# **Chapter 1: Introduction**

## **1.1 Introduction**

In this modern age most of the things are all computerized. So to stay in touch with this environment record keeping system of Airline Reservation System will also be created in a computerized way.

This project mainly focuses on providing help to the customers in booking their airline tickets without going to any booking vendors. Airlines Reservation System is not all about only

Booking the tickets but it will also give information on schedule and reschedule flight, seats on flights, flights which are cancelled, available flight dates and their arrival and departure time. Once the flight ticket is booked customer will be able to see the reservation and each details related to his/her reservation. Each and every notice will be updated to the passenger related to his/her flight.

This is a user friendly application so that the user will find it easier to perform task with friendlier interface. Computer experience is not required for using this application.

## **1.2 Background of the Project**

There are high number of airline companies which has outcome though competition in the industry of airline. People loss their valuable time to book the ticket and also it cost alot in its processing as they need to reach booking vendor or offices. Owners are unable to monitor the business when they are far from company. To update and to notice it consumes time. Data and information cannot be backup when it is loss. These is the reason the Airline Reservation System is needed to be describe and also many more related to it.

**1.3 Problem statement**

All the airline company have a high responsibility of making sure that their customers are secure and given comfortable services. So to ensure that the customers are getting services of this quality, the airline company workers should reach to every customers if the companies are using manual system. In manual system, when the flight ticket is booked and cancelled the list cannot be updated in time due to inefficiency. Booking will be less because of manual operation and also to record transactions manual system consumes a lot of time. Customers must go to booking vender office to reserve a flight ticket. So keeping all this problem in mind I will create a website named Airline Reservation System which will make easier for customers to book flight tickets and it will also make easy for workers to work. With this website the problems will be solved and customer’s safety and comfortable services will be ensure.

## **1.4 Description of the Project**

Airline Reservation System will contain ticket records, reservation of passenger and also schedules of flights. It will provide online procedure to book the flight which helps in saving time.

To store the record, data My SQL Database application has been planned for the used. The connectivity of the database is planned by using the “SQL Connection” methodology. This will help the customers to look the prices and availability of different air tickets of airlines.

### **1.4.1 Features of the Project**

The features of Airline Reservation system are as follow:

1. Customers can know the flight details.
2. Flight tickets can be booked from mobile.
3. The options for payment are available.
4. It has real time booking.
5. The customers can know about the description of reservation once the ticket is reserved.

## **1.5 Overview of the Project**

Airline Reservation System will have details about the records of tickets, flights schedule and reservation of tickets. Customer will be provided with notice related to his/her flights. Payment methods are available. There are total of 10 destinations where flights are operated by Air Alliance in Nepal. They are Pokhara, Chitwan, Kathmandu, Jhapa, Jumula, Jomsom, Jiri, Manang, Mugu, and Janakpur.