

HOTEL MANAGEMENT SYSTEM

PROBLEM STATEMENT:

To manage the general activities of a hotel like booking room, billing, vacancy of rooms etc.

1. INTRODUCTION

1.1 PROJECT SUMMARY:

This project manages the general activities of a hotel without more usage of man.

The purpose of this document is to collect, analyse and define high level needs and features of Hotel Management System. It focuses on the capabilities needed by the users and why this exists. The details of how this Hotel Management System fulfil these needs are detailed in the use case and supplementary specifications.

1.2 PURPOSE:

This project is aimed at facilitating the prompt, accurate and easy management of a Hotel. It will be very helpful to the manager on the one hand and to the customer as they would be able to get good and fast service.

1.3 SCOPE:

In this project, the hotel manager can add new customers and manage that customer information. Restaurant manager can add restaurant bill in the customer bill. This project works at all hotels that cater to large number of customers and want to computerize the complete management process.

1.4 OBJECTIVE:

The Objective of Hotel Management System is to develop a project which maintains booking of rooms and handles accounts of a hotel. It is a file based project to be implemented in C.

2. EXISTING HOTEL MANAGEMENT SYSTEM

Currently in hotel all the work is done manually. When a guest makes 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. 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.

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.

3. PROPOSED SYSTEM ANALYSIS

3.1 REQUIREMENTS OF NEW SYSTEM:

3.1.1 User Requirements:

There should be file which allocates room and maintain records of customers and generate a file consisting of all customer details.

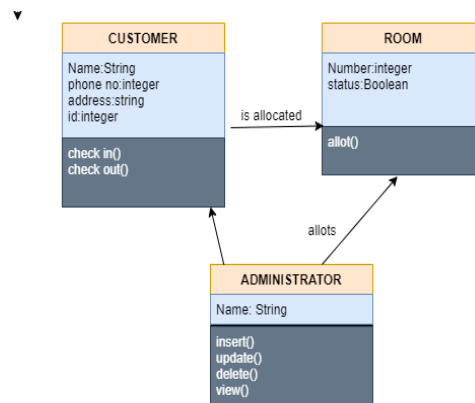
3.1.2 System Requirements

There should be a C compiler where the code should run and there should be a file in system so that it can store the details of customers. Operating system should be updated version. For this project C compiler used is Code Blocks.

3.2 FEATURES OF NEW SYSTEM:

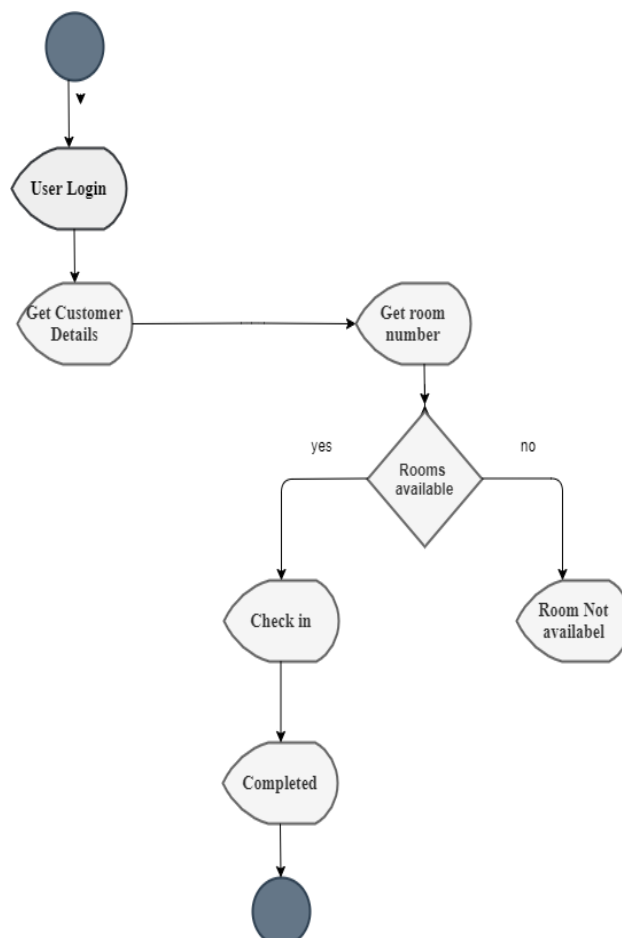
- Easy management and checking in process
- Saves time
- Can give accurate information about hotel when required
- Customer information
- Reduces Paper work

3.3 CLASS DIAGRAM:



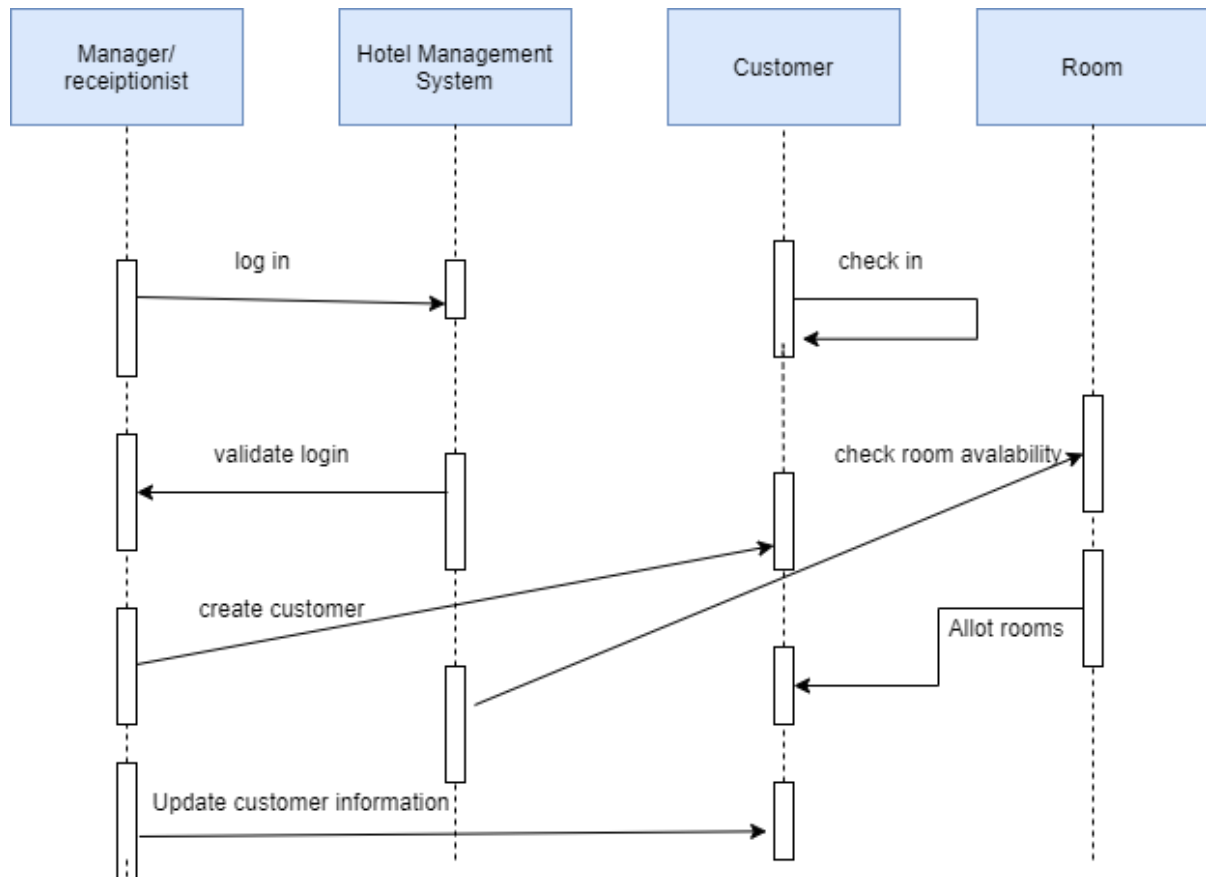
Class Diagram For Hotel Management System

3.4 FLOW CHART



Flow Chart For Hotel Management System

3.5 SEQUENCE DIAGRAM



4. TEST PLAN

The project includes the following parameters

Step1: Execution command window will be opened where it will be written as welcome to ABC hotel with hotel contact details along with Current date and Time.

Step 2: Login information enter User name and Password.

Step 3: Enter Choice for menu

1. Book a room
2. View Customer Record
3. Delete Customer Record
4. Search Customer Record
5. Edit Record
6. Exit

3.1 Book a room:

- a. Enter Room number
- b. Enter Name

- c. Enter Address
- d. Enter Phone Number
- e. Enter Nationality
- f. Enter Email
- g. Enter how many days
- h. Enter arrival date

3.2 View Customer details

It gives the information about the customers those who are staying in hotel.

3.3 Delete Customer Record

To delete particular customer record

Enter Customer name:

If available:- Delete

If not available:-Record is not found

3.4 Search Customer Record

To search particular customer record

Enter Customer name:

If available:- get details

If not available:-Record is not found

3.5 Edit record

To edit particular customer record

Enter Customer name:

If available:- edit the details

If not available:-Record is not found

In this project all these modifications are done by using C. This project uses some library functions such as windows.h, time.h etc. With the help of functions a separate function is created and function call is used whenever user is asked to call certain edit in programme. All the modified functions are stored in any file created by user in respective system only.

5. TEST CASES

1. First inspection is done by the programmer to check whether program is error free. Generally, it is done in white box testing. In white box testing all statements are checked whether the program is logically correct or not.

2. Test cases:

a. Testing Login module:

Expected Response: Error message should be displayed if user id/password is not found.

System Response: Error: no match for user id/password.

b. Testing Check in Module “check in”:

Expected Response: Error message should be displayed if room is not available.

System Response: Room is not available.

3. The purpose is to check whether the performance is up to the mark or not.

4. First condition to check is to provide valid input which should give valid output.

5. Through the expected results only we can check whether the output is correct.

6. EXPECTED RESULTS

1. Hotel details

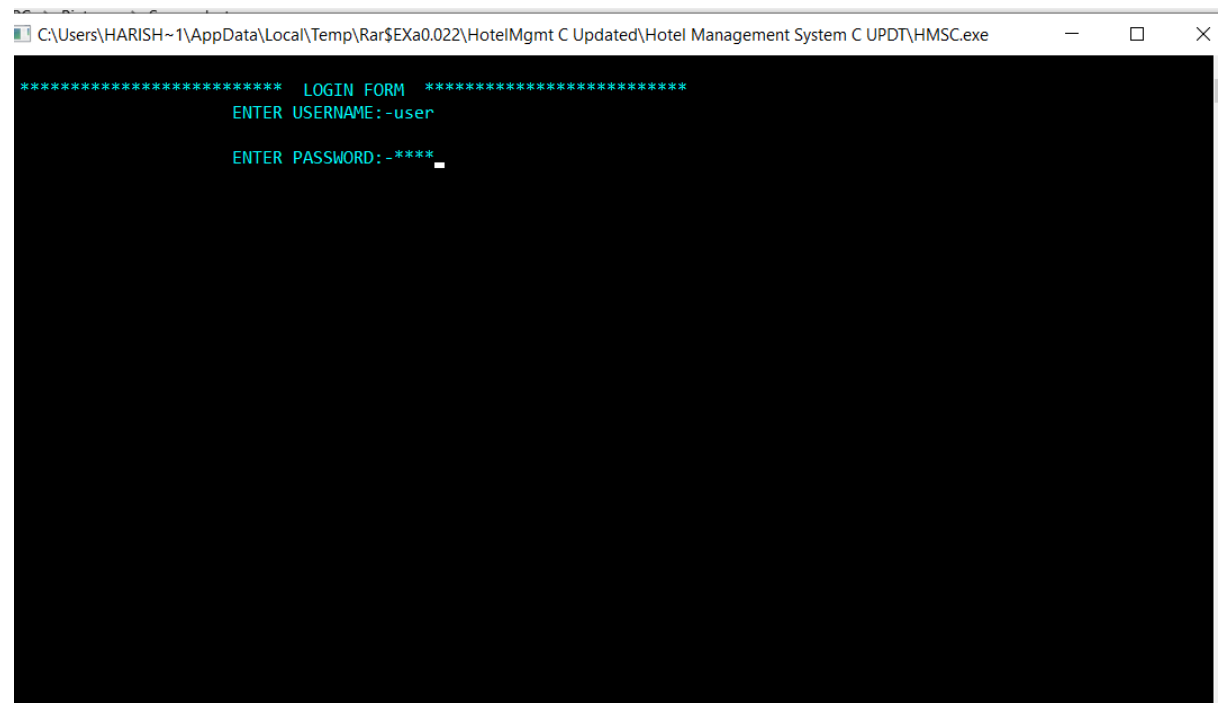
```
ze  Packed Type      Modified      CRC32
C:\Users\HARISH~1\AppData\Local\Temp\Rar$EXa0.022\HotelMgmt C Updated\Hotel Management System C UPDT\HMSC.exe
25
30
34
73 000000 000000 000000 000000 000000 000000 0 0 000000 000000
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
25 0 00000 000000 00000 00000 0 0 0 0 0 0 00000 000000
0 0 0 0 0 0 0 0 0 0 0 0 0 0
000000 0 0 000000 000000 0 000000 0 0 000000 000000

*****
*                                     *
*      -----                     *
*      WELCOME TO HOTEL DESERT CAVE  *
*      -----                     *
*                                     *
*      Brought To You By code-projects.org *
*      ESP,XYZ                       *
*      CONTACT US:18-87454575552,035455852 *
*      *****                     *

-----
Current date and time : Thu Sep 24 22:56:54 2020
-----
Press any key to continue: _
```

Hotel details

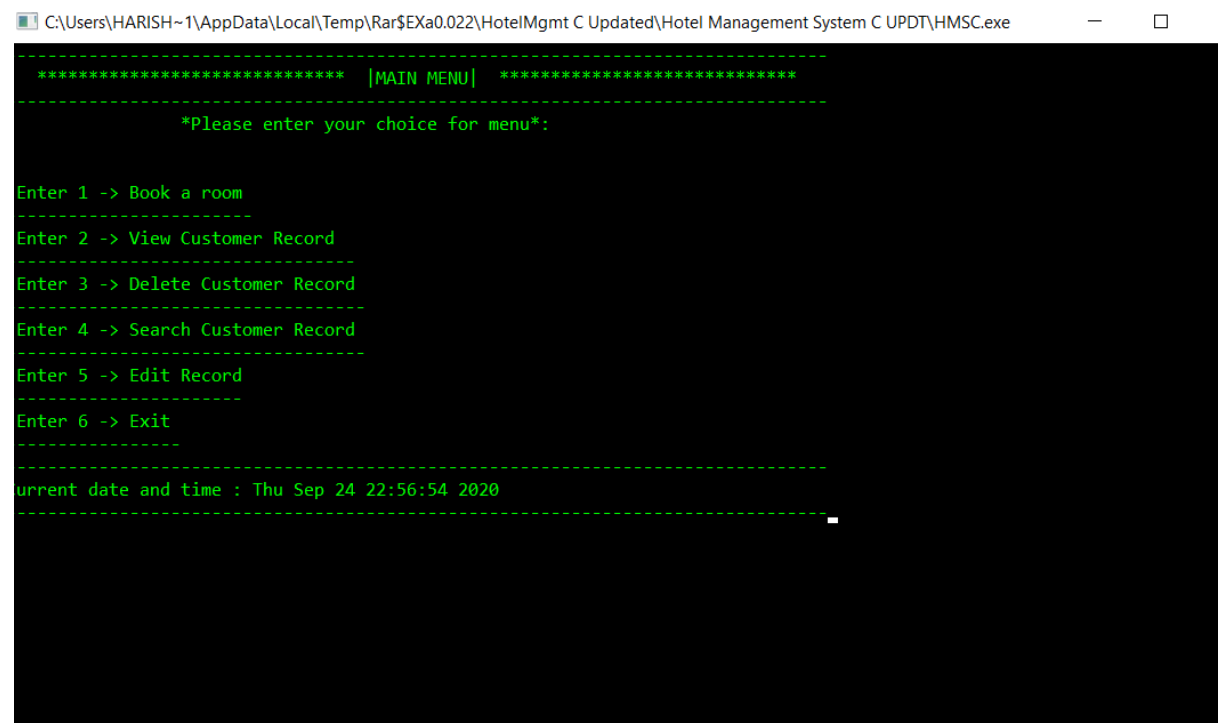
2. Login page



A screenshot of a Windows command prompt window. The title bar shows the file path: C:\Users\HARISH~1\AppData\Local\Temp\Rar\$EXa0.022\HotelMgmt C Updated\Hotel Management System C UPDT\HMSC.exe. The command prompt displays the following text:

```
***** LOGIN FORM *****  
ENTER USERNAME: -user  
  
ENTER PASSWORD: -****
```

3. Choose option



A screenshot of a Windows command prompt window. The title bar shows the file path: C:\Users\HARISH~1\AppData\Local\Temp\Rar\$EXa0.022\HotelMgmt C Updated\Hotel Management System C UPDT\HMSC.exe. The command prompt displays the following text:

```
-----  
***** |MAIN MENU| *****  
-----  
*Please enter your choice for menu*:  
  
Enter 1 -> Book a room  
-----  
Enter 2 -> View Customer Record  
-----  
Enter 3 -> Delete Customer Record  
-----  
Enter 4 -> Search Customer Record  
-----  
Enter 5 -> Edit Record  
-----  
Enter 6 -> Exit  
-----  
Current date and time : Thu Sep 24 22:56:54 2020  
-----
```

4. Book a Room

```
Enter Customer Details:
*****
Enter Room number:
55
Enter Name:
555
Enter Address:
5dd
Enter Phone Number:
3222
Enter Nationality:
indis
Enter Email:
kkkk
Enter Period('x'days):
5
Enter Arrival date(dd\mm\yyyy):
jjj

1 Room is successfully booked!!
Press esc key to exit, any other key to add another customer detail: _
```