy policy, or user agreement

Extensions:

- 1a. The wedding hall website is not available.
 - 1a1. Customer searches for other wedding hall websites.
- 2a. The customer enters an incorrect or unusable email.
 - 2a1. The customer resets a valid email address.
- 2b. The customer enters an Invalid or existing email/username.
 - 2b1. The customer resets a valid email/username.
- 3a. The customer creates a password that doesn't meet the website's password requirements (e.g., minimum length, special characters, etc.),
 - 3a1. The customer resets the password and starts again.
- 3b. The customer set a weak password.
 - 3b1. The customer chooses a different password that meets the requirements.
- 4a. The customer does not agree to the terms and conditions rejection.
 - 4a1. The customer quits the site.

Use case: Choose package in the wedding hall website

Wed Alotibi

Use case title: Choose package in the wedding hall website
Primary actor: Customer
Level: Kite (summary)
Stakeholders: Customer, Moonlight wedding hall system
Precondition: The customer chooses a package from the wedding hall website.
Minimal guarantee: The package unavailable and choose another one.
Success guarantees: Confirm user package.
Trigger: Customer accesses available package in wedding hall homepage
Main success scenario: <ol style="list-style-type: none">1. System views packages2. Customer choose the desired package.3. System checks for the package availability.4. System will confirm the available package.5. System displays the package details.

Extensions:

1a. Choose package feature not available.

1a1. Customer quit the site.

2a.the package is not available.

2a1. Customer quit the site.

2a2. Customer choose another package.

2a3. Customer choose same package but another date.

4a. The available package is not confirmed.

4a1. Customer quit the site.

4a2. Customer choose another package.

Use case: Pick Date at Moonlight Wedding Hall

Rafal Fakeera

Use case title: Pick Date at Moonlight Wedding Hall
Primary actor: Customer
Level: Kite (summary)
Stakeholders: Customer, Moonlight wedding hall system
Precondition: The customer has successfully logged into their user account
Minimal guarantee: Providing informative error messages, guiding the customer on resolving issues
Success guarantees: <ol style="list-style-type: none"> 1. The selected package and desired date for hall reservation are accurately recorded in the Moonlight Wedding Hall database. 2. The customer receives a reservation confirmation email or notification containing the reserved date, selected package details, and any additional instructions or requirements. 3. The reserved date is marked as unavailable for other customers on the Moonlight Wedding Hall website. 4. The customer's payment, if applicable, is processed securely and successfully.
Trigger: Customer decides to reserve the hall after reviewing the available packages
Main success scenario: <ol style="list-style-type: none"> 1. The website prompts the customer to choose a desired date for hall reservation. 2. The customer selects a date from the interactive calendar. 3. The website checks the availability of the chosen date for the selected package.

4. If the date is available, the website confirms the reservation and displays a confirmation message to the customer.
5. The reserved date is marked as unavailable for other customers on the Moonlight Wedding Hall website

Extensions:

- 2a. If the customer chooses an invalid or unavailable date:
 - 2a1. Display an error message informing the customer about the issue with their selected date.
 - 2a2. Prompt the customer to select an alternative date to proceed with the reservation.
- 3a. If the chosen date is unavailable:
 - 3a1. Offer the customer the option to select an alternative date.
 - 3a2. Ensure the customer can easily make a suitable selection and proceed with the reservation.

Use case: Pay at Wedding Hall Reservation

Lojain Alghamdi

Use case title: Pay at Wedding Hall Reservation
Primary actor: Customer
Level: Kite (summary)
Stakeholders: Customer, Moonlight wedding hall system
Precondition: Have a valid payment method and a customer card or bank account has sufficient funds
Minimal guarantee: Rollback for any uncompleted transaction
Success guarantees: <ol style="list-style-type: none"> 1. Flexible Payment Options, offer a range of payment methods to accommodate customer preferences, including credit/debit cards, bank transfers, and PayPal. 2. Ensure all payment transactions are processed securely to protect customer financial information. 3. The customer will receive instant payment confirmation, ensuring that the payment has been processed successfully. 4. If a customer's plans change, a clear refund policy ensures a hassle-free refund process within the specified terms.
Trigger: The customer already chose the package and pick the date
Main success scenario: <ol style="list-style-type: none"> 1. The customer acknowledges and accepts the terms and conditions of the booking, including the payment structure and refund policy. 2. The customer chooses their preferred payment method (e.g., credit/debit card, bank transfer, PayPal). 3. The customer provides the necessary payment details, such as card information or bank account details. 4. After entering the payment details, the system processes the payment and provides immediate confirmation of the transaction.

5. The customer receives a payment receipt and an invoice for their records, including a breakdown of the charges.

Extensions:

- 2a. If the payment fails:

- 2a1. customer can choose an alternative payment method and retry the payment.
- 2a2. contact their bank or credit card issuer to resolve the payment issue.

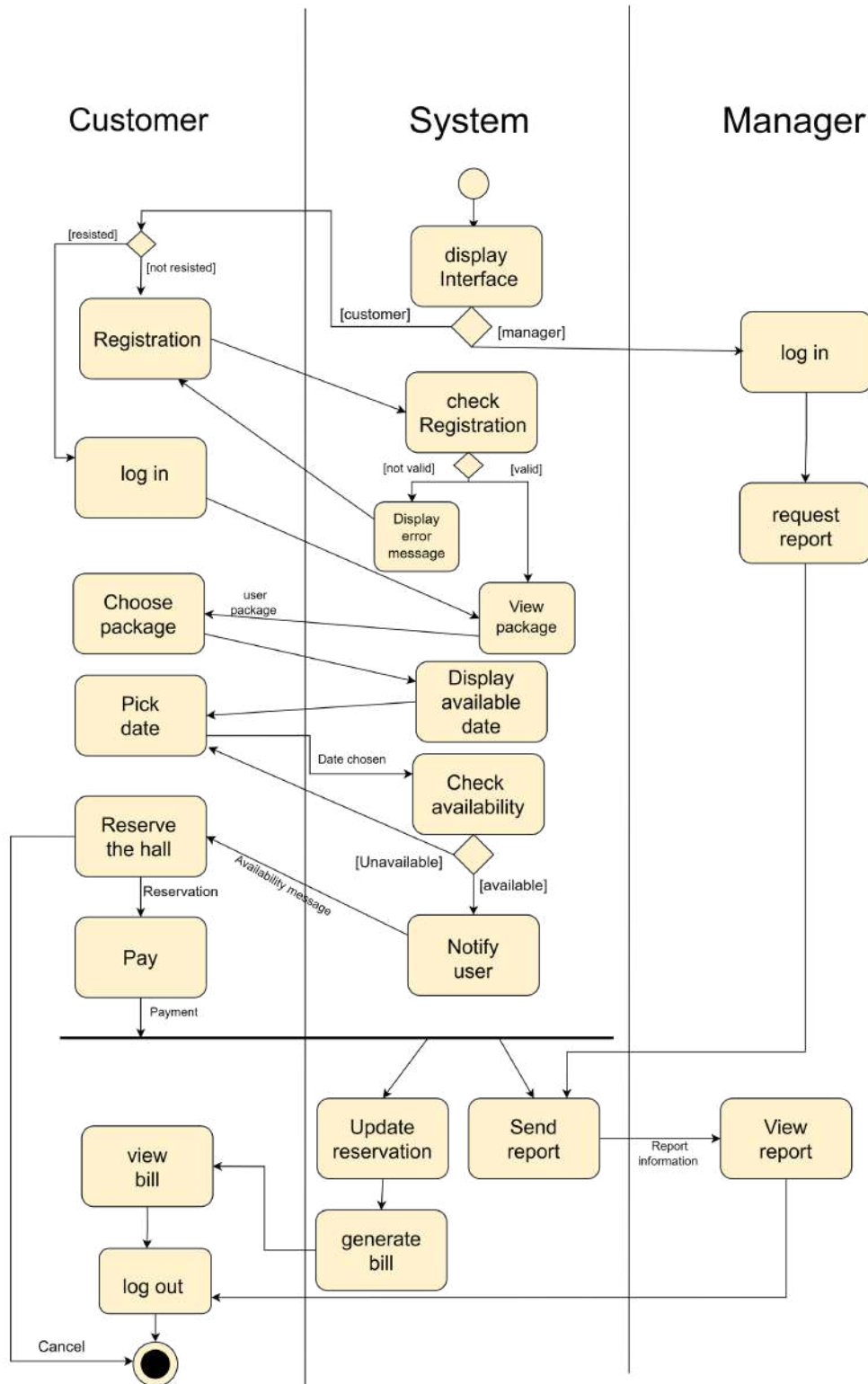
- 4a. if the customer does not receive immediate confirmation of the transaction:

- 4a1. Offer a "Retry Payment" option, allowing customers to attempt the payment again.

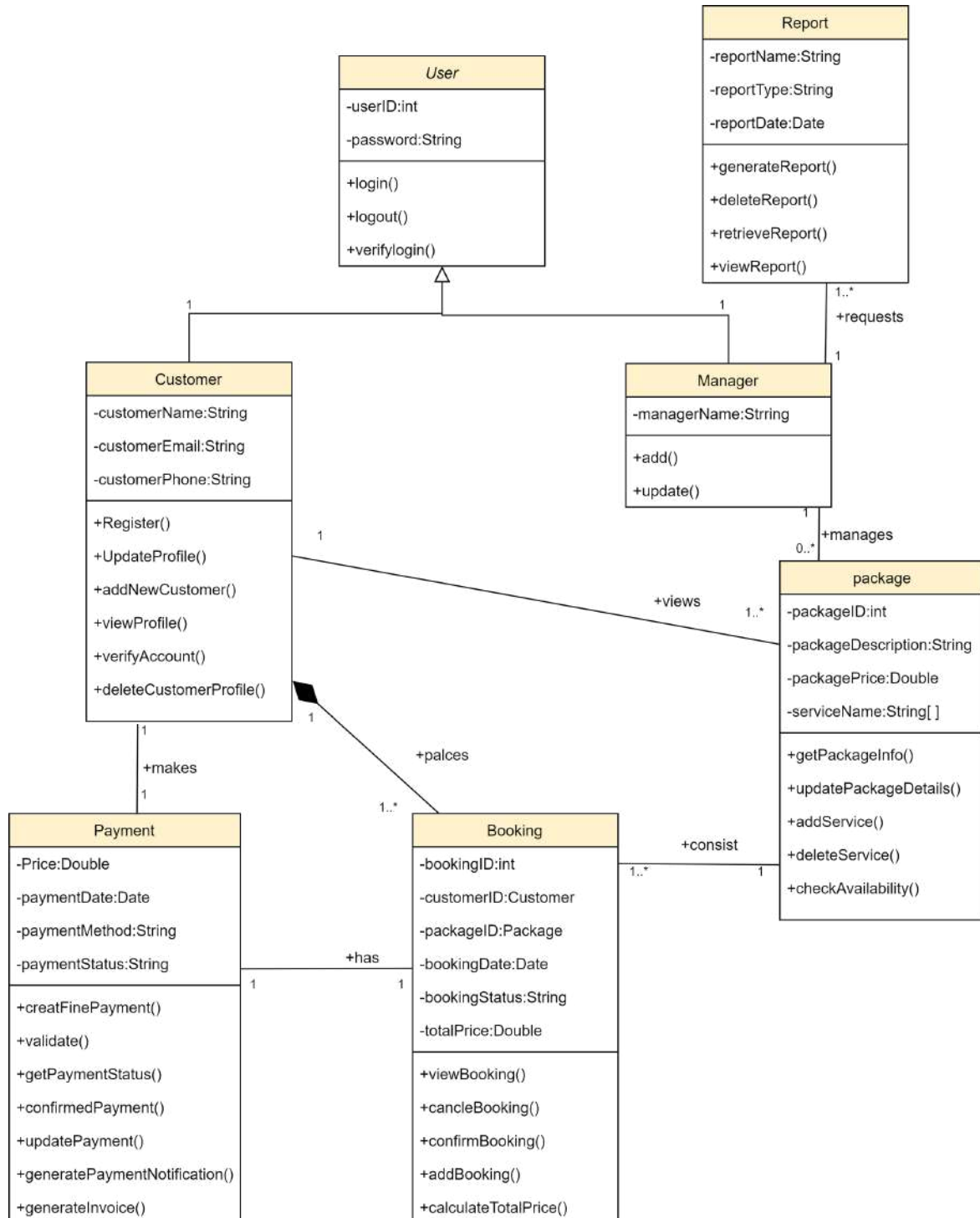
- 5a. if the customer does not receive a payment receipt:

- 5a1. successful payment, provide customers with an immediate confirmation page displaying all payment details, including a breakdown of charges. This can act as a temporary receipt.

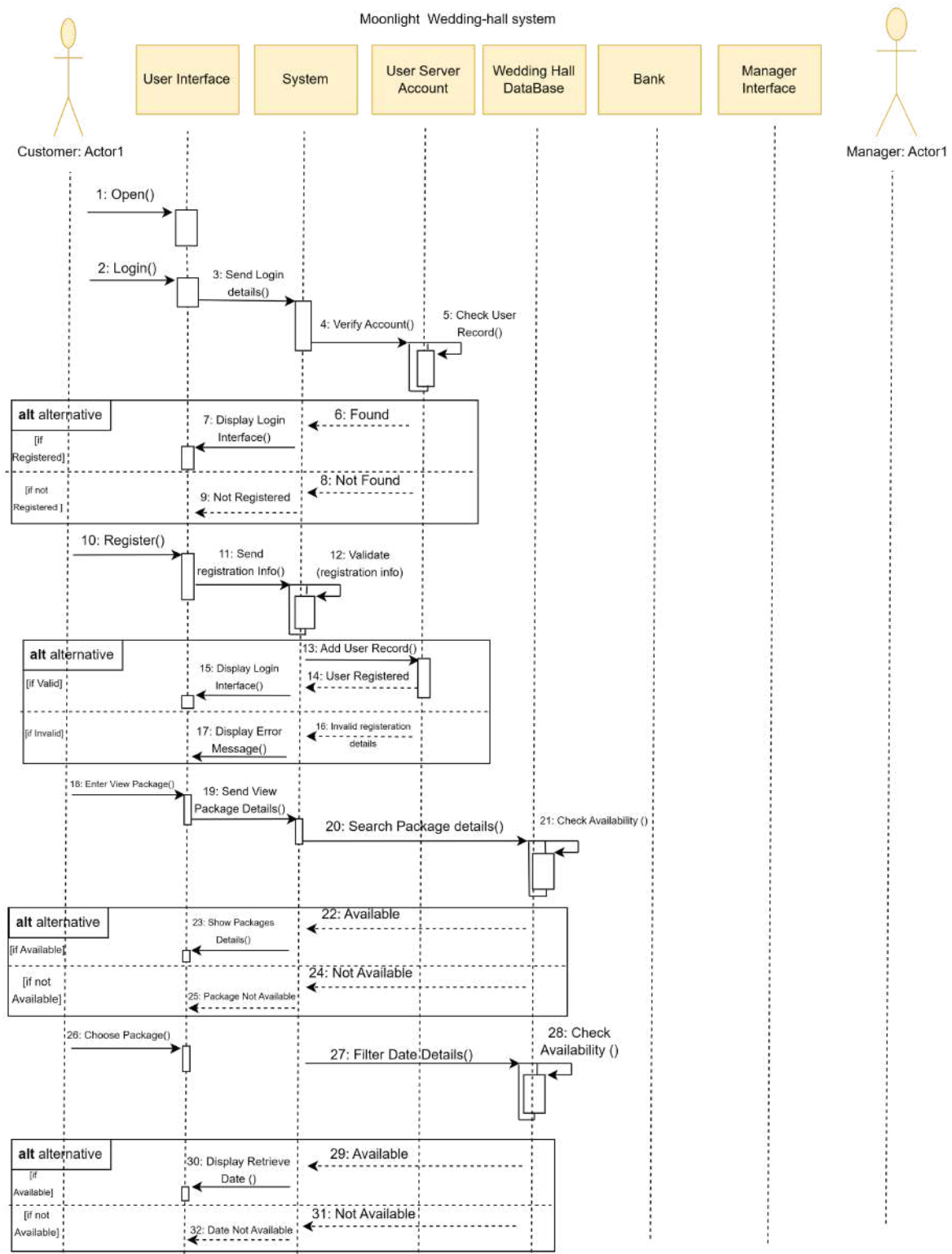
Activity diagram

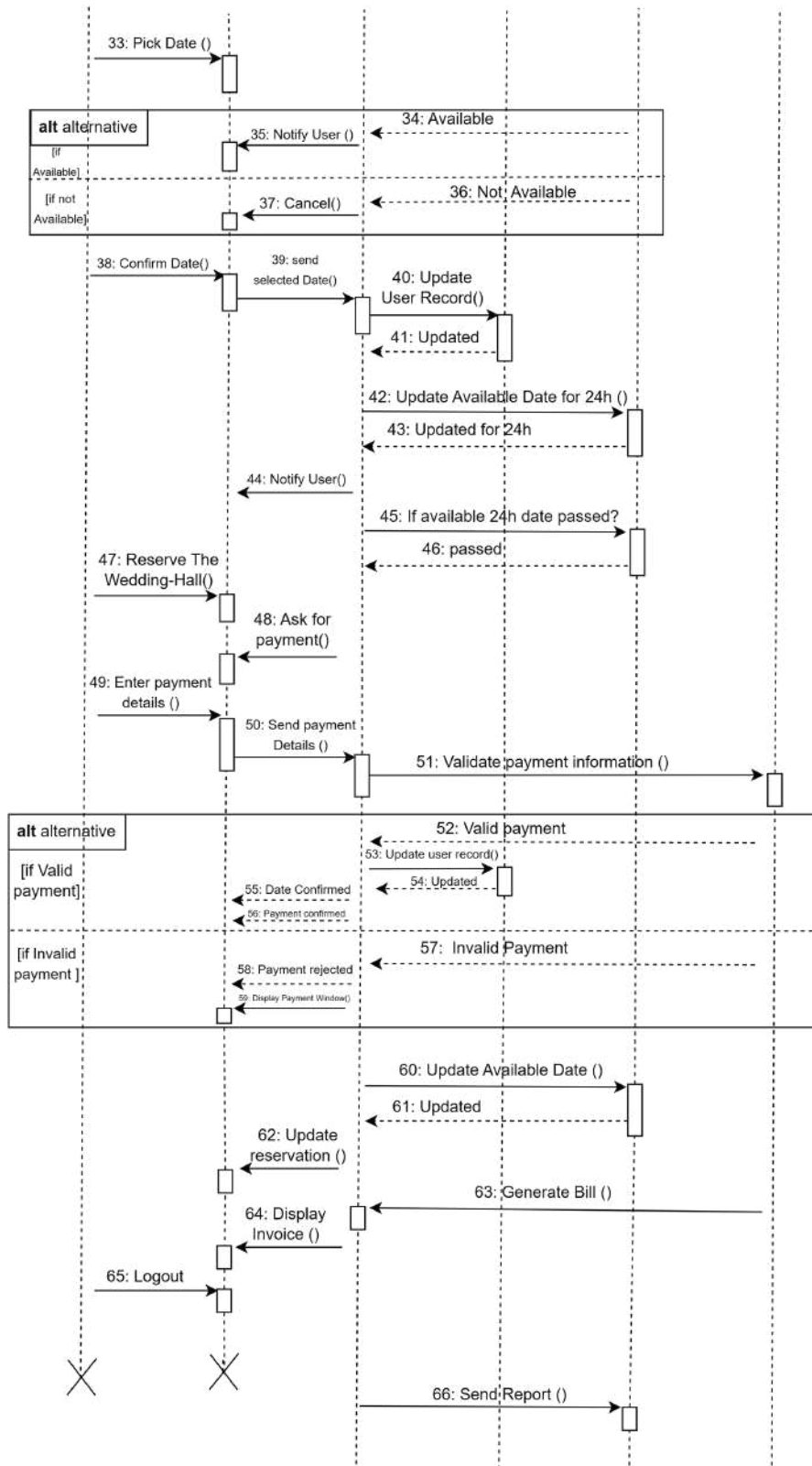


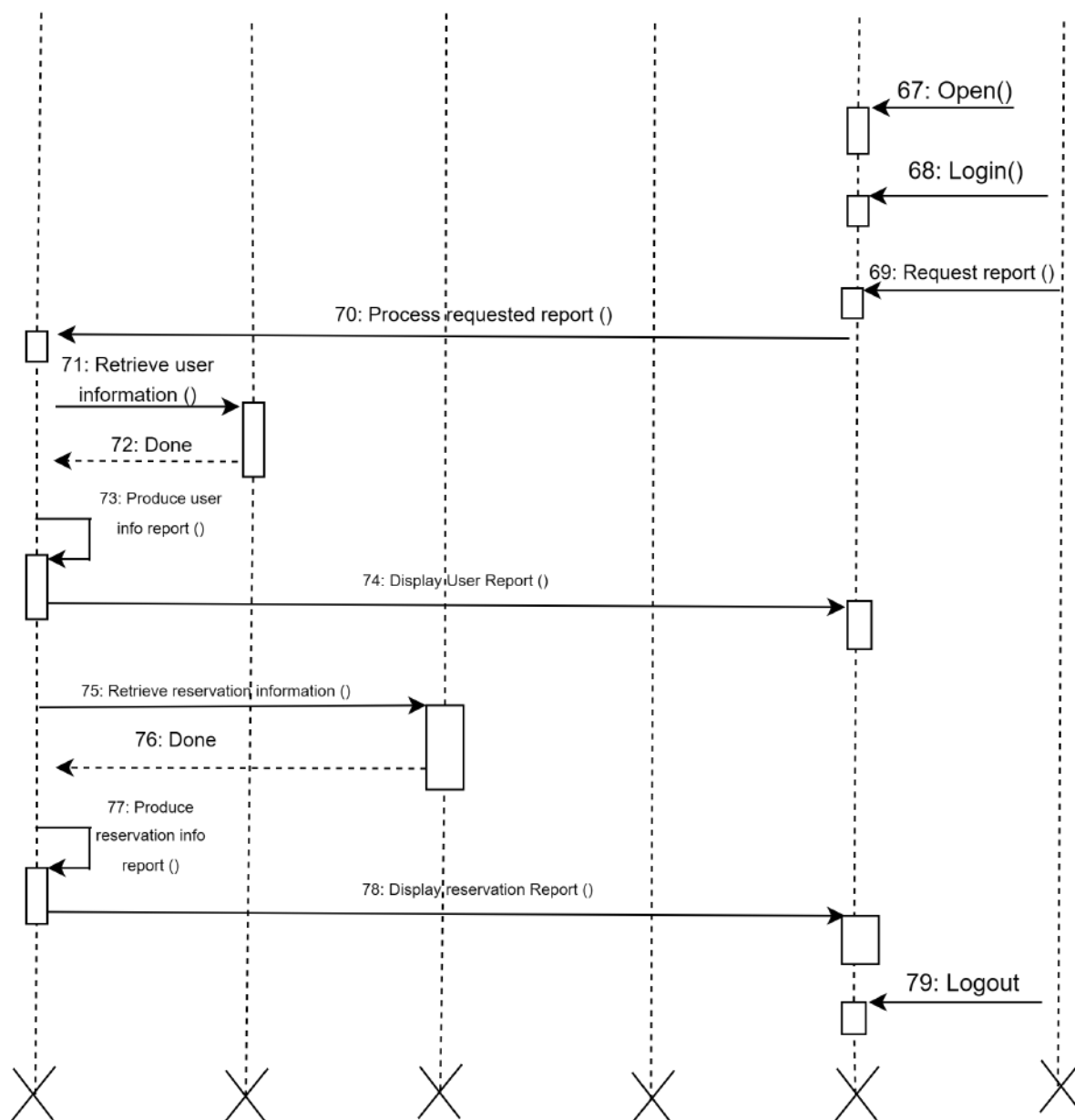
Class diagram



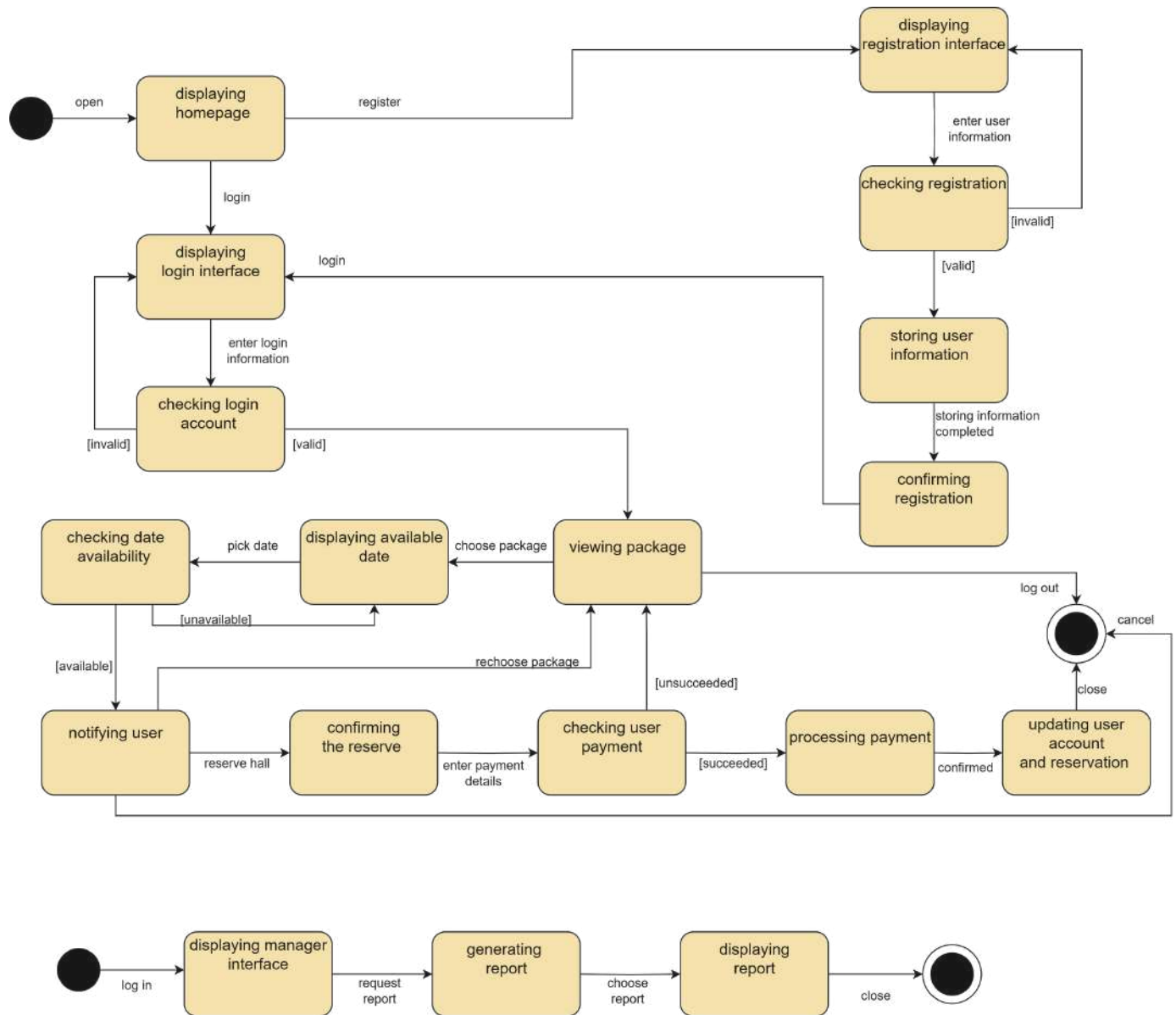
Sequence diagram







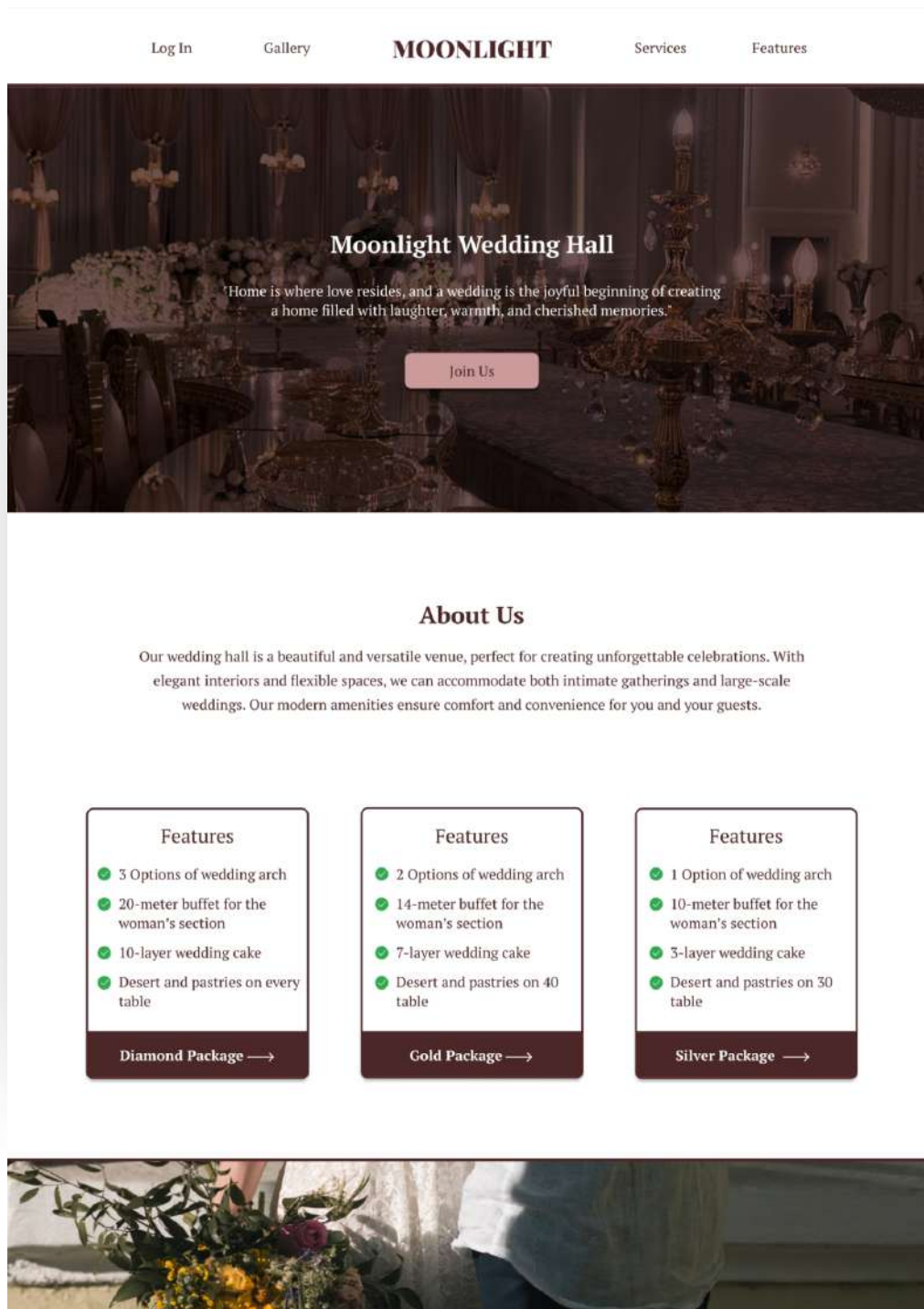
State diagram



User Interface

The user interfaces for the website were designed using Figma [2], a dedicated interface design application.

Homepage





Where magic begins



Customers Reviews



Renad_2571

Everything was amazing
Thank you Moonlight!!



Maram

The manager was very careful, and the services are well served



INadax

I can't say anything but PERFECTION.
Best day of my life

Customers Ratings



Contact Us

Jeddah, Al Safa

+966512574346

Moonlight@gmail.com

Follow Us On Social Media

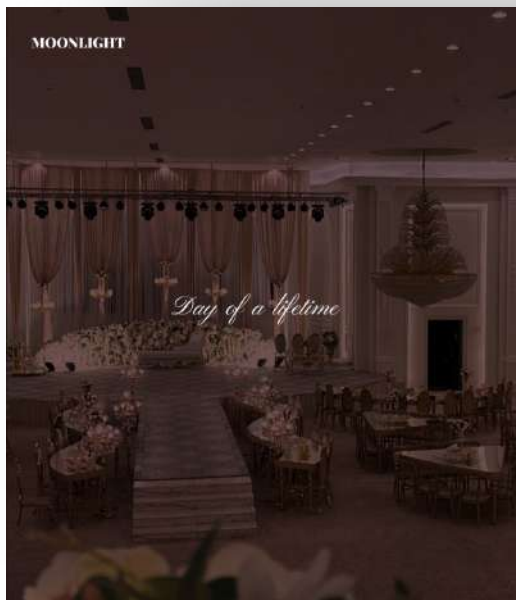
Moonlight_Hall

Moonlightksa

Visiting Hours

Everyday From 10:00 AM To 3:00 PM

Registration



MOONLIGHT

Welcome
Join our family

First Name

Last Name

Email

Password

Phone number


☐ Remember Me
☐ Accept Terms & Conditions

REGISTER

Already have an account? [Log in](#)

←

Log in



MOONLIGHT

Welcome
Login with Email




Email

Password

[Forgot your password?](#)

LOGIN

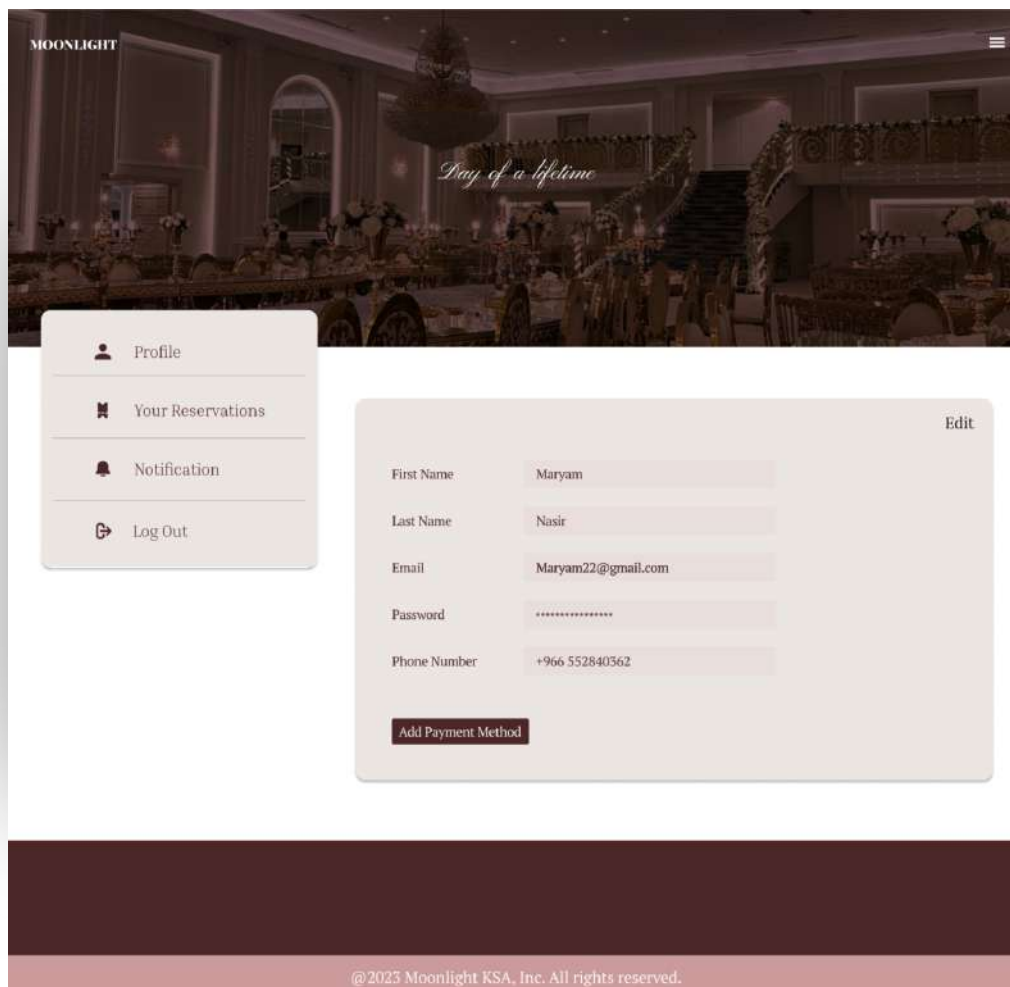
OR

Don't have account? [Register Now](#)

←

User profile



MOONLIGHT

Day of a lifetime

- Profile
- Your Reservations
- Notification
- Log Out

Edit

First Name Maryam

Last Name Nasir

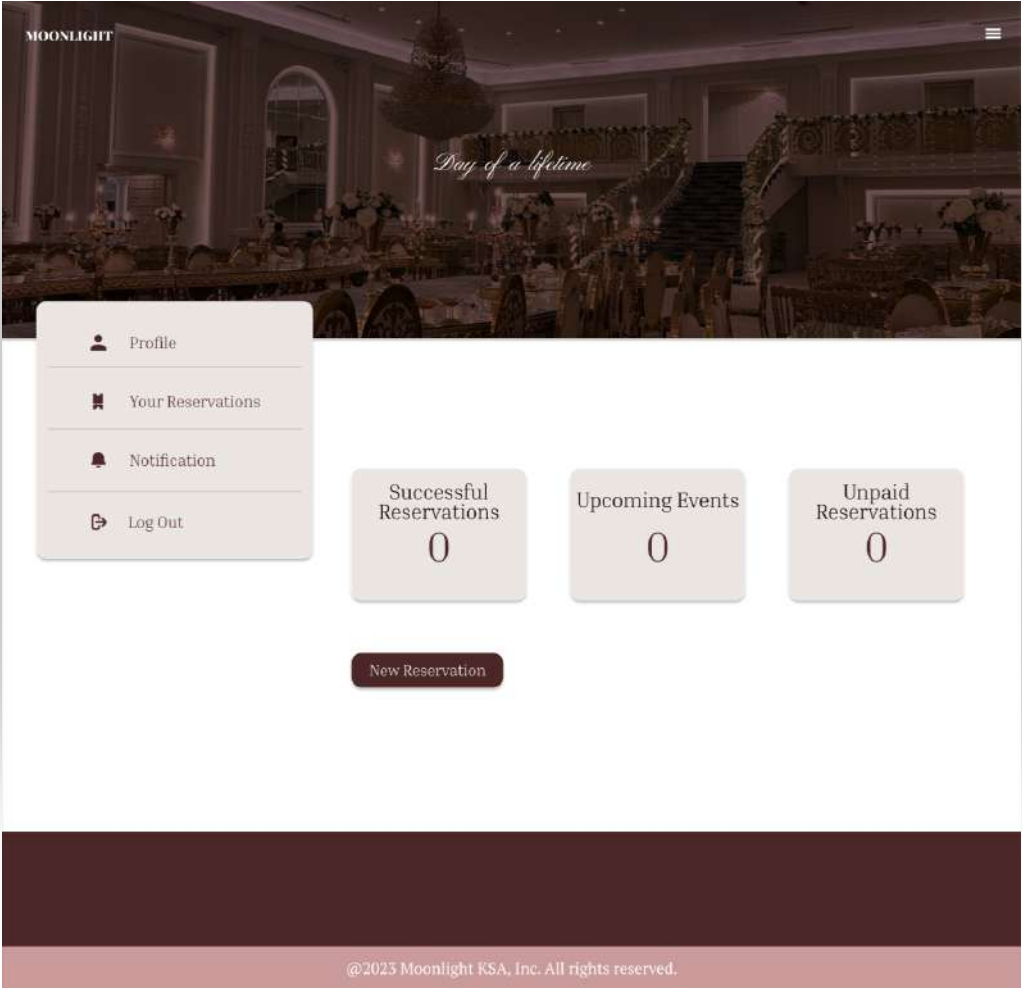
Email Maryam22@gmail.com

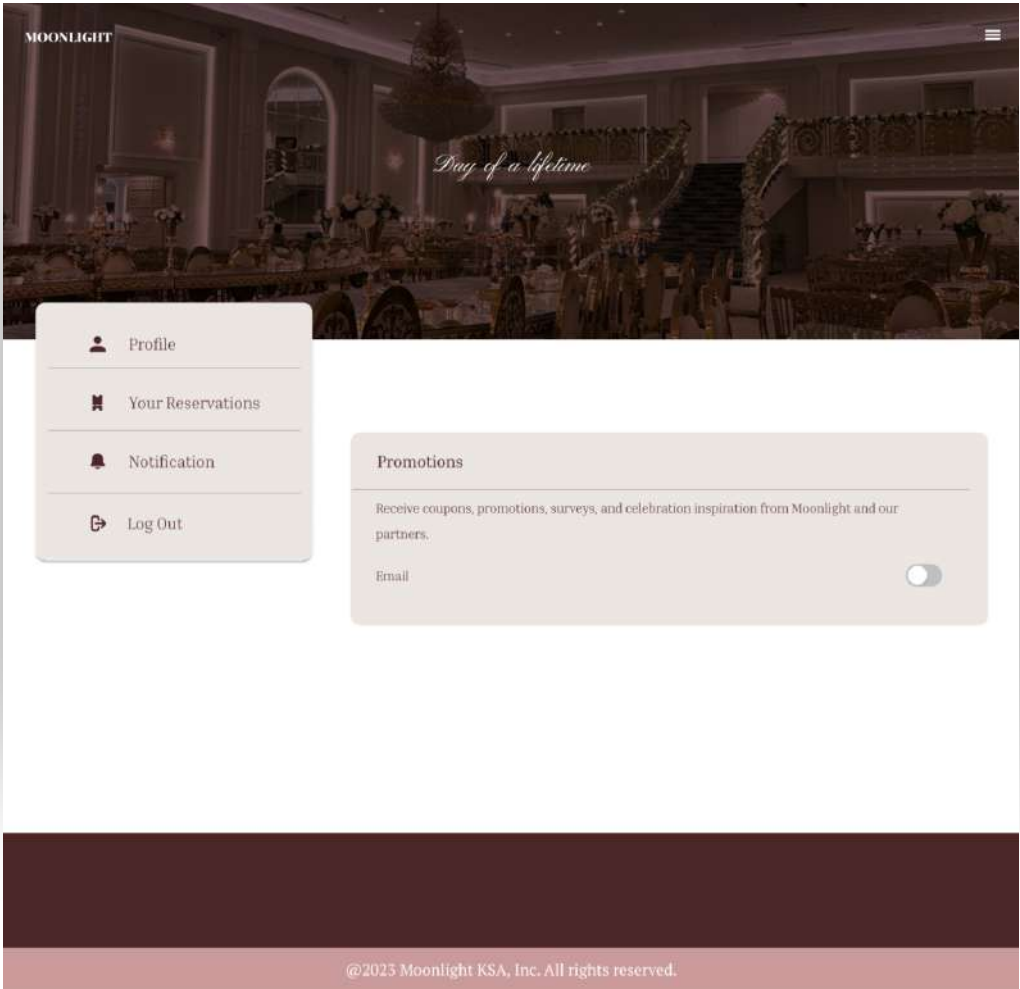
Password *****

Phone Number +966 552840362

Add Payment Method

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Packages details

MOONLIGHT

Diamond Package

35,000 Riyals

From Sat to Wed

42,000 Riyals

On Thu and Fri/ Vacations

Select Package

Offered Services

✓ 3 Options of wedding arch

✓ 20-meter buffet for the woman's section

✓ 10-layer wedding cake

✓ Desert and pastries on every table

✓ Decorations can feature real flowers, crystals, or gold elements

✓ Cooking 10 grilled meats along with hot and cold salads for the men's section

✓ 20 crates of water cups

Gold Package

31,000 Riyals

From Sat to Wed

36,000 Riyals

On Thu and Fri/ Vacations

Select Package

Offered Services

✓ 2 Options of wedding arch

✓ 14-meter buffet for the woman's section

✓ 7-layer wedding cake

✓ Desert and pastries on 40 table

✓ Decorations can feature crystals, or gold elements

✓ Cooking 7 grilled meats along with hot and cold salads for the men's section

✓ 15 crates of water cups

Silver Package

27,000 Riyals

From Sat to Wed

30,000 Riyals

On Thu and Fri/ Vacations

Select Package

Offered Services

✓ 1 Option of wedding arch

✓ 10-meter buffet for the woman's section

✓ 3-layer wedding cake

✓ Desert and pastries on 30 table

✓ Decorations can feature gold elements

✓ Cooking 5 grilled meats along with hot and cold salads for the men's section

✓ 10 crates of water cups

Note: the hall decoration may differ from day to day depending on customers requirements

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Available dates, payment methods

MOONLIGHT

Day of a lifetime

Choose A Package

Diamond Package ▲

Pick A Date

27 Nov 2023 ▼

November

Sat	Sun	Mon	Tue	Wed	Thur	Fri
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Reserved

Unconfirmed Reservation

Available

Price: 1750

The deposit is %5 of the total price

Book

Cancel

Select Payment Method

Cash ▲

Credit Card ▼

Card Number

Expiry Date

11 / 27

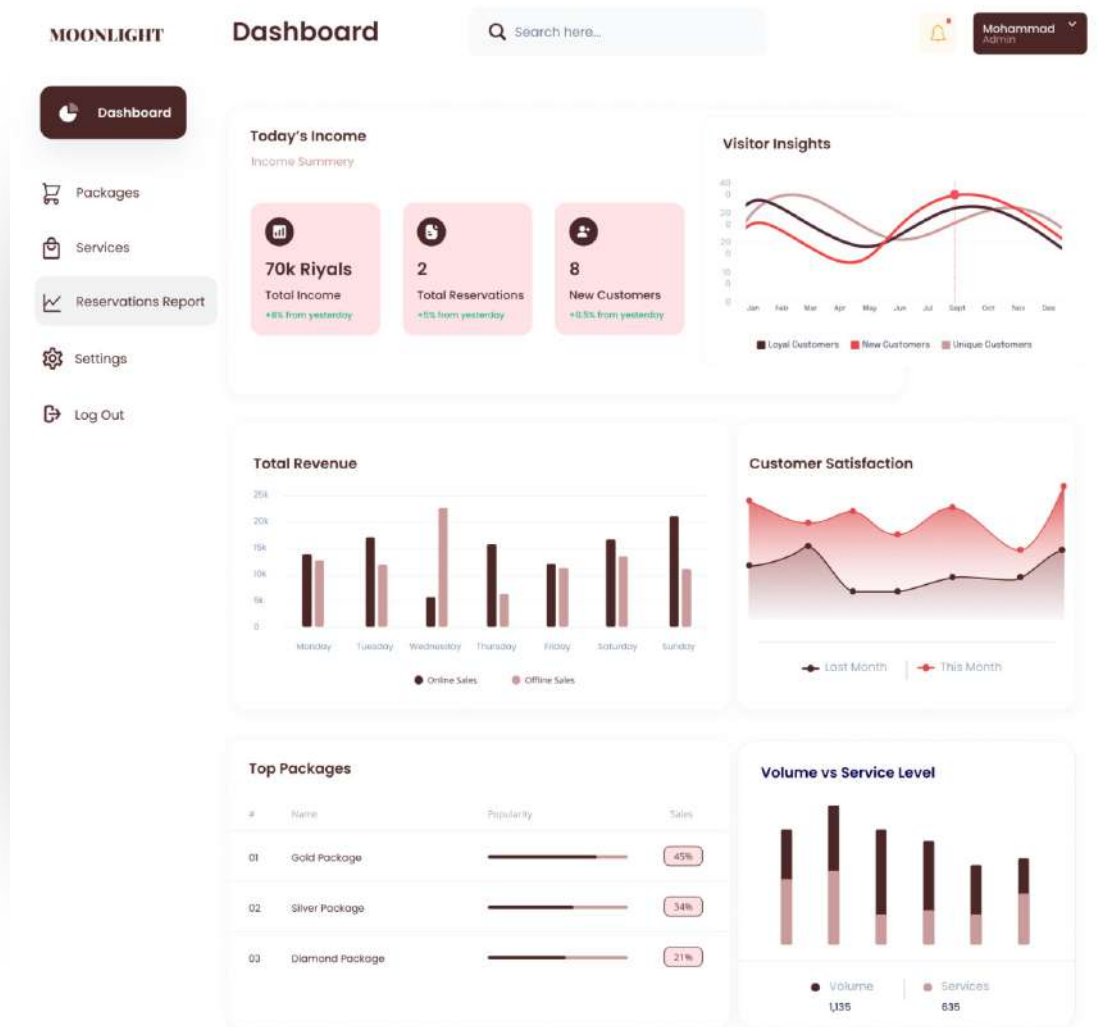
CVV Number

123

Pay Later ▲

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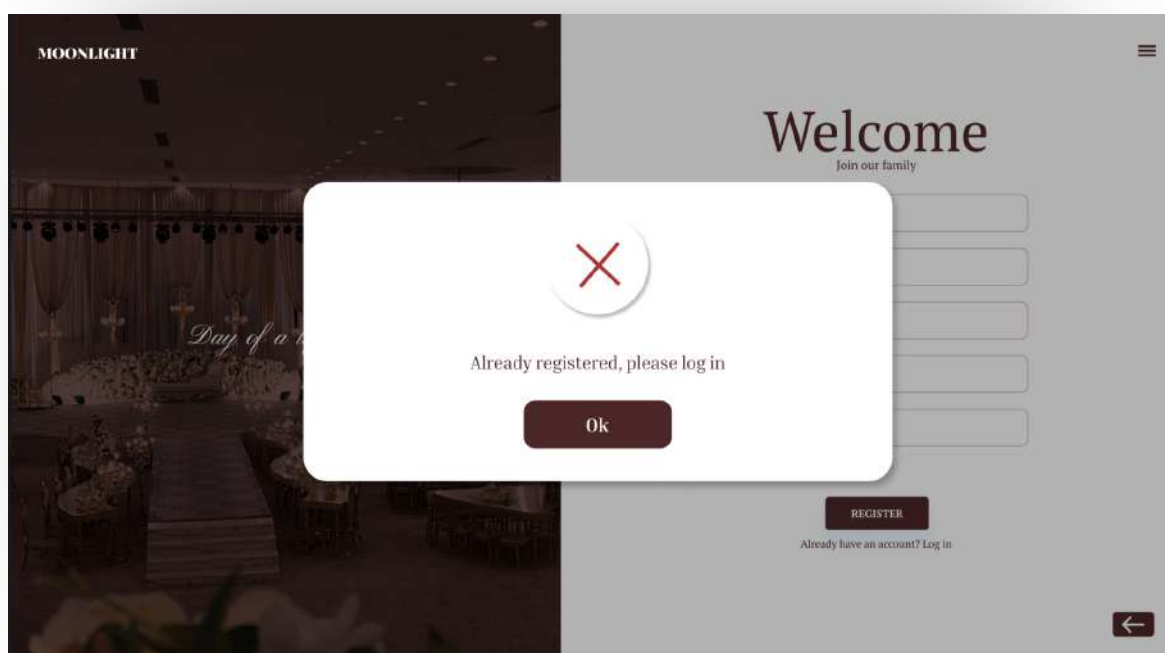
Manager dashboard



System Responses

Error Message:

when the user tries to register, but he is already registered in our website, the system will display an error message



Confirmation Message:

when the customer chooses an available package, valid date, and payment method. The system will check the validity of customer inputs and display a confirmation message

The screenshot displays the Moonlight reservation interface. At the top, a banner image shows a wedding venue with the text "MOONLIGHT" and "Day of a lifetime". Below the banner, the form is divided into two columns. The left column contains "Choose A Package" with a dropdown menu set to "Diamond Package", "Pick A Date" with a date picker set to "27 Nov 2023", and a calendar view for November. The right column contains "Select Payment Method" with dropdown menus for "Cash" and "Credit Card", and a card number input field showing "11 / 27" and "123". A price box at the bottom left shows "Price: 35,000". At the bottom, there are "Book" and "Cancel" buttons. A white confirmation modal is centered over the form, featuring a green checkmark icon, the text "Reservation Confirmed", and two buttons: "View Invoice" and "Ok". The footer at the bottom of the page reads "@2023 Moonlight KSA, Inc. All rights reserved."

Conclusion

In conclusion, the process of choosing a package and venue reservation date at Moonlight Wedding Hall is designed to be user-friendly and efficient. Our intuitive website interface allows customers to easily navigate package options, select dates, and complete their reservation securely. The system is responsive to errors, provides consistent status updates, and offers helpful guidance to customers. We prioritize a seamless experience, ensuring that clients can make informed decisions and enjoy a stress-free wedding planning process.

Future Directions

To continue enhancing the reservation process at Moonlight Wedding Hall, several additional future directions can be considered. Firstly, exploring innovative technologies such as virtual reality (VR) to provide customers with immersive virtual tours of the venue can further enhance their decision-making process. Additionally, Moonlight Wedding Hall can focus on sustainability by implementing eco-friendly practices, such as reducing single-use plastics. Furthermore, Moonlight Wedding Hall can introduce a comprehensive system for managing and utilizing leftover food from wedding events. By partnering with local food banks or charities, the hall can ensure that excess food is properly stored, preserved, and distributed to those in need. This initiative not only reduces food waste but also aligns with socially responsible practices, demonstrating Moonlight's commitment to sustainability and community engagement. Lastly, leveraging data analytics and artificial intelligence can help analyze customer preferences, identify trends, and personalize recommendations to further improve the customer experience.

References

- [1] Eason, O. K. (2016). Information systems development methodologies transitions: An analysis of waterfall to agile methodology.
- [2] Figma. (2023). Available at: <https://www.figma.com/> (Accessed: 08/11/2023)