A Project Synopsis on

Online Hotel Reservation System

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In

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PROBLEM STATEMENT

➤ Customers having little or no information about the hotels in their vicinity.

➤ A guest checking into a hotel room that is either too expensive or too unbefitting for his or her personality.

➤ Prolonged delay by the receptionist in retrieving certain information about any particular guest on demand.

➤ Possibility of fraud by the receptionist in not documenting officially information about some guests that checked into the hotel rooms.

➤ Customers faces a lot of difficulty in finding rooms for themselves as sometime no rooms available according to their budget.

➤ Today, customers want that they should get the offers on certain bookings and other more facilities which is not provided by the manual reservation and they also do not get the food facilities.

PURPOSE

➤ Today on the internet so many hotel booking apps are available like Oyo, trivago, goibibo many more. Hotel booking process must be flawless and user-friendly to attract more customers and increase sales.

➤ Every hotel's goal is to increase their business and to earn the profit.

➤ The main purpose of this project is to replace the manual process of booking for a hotel room or any other facility of the hotel.

➤ The new system keeps proper records of customers for emergency and security purposes. It helps to provide the safe and clean rooms to the visitors and also provide all the facility to make the visitors comfortable.

➤ We can't ignore the fact that Booking a hotel through the agent is the time-consuming process. Online hotel reservation system is the best platform, as it adds many benefits and you can easily book the hotel or room through the internet.

➤ It discovers the more information about a hotel which is situated in a particular area and you can also select a hotel according to your demands and choice.

➤ A hotel reservation system enables guests to schedule dates and length of stay, room selection, extras, and payment all in one place. Most of the tourist they can book the hotel from the airport via online.

➢ The online booking system works all the time. It also increases your sales because you are not limited to your working hours. This gives freedom to potential visitors to book a room anytime and anywhere they want. Show that 24*7 online reservation system considerably increases the number of hotel bookings.

➢ Hotel reservation system will make your work more effective. They all are want to be tied to a waiting a mail or phone call of a guest. They will be able to take bookings around the 7 days a week.

OBJECTIVE

➢ Customers can easily go online with their mobile phones or laptops to browse about hotels within their vicinity.

➢ Guests can be able to book for rooms within their budgets after seeing and accessing this hotel within their vicinity.

➢ Receptionists can easily access customer's information online without delay or with little delay.

➢ Fraud done by the receptionist by not registering every customer will not occur because the customers details will be online and can be accessed by the managers too.

SCOPE

➢ This study is aimed at finding out how effective the online room reservation or booking system will improve the operations of room reservations in hotels. However, out of the several departments that makes up the hotel, this research project is restricted to only one section (room reservation) section.

➢ In todays world maximum people believe on online reservation systems as it is secure and feasible and it also provides lots of offers and on the other hand, we have seen a lot decrement in manual reservations as it not provides as much facilities than online system,

FEASIBILITY STUDY

➢ *Technical feasibility*-A technical feasibility study of function, performance and constraints can affect the ability to achieve an acceptable system. The software developed for managing Hotel Reservation System is used in client server architecture with Html, CSS, JavaScript as front end and MongoDB Server as back end so the project is technically feasible.

➢ *Operational feasibility*-The main purpose of this program is to develop a Web based application which facilitates on line reservation of hotel accommodation through internet. All the users of this project are trained in this area. Therefore, this project is operational feasible.

➢ *Economical feasibility*-Economic feasibility analysis includes a broad range of tests that include long term cooperative income strategies, cost of resources needed for development, cost benefit analysis. In existing system, they had to maintain many registers/books is a costly affair. This can be reduced by keeping data in the digital format that is reliable and cheaper. Since the development cost for system satisfies the organization therefore the software is economically feasible.

METHODOLOGY

➢ *Launch A Hotel Website*-You can look for a hotel reservation system that can help you launch your own hotel website. In this way, you'll be saving a lot of your money and save time that would be consumed to build one.

➢ *User-Friendly Interface*-A hotel booking engine with a good user-friendly interface will allow customers to easily navigate through your website. Your website should load faster on all devices to save your customers' time. Thus, a user-friendly interface will increase the chances of booking as customers prefer to plan and book on the go.

➢ *Easy Booking Process*-The booking process should include minimal steps. If it takes a long time to fill unnecessary forms, chances are that the customer will abandon the booking and head to other websites.

➢ *Easy Management Of Rooms*-You should be able to add rooms to your system, add the details like the amenities and features of rooms, edit the status of rooms when the time arises and also room a reallocation facility to change rooms at a customer's demand.

➢ *Easy Search Option*-Customers must able search for hotels in a particular location and view the availability of rooms in between the preferred dates.

➢ *Discounts*-Offering discounts is a great way to attract customers. Through the system, you should be able to create offers or discounts for new or current customers when required.

➢ *Image Gallery*-One of the great ways to attract users is by showing beautiful pictures of your hotel, hotel rooms, amenities and any other services. That's why you must opt for a hotel reservation system that provides you the option to add a number of images.

➢ *Review System*-Nowadays online travelers consider reviews as a personal recommendation. They check for the reviews of other guests before booking a room in a hotel. So, if you

have good reviews chances are high the travelers will get encouraged to book a room in your hotel.

➢ *Order Restriction*-Suppose you need to renovate your hotel or any hotel rooms or you don't want customers to book rooms after a certain date. So, through order restriction you can set a maximum date after which bookings won't be allowed.

➢ *Social Media Links*-Displaying social media buttons or icons is an also a great way to connect with customers. Allow you visitors visit your Facebook, Twitter or Google+ page and give them the opportunity to like the pages. By liking or following your pages they will get updates regarding any future events in your hotel and will be aware of discounts or promotional offers so that they become repeating customers.

REQUIREMENT ANALYSIS

➢ *SOFTWARE REQUIREMENTS*

-HTML, CSS and JavaScript as frontend

-Nodejs and MongoDB as backend

-Windows 10 home Premium

➢ *HARDWARE REQUIREMENTS*

-Intel i3 processor

-120 & more GB for data storage

-4GB RAM

-Printer for reporting and printing

➢ *IMPLEMENTATION*-To implement this project, HOTEL MANAGEMENT will require a visual basic as front end &Oracle Database as back end.

➢ *SYSTEM DESIGN*-In this software we have developed some forms. The brief description about them is as follow: -

❖ *MDI FORM*-This is the main form. It contains following fields: -

• Hotel

- Customer
- Reservation
- Room
- Room Category
- Search

On moving the cursor to any of the above fields, drop down menus will be displayed user can click on any of the options available in them and their respective forms will open.

INDUSTRY IMPACT

Online reservation systems provide a number of benefits for the business and its customers. Some of these benefits include 24/7 access to book appointments for the consumers and bookings notifications automatically sent to the company. Online reservations systems minimize the necessity of workloads for your staff, optimize customer service that increases value in the eye of consumer, and streamline your payment services, just to name a few.

Implementing an online reservation system has had a number of benefits for business owners across all industries in terms of conversations. As consumers are increasingly becoming mobile, the ability to book a class or appointment anywhere, anytime, is showing a positive impact on converting prospects into clients. The advent of online reservation systems directly addresses a convenience pain point for consumers. Once a prospective client is ready to book, they have reached the end part of their decision-making process. With increased access to bookings through online reservation systems, conversions can happen at a faster and more streamlined rate.

When considering an online reservation system, there are a number of key features that have proven to help the success of the conversion rate. These features include:

➢ *Real time booking and availability:* this eliminates the need for constantly attending to the phones. Instead, prospective clients have immediate and 24/7 access to book appointments, classes, and tours.
➢ *Attractive call to action*: Having a layout that prominently displays your call to action button makes it easier for prospective client to further engage with your business and complete the booking process. Additionally, an easy-to-use button encourages repeat visits.
➢ *Social Media Integration*: With millions of users on social media, being able to incorporate a safe and easy way for prospective clients to book and pay for your tours and services also increases your visibility and improves conversions.

➢ *Visual Online Calendar*: An online calendar easily shows both the prospective client and the business what appointments are still available and what has been booked in an easy, visual format. It also improves planning processes for the day for businesses.