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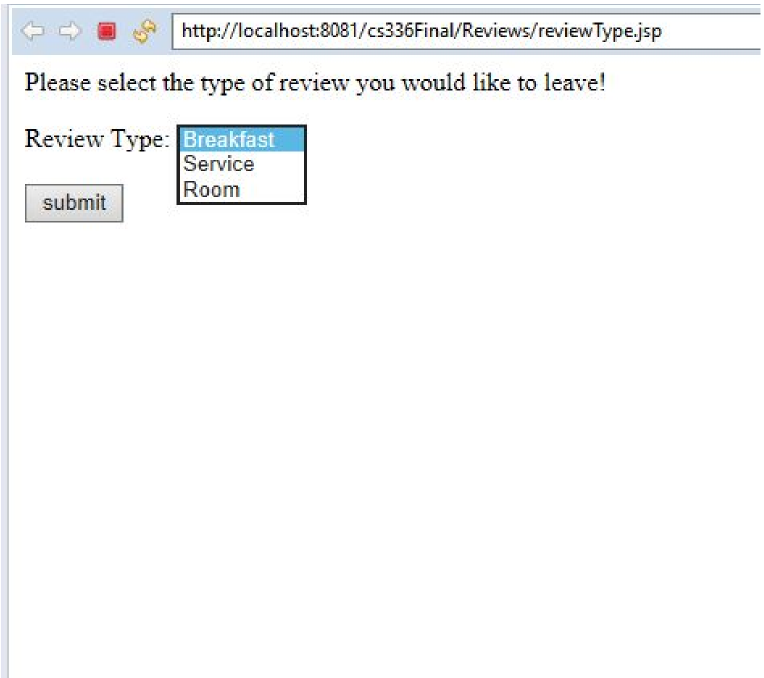
Customer Reviews

Once a Customer logs in, they have the option to either make a reservation or leave a review. If they choose to leave a review, there are three types of reviews they can leave: Breakfast, Service, and Room. There are eight total .jsp pages that were created for the review process., there are two pages for reading in the type of review the user wants to enter and sending in to the right review pages. Then, for each type of review, there are two .jsp pages; one for entering in the information for the review, and another page that sends the user's review data to the database. So for any type of review that a user wishes to create, four review jsp pages will be run. The user will encounter two webpages for each type of review. The process on how the user goes about creating a review is described below.

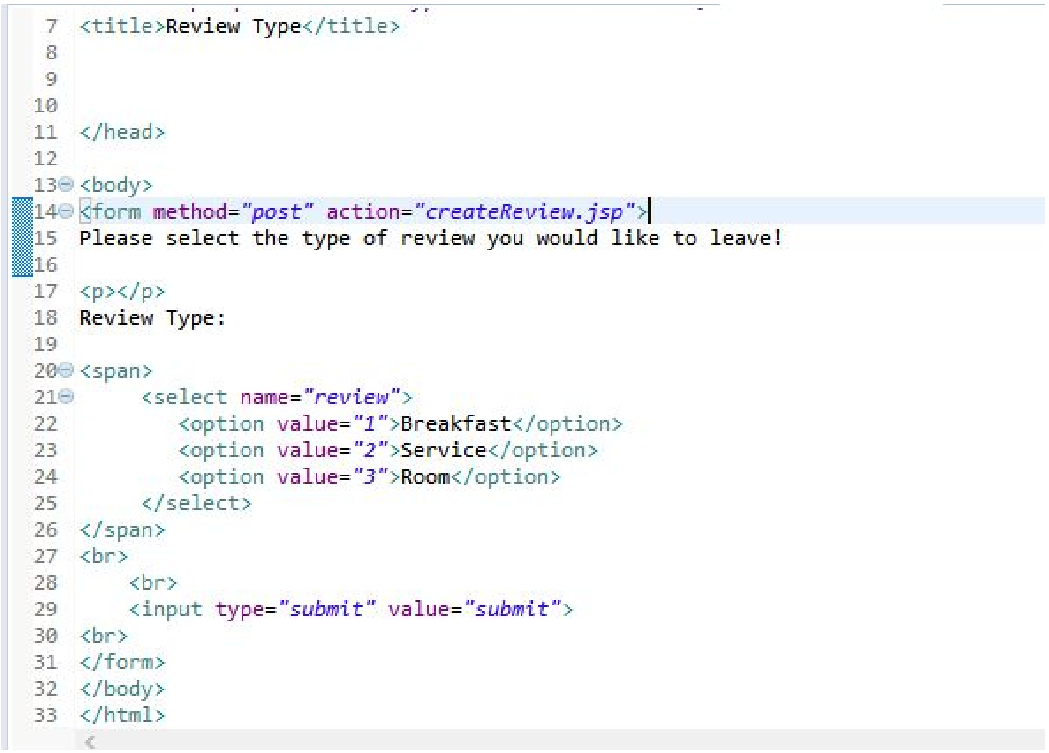
reviewType.jsp


http://localhost:8081/cs336Final/Reviews/reviewType.jsp

Please select the type of review you would like to leave!

Review Type:

This is the first page the user would encounter for leaving a review. There is one drop down menu where the user would input the type of review they want to leave. They can either enter Breakfast, Service, or Room. The main purpose of this page is just to obtain the type of review the user wants to leave for the hotel. It is pretty straightforward, as it is the first page the user will encounter. The type of review the user inputs will be sent to the page createReview.jsp. The page is shown on the right, you just select one of the three review types, and hit submit, which will redirect you to the correct page. The code that is used to make the page is shown below. It outputs some text to the user, and then creates a drop down menu with three options to choose from. The user must choose one of these review types, as they are the three review types the database accounts for. Then, the submit button redirects the page to createReview.jsp.



```
<title>Review Type</title>



</head>

<body>
<form method="post" action="createReview.jsp">
Please select the type of review you would like to leave!

<p></p>
Review Type:

<span>
     <select name="review">
        <option value="1">Breakfast</option>
        <option value="2">Service</option>
        <option value="3">Room</option>
     </select>
</span>
<br>
    <br>
    <input type="submit" value="submit">
<br>
</form>
</body>
</html>
```

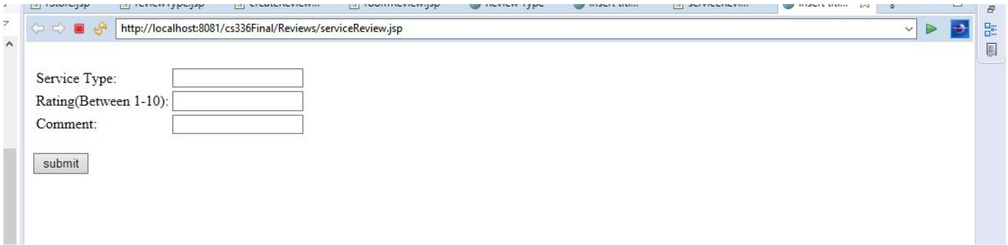
createReview.jsp

After the user has entered the type of review they want to create in reviewType.jsp, that input will be sent to this .jsp. createReview then interprets the decision the user made in reviewType.jsp. It checks for the value of the option that the user selected and then calls the next .jsp for that specific review type. For example, if they selected “Breakfast” as the type of review they want to leave, createReview see that the value of Breakfast from the drop down menu is 1, and they will be redirected to the breakfastReview.jsp page. Each review type has a page of similar format that they will be redirected to. Service reviews go to serviceReview.jsp, while room reviews go to roomReview.jsp. So quite simply, this page acts as a traffic director that sends the customer to the correct page for the type of review that they want to submit, and ensures that the type of the review is valid. It gets the user input from the previous page, reviewType.jsp. The code for this .jsp shows the different if statement that redirect the user, and is shown below. It gets the parameter “review” from the previous page and then compares that to values corresponding to the option the customer selected. It then uses response.sendRedirect to send the user to the right page.

roomReview.jsp/breakfastReview.jsp/serviceReview.jsp

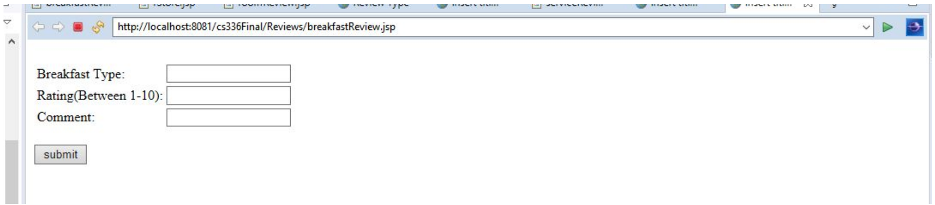
After createReview redirects the user to one of these pages, the user will be presented with three fields for each review type. For room reviews, they can enter the room number, a rating from 0 to 10, and also leave a comment about the room they stayed in. Service reviews allow the user to enter the type of service they are reviewing, along with the rating and any comments about the service they received. And then for Breakfast, they can input the breakfast type, with ratings and comments as in the other two review types. The inputs are simple, and allow the user freedom to review the hotel without very many restrictions. The rating must be between 0-10, the text comment must be less than 100 characters, and the breakfast type/service type must be less than 50 characters. Also, the room number must be an integer. These pages are used to obtain the information about the reviews from the user, and then the information is sent to either bStore.jsp (for breakfast reviews), rStore.jsp (for room reviews), or sStore.jsp (for service reviews). For each type of review, different information is sent to the storing page. Similar to the first page, reviewType, this page is just used to obtain user input about the reviews they are leaving.

The one show here is for a service review. The user would simply input the required values and then click the submit button to submit their service review!



This page is for a room review:

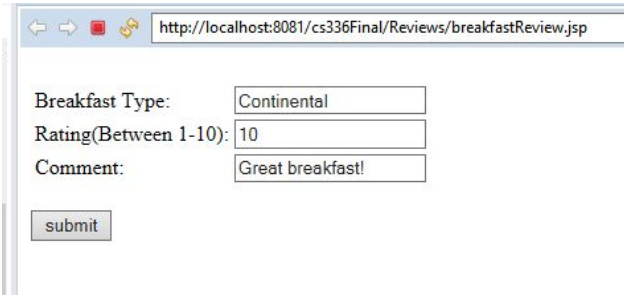
And this one is for a breakfast review:



http://localhost:8081/cs336Final/Reviews/breakfastReview.jsp

Breakfast Type:	
Rating(Between 1-10):	
Comment:	

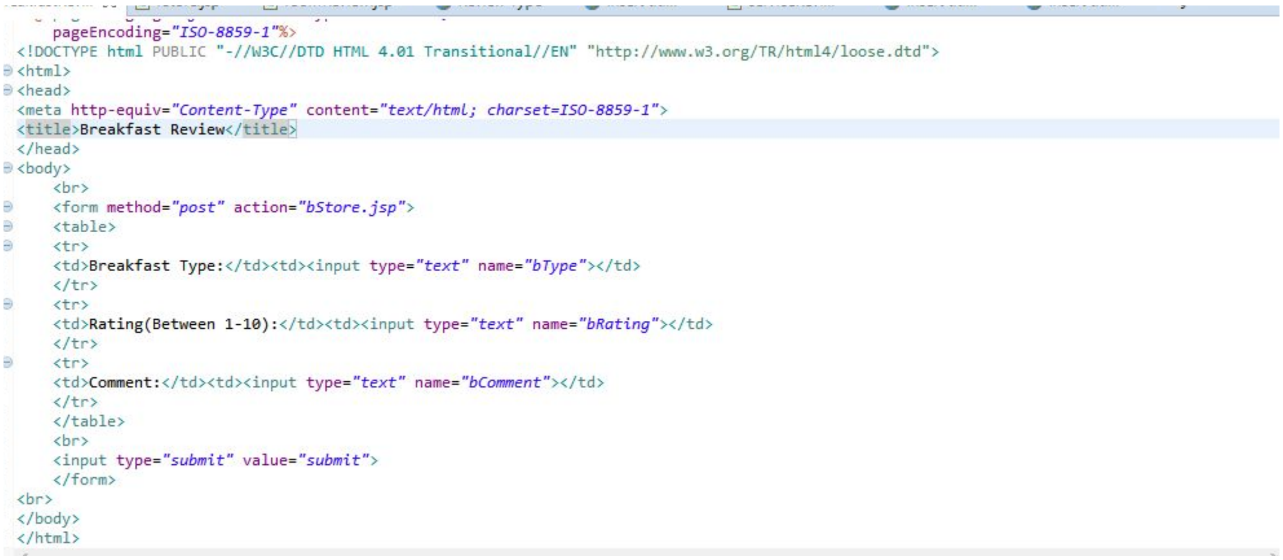
An example of breakfast review filled out:



http://localhost:8081/cs336Final/Reviews/breakfastReview.jsp

Breakfast Type:	Continental
Rating(Between 1-10):	10
Comment:	Great breakfast!

The code for breakfastReview.jsp is shown here:



```
    pageEncoding="ISO-8859-1"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN" "http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Breakfast Review</title>
</head>
<body>
    <br>
    <form method="post" action="bStore.jsp">
    <table>
    <tr>
    <td>Breakfast Type:</td><td><input type="text" name="bType"></td>
    </tr>
    <tr>
    <td>Rating(Between 1-10):</td><td><input type="text" name="bRating"></td>
    </tr>
    <tr>
    <td>Comment:</td><td><input type="text" name="bComment"></td>
    </tr>
    </table>
    <br>
    <input type="submit" value="submit">
    </form>
<br>
</body>
</html>
```

The other two pages, serviceReview.jsp and roomReview.jsp have the same structure as this code, just different names and values for the variables. It basically just creates a table that allows the user to input the required types to create a certain type of review. And then at the bottom of the page there is a submit button that allows a user to submit their review.

bStore/rStore/sStore

After the user hits submit on one of the previous pages, the redirect is sent to these pages. These are the final pages in the review process.They take all of the data that the user has been inputting and then inserts them into the database. For each one, it obtains the current user's customerID. It then uses that customerID to search the database for the invoices of that customer. After getting the invoice number, a query is created using that invoice number to find the hotelID for the hotel that the customer had stayed at. The hotelId is required for all review types in our database. The customerID, which was obtained earlier, is also required to be inserted into the database for each review. Another variable that is the same for all types of reviews is the reviewID. The reviewID for each type starts at 1, and then increases by 1 for each new review. This happens by using a query to count all of the reviews currently in the table for each review type. The total number of current reviews is then incremented by 1. That becomes the reviewID that is inserted into the table. It is unique for each review. Those are the three variables that are the same for all three review types.

Then, they each have three more unique variables that need to be inserted. For breakfast reviews, the breakfast type, the rating out of 10, and a user comment need to be inserted. These variables would have been inserted by the user in breakfastReview.jsp. For service reviews, the service type, rating, and comment need to be inserted. And then for room review, the room number, rating, and comment need to be inserted. For all of the review types, the six variables are constructed into a sql query and executed, which uploads them to the database. All of the variables would have undergone constraint checks before this point, so they would all be able to be uploaded into the database without any issues! Once that is done, the user is redirected to the page where they have the option to either leave a review or make a reservation. That is the end of the review process for a single review.