

# **HOTEL MANAGEMENT REPORT**

ROLL – 41327

NAME- Shubham Fargade

## **INTRODUCTION**

This hotel management system is developed for hotels those are using a manual system to handle hotel processes. There are three main users in hotel management system, administrator, Manager and Receptionist. Administrator can maintain daily updates in the hotel records. This system will automate the major operations of the hotel. Administrator can access to all system functionalities without any restrictions. Administrator is must be an authorized user. He can further change the password. There is the facility for password recovery, logout etc. Manager can access to all system functionalities with limited restrictions. Receptionist can only access to the Reservation Management section. The main aim of the entire activity is to automate the process of day to day activities of Hotel.

The Reservation System is to keep track in room and hall reservation and check availability. Using this system user can check which room is reserved and which room is available. He can reserve room from reservation module. The Room Management System is for manage all room types room services. Room management module help user to keep track of all information of hotel room. He can check room laundry service, food service and sweeping service from this module. The Inventory Control System will keep track in all inventories of the hotel and guest details will handled by guest management. Administration department will monitor the all. the main of developing this system is to computerize all the activity of the hotel like Admission of a New Customer, Assign a room according to customer's demand, checkout of a customer and releasing the room and finally compute the bill etc. Using this system you can manage check in and check out process easily. At check in, you can easily check the availability of rooms in the hotel. And at check out you can easily generate the total bill. The main objective of the entire activity is to automate the process of day to day activities of Hotel. Using this system you can manage room activities and keep track of admission of a New Customer. Using this system you can check rooms according to customer's need and can assign easily room to customer. Checkout of a customer and updating the releasing room information in the system is very easy. When user do checkout system will generate final bill after calculating all the bills. User can also check online, all the packages available. He can also book rooms online. He can also cancel booked room online. Hotel management can also check

the list of Regular customers and feedback of the hotel's customer.

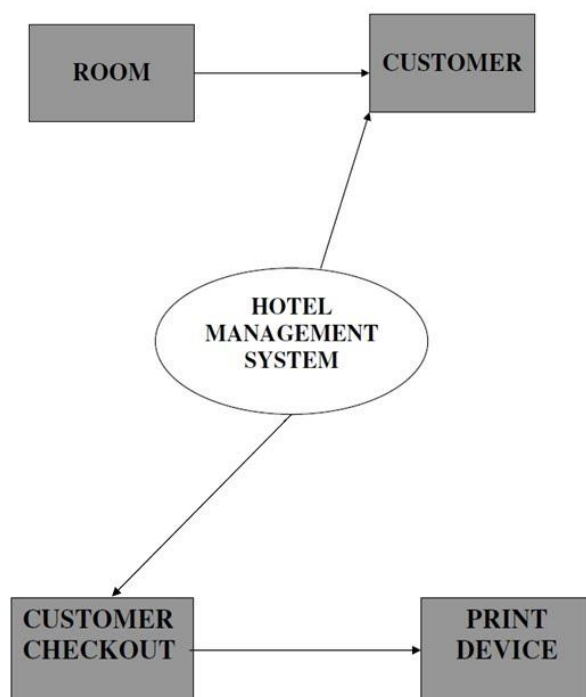
## Existing Hotel Management System

Currently in hotel all the work done manually. When a guest make a reservation, all the reservation details (including guest details) are recorded in a hotel register. At the time of checkout of customer, calculations of bills and inventory items are done manually too. Doing all the work manually and storing information on register takes much time and wastes much precious man hours. Manually calculation of bill is also error prone. If management want any old information like room record or reservation details then finding old records is very tiresome task and it takes a lot of time to find records form old files.

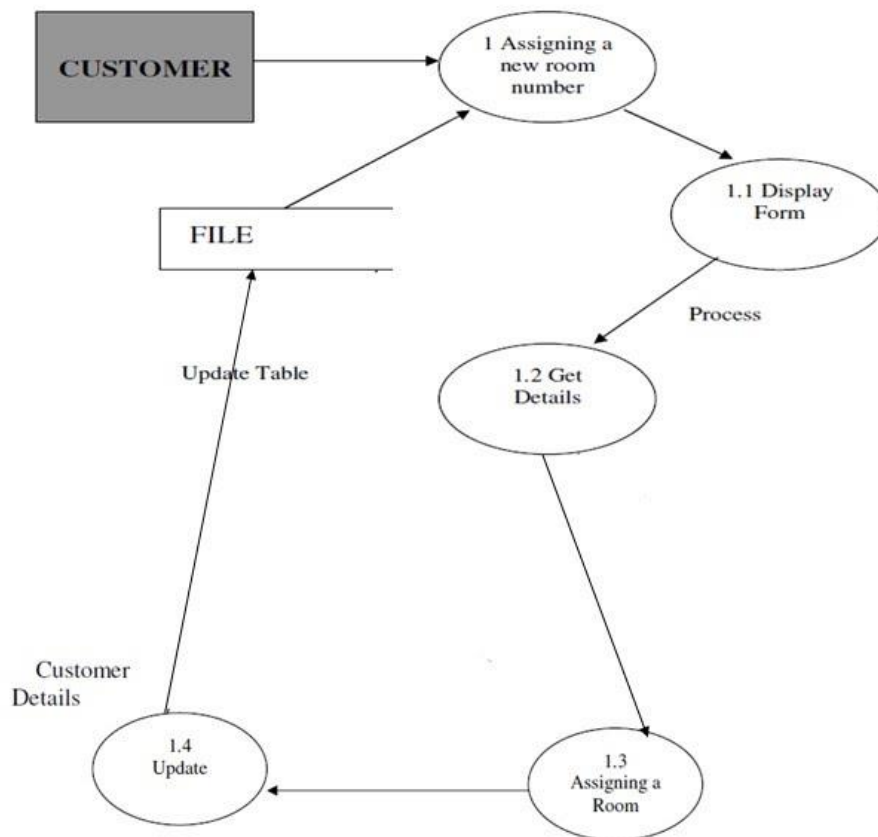
Following are the main problem in managing hotel manually

- Manually keeping records is very time consuming.
- Data is not always reliable as it is hand written and some human errors might have occurred example wrong telephone number among other.
- Slow process of reservation. User has find manually whether room is available or not.
- Hotel information data are not secured. It can be easily theft or altered.
- Finding records are very time consuming.
- Retrieval of guest records is extremely difficult. User has to manually search each records to find the required information. It takes lot of time.

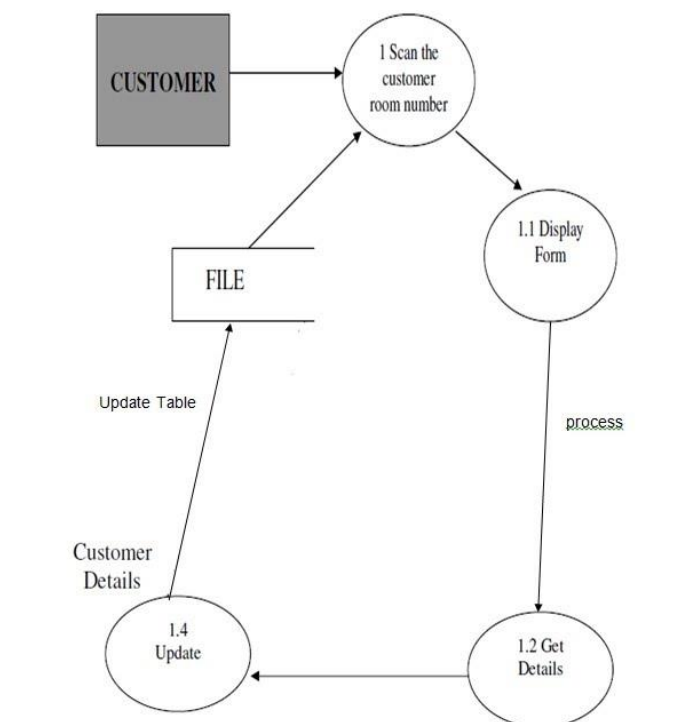
## DFD (DATA FLOW DIAGRAM)



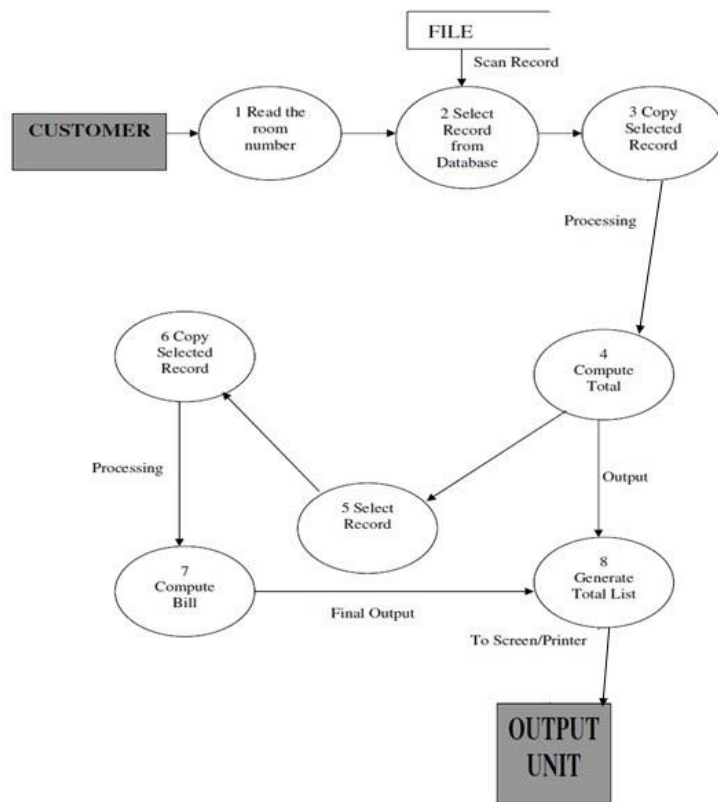
## DATA FLOW DIAGRAM CHECK-IN OF A NEW CUSTOMER



## DATA FLOW DIAGRAM CHECK-OUT OF CUSTOMER



## DATA FLOW DIAGRAM LISTING OF CUSTOMERS



## Conclusion:

Hence we successfully implemented the hotel management project.