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UNIVERSITI
TEKNOLOGI
MARA

**COLLEGE OF COMPUTING, INFORMATICS &
MATHEMATICS**

**BACHELOR OF INFORMATION SYSTEMS (HONORS)
INFORMATION SYSTEMS ENGINEERING
(CDCS266)**

ENTERPRISE PROGRAMMING (CSC584)

GROUP PROJECT

UITM HOTEL BOOKING MANAGEMENT SYSTEM

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SUBMISSION DATE:

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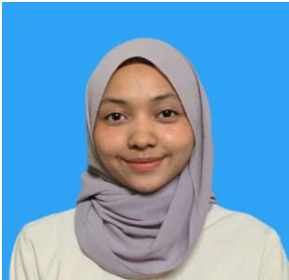

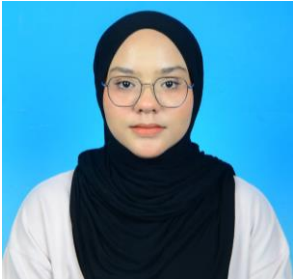
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PROJECT OVERVIEW

UiTM Hotel Booking Management System is an online hotel booking site whereby users can browse the facilities it offers in line with the rooms they want, price and the dates that they are willing to stay among other criteria. The system has descriptions and pictures of each of the rooms to assist the users in their decision-making process.

For staff (admins), the system brings in strong features that are the extended features of user login and restricted or limited accessibility of the system. After logging into the portal, the staff can alternatively see the different booking lists, and user lists. These characteristics enable them to delete the user's account and delete the booking list if the customer needs to cancel or delete it. This management capability assists in keeping order in the running of establishments such as hotels.

In customers' case, the system provides a clear Graphic User Interface which provides additional information about the hotel and available rooms. The users can go through the simple procedures and register themselves to log in for making a reservation. Customers can get descriptions, including pictures of the rooms, and the existing vacancies as well as can book the rooms of their choice and for preferred dates. Also, customers can create and view their bookings. These are options whereby customers cannot delete their reservations as they wish. The system also includes user accounts with the edit, personal details option and the booking history, and improving the use of the system for the users.

Through incorporating all these aspects, the UiTM Hotel Booking Management System can also benefit the hotel by increasing hotel staff's productivity and the customers' satisfaction due to the easy and smooth procedure of the bookings.

OBJECTIVE

The goal of the UiTM Hotel Booking Management System is to:

- To improve the user experience for practice staff and clients through offering an easy to use interface, ease the practice's booking process and allow customers to check available rooms, book rooms and manage their bookings.
- To make sure the staff will be able to manage booking information and customers' details without considerable augmentation of manual effort on the part of facility personnel through the automated booking and record system.
- To make sure the login's security and access procedures for preventing unauthorized users to gain access to the system, and accuracy of the booking and customers' information records to protect data integrity. It enhances information dissemination and sharing to customers and management because it contains understandable informative details about the type of rooms, availability, and charges and where the personnel can easily change and organize the bookings and customers' profiles.

FLOWCHART

STAFF (ADMIN)

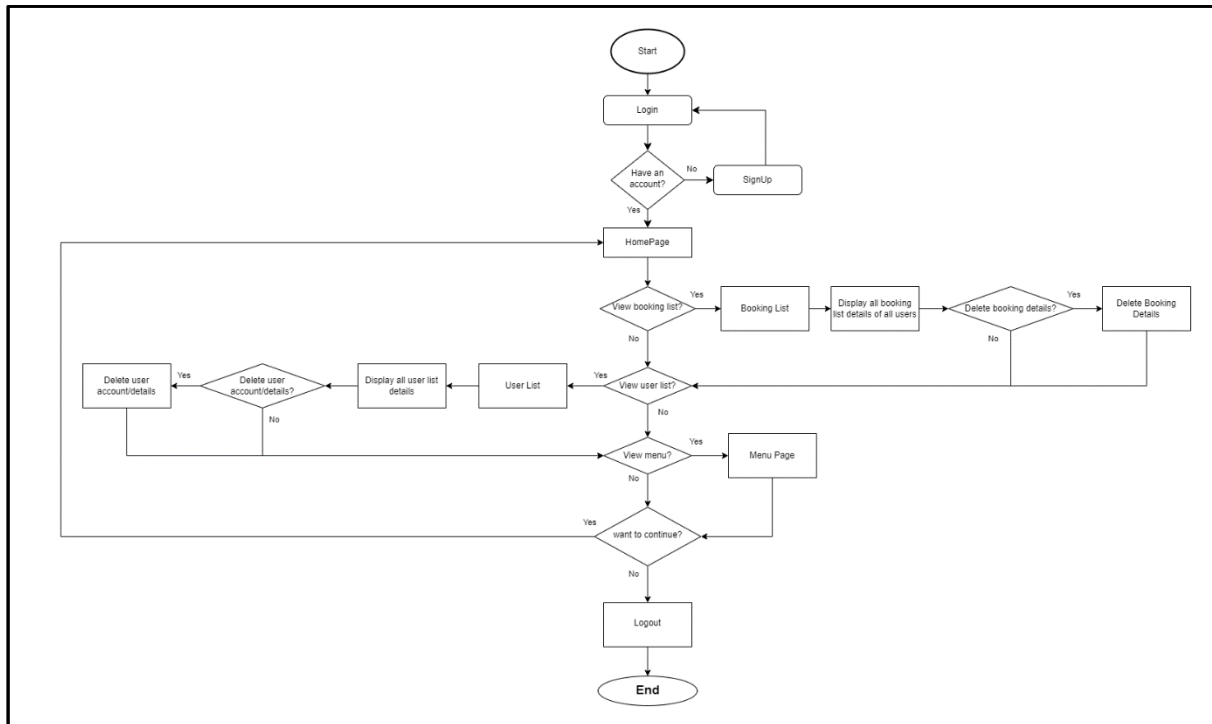


Figure 1.0 Staff Flowchart

USERS (CUSTOMER)

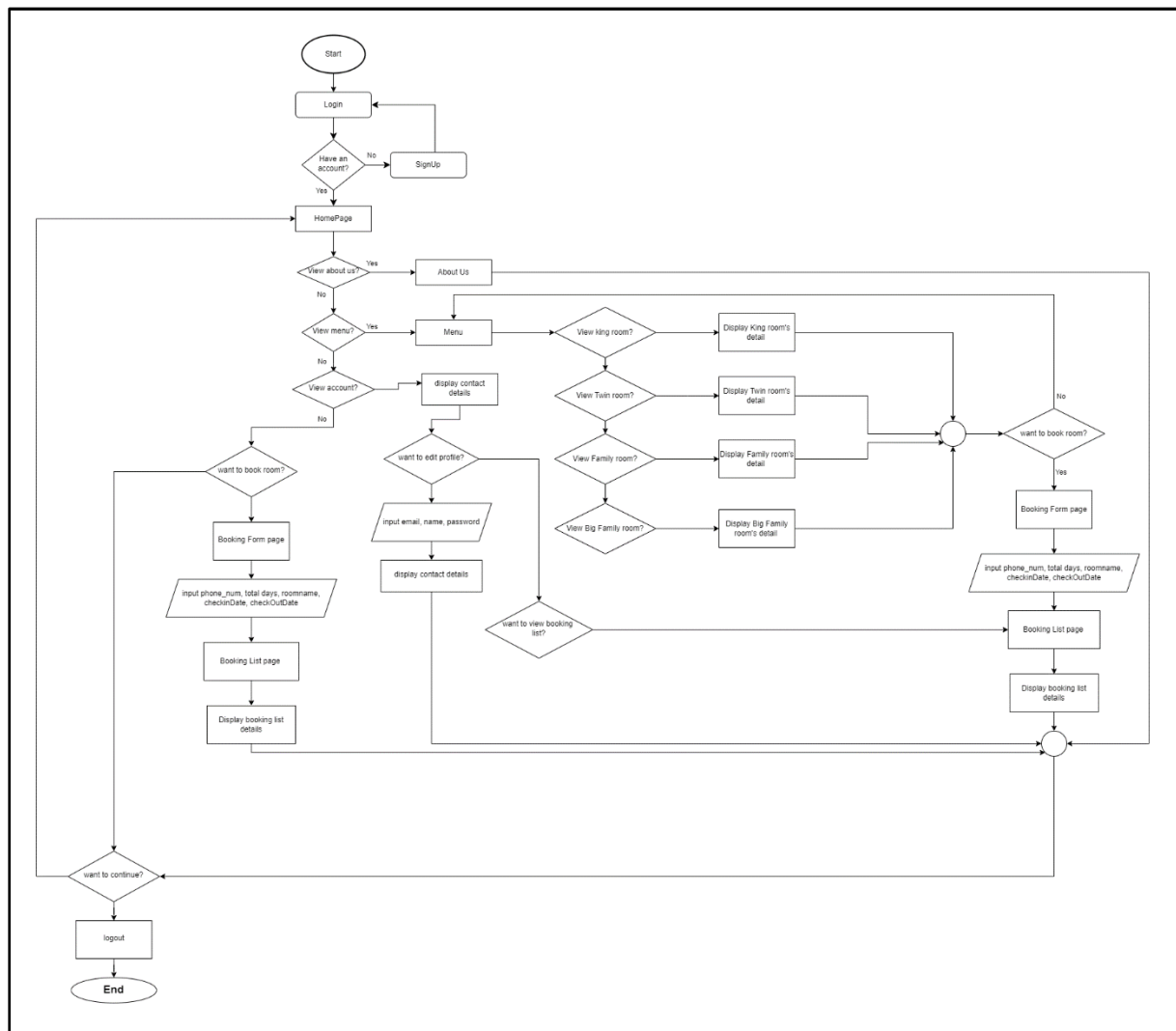


Figure 2.0 Users Flowchart

ENTITY RELATIONSHIP DIAGRAM (ERD)

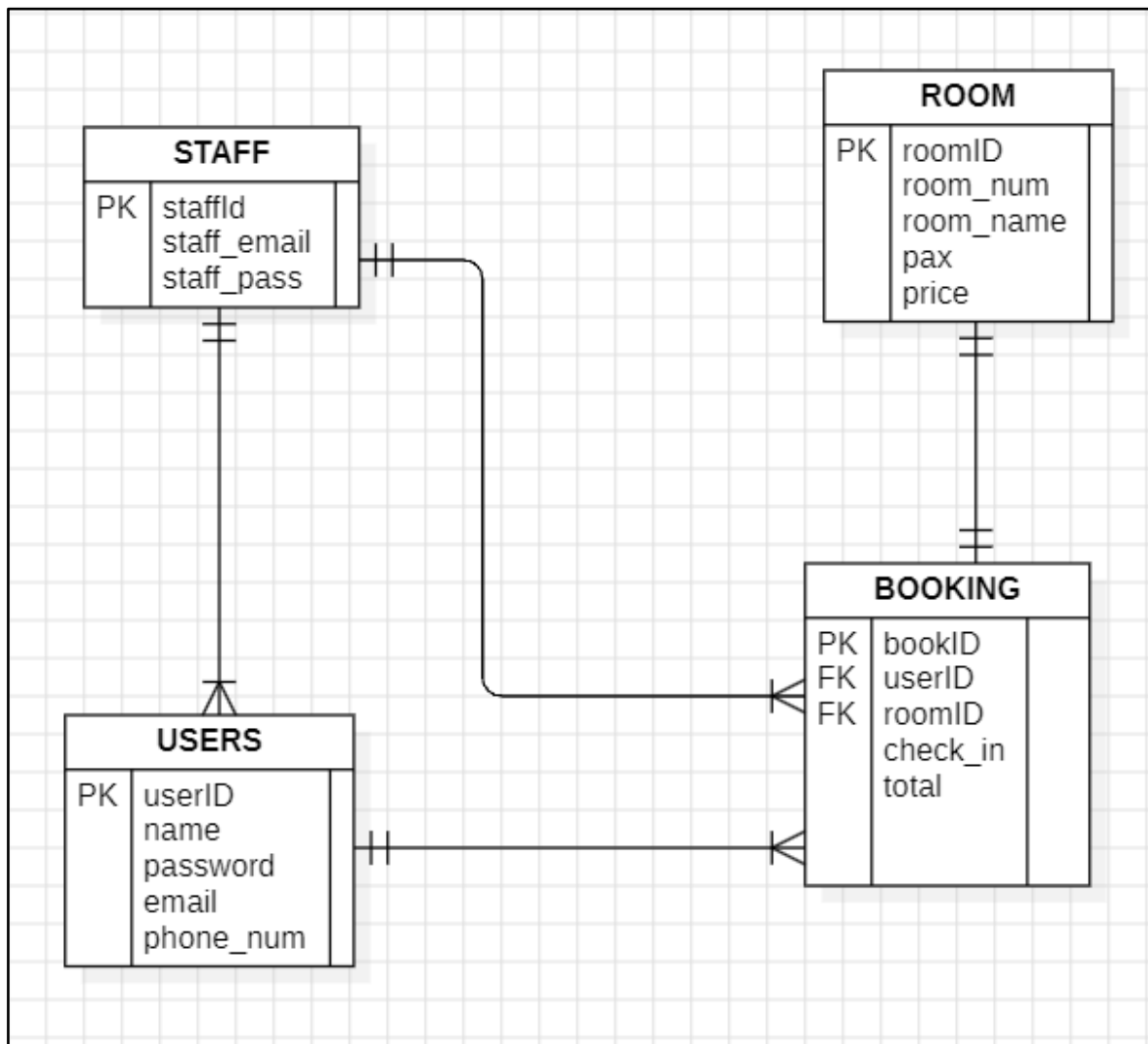


Figure 3.0 ERD

USER MANUAL UiTM HBMS

There are 2 users involved in this system which are staff and customers. Below is the user manual prepared on how to use the UiTM Hotel Booking Management System.

STAFF

- This is the login page for user customers that allows staff admin to login by clicking on the admin login button on top of the right bar to access the system. Upon clicking on the 'Admin Login' button, it will then direct the staff admin to this 'Admin Login Form' page where the staff admin must login the system using one provided email and password from the management as 'Admin'.

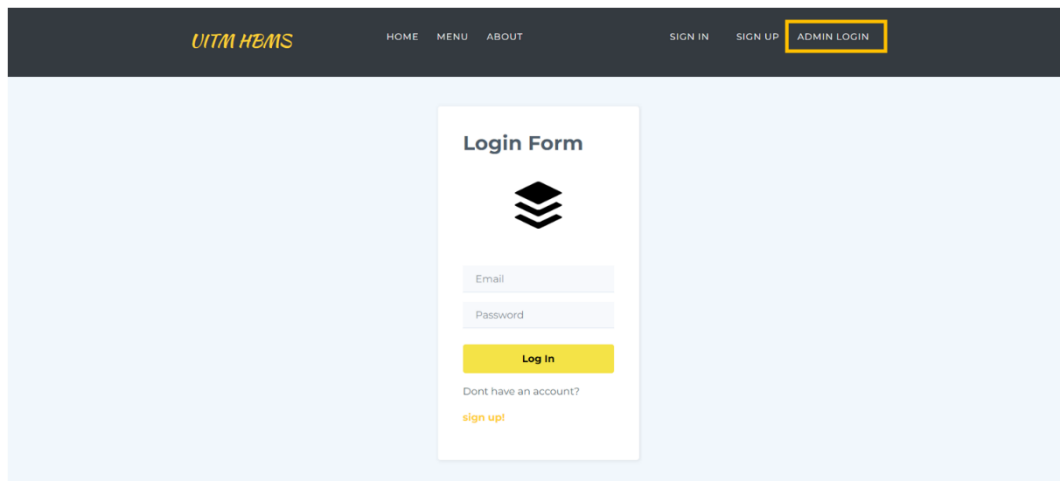
The screenshot shows the 'Login Form' page of the UiTM HBMS. The header is dark grey with the 'UiTM HBMS' logo on the left and navigation links 'HOME', 'MENU', 'ABOUT', 'SIGN IN', 'SIGN UP', and 'ADMIN LOGIN' on the right. The 'ADMIN LOGIN' button is highlighted with a yellow border. The main content area is light blue and contains a white login form. The form has a title 'Login Form', a logo of three stacked squares, and input fields for 'Email' and 'Password'. Below these is a yellow 'Log In' button. At the bottom of the form, it says 'Dont have an account?' followed by a link 'sign up!' in orange.

Figure 4.0 Staff Login Page

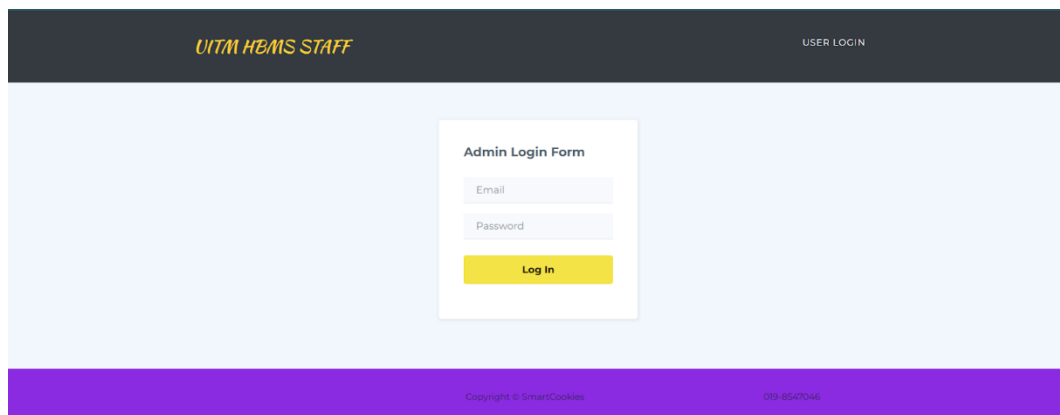
The screenshot shows the 'Admin Login Form' page of the UiTM HBMS. The header is dark grey with the 'UiTM HBMS STAFF' logo on the left and a 'USER LOGIN' link on the right. The main content area is light blue and contains a white login form. The form has a title 'Admin Login Form', input fields for 'Email' and 'Password', and a yellow 'Log In' button. At the bottom of the page, there is a purple footer bar with the text 'Copyright © SmartCookies' and '019-8547046'.

Figure 4.1 Staff Login Page

- This is the home page for admin. On this page, the staff admin will be greeted with 'Hello Admin' indicating that the staff has logged in to the UiTM Hotel Booking and Management System as admin. The admin then will be able to see 'Menu', 'Booking List' and 'User List' on the top bar that allows the admin to manage the system. If the admin wants to view the rooms available at UiTM Hotel, the admin can click on the 'Menu' button.

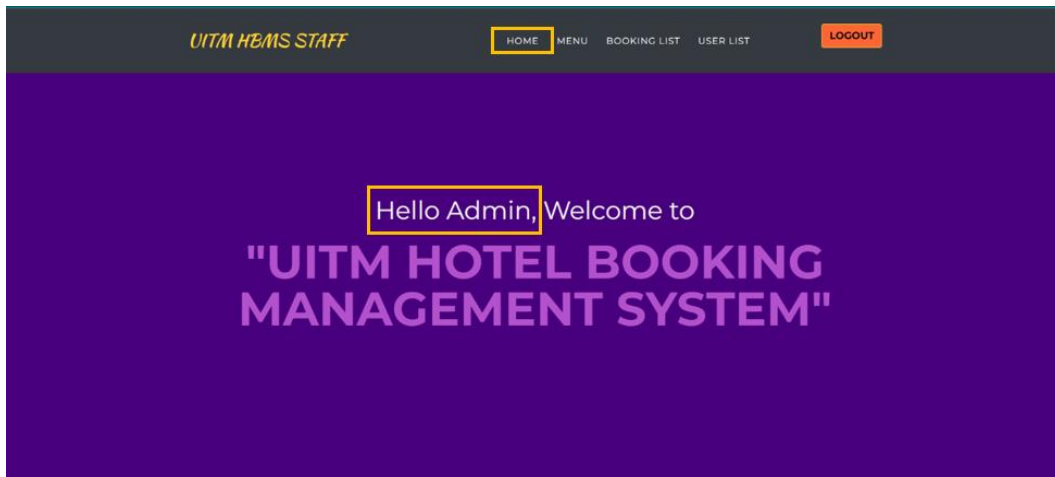


Figure 4.2 Admin Home Page

- Rooms available are prepared with detailed information for the user to view such as the picture of the room, the room type and the number of customers that can stay in a room. The admin will also be able to see the price of each room.

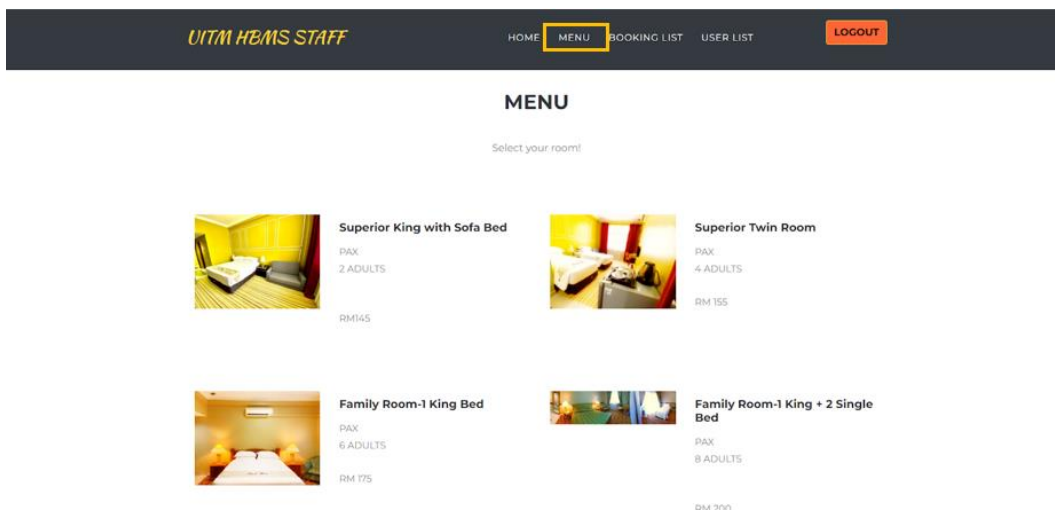
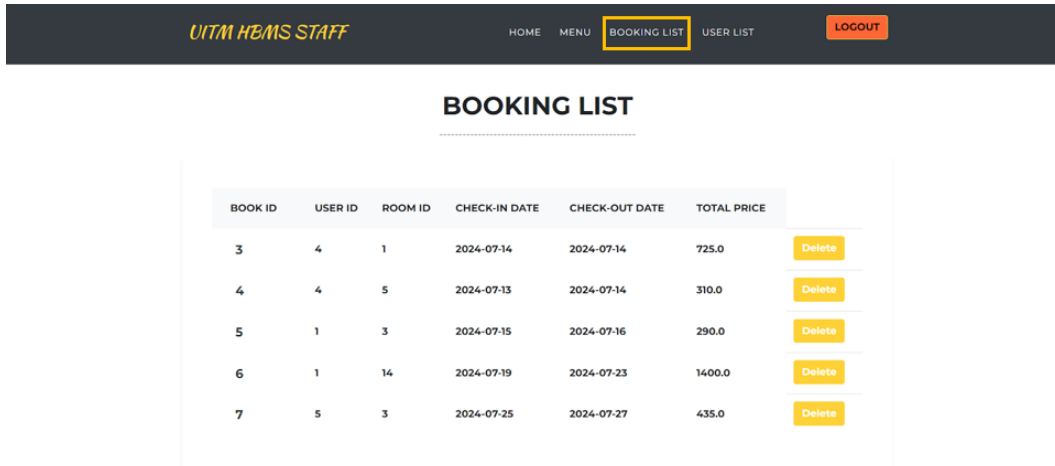


Figure 4.3 Admin Menu Page

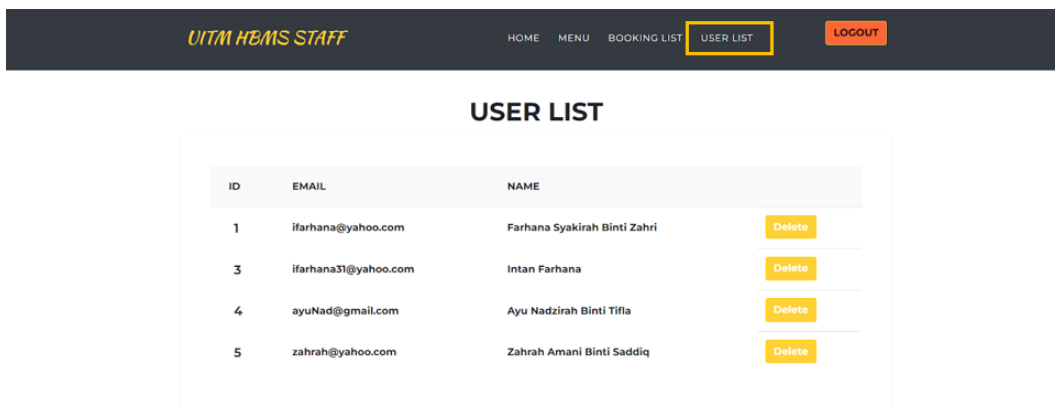
- If the admin clicks on 'Booking List' page, it will display lists of booking that have been made by customers with the details of 'Book ID', 'User ID', 'Room ID', 'Check-In Date', 'Check-Out Date' and the 'Total Price'. The admin will be able to view each of the bookings made and edit the list accordingly if there are any requests or mistakes made by the customer.



BOOK ID	USER ID	ROOM ID	CHECK-IN DATE	CHECK-OUT DATE	TOTAL PRICE	
3	4	1	2024-07-14	2024-07-14	725.0	Delete
4	4	5	2024-07-13	2024-07-14	310.0	Delete
5	1	3	2024-07-15	2024-07-16	290.0	Delete
6	1	14	2024-07-19	2024-07-23	1400.0	Delete
7	5	3	2024-07-25	2024-07-27	435.0	Delete

Figure 4.4 Admin Booking List Page

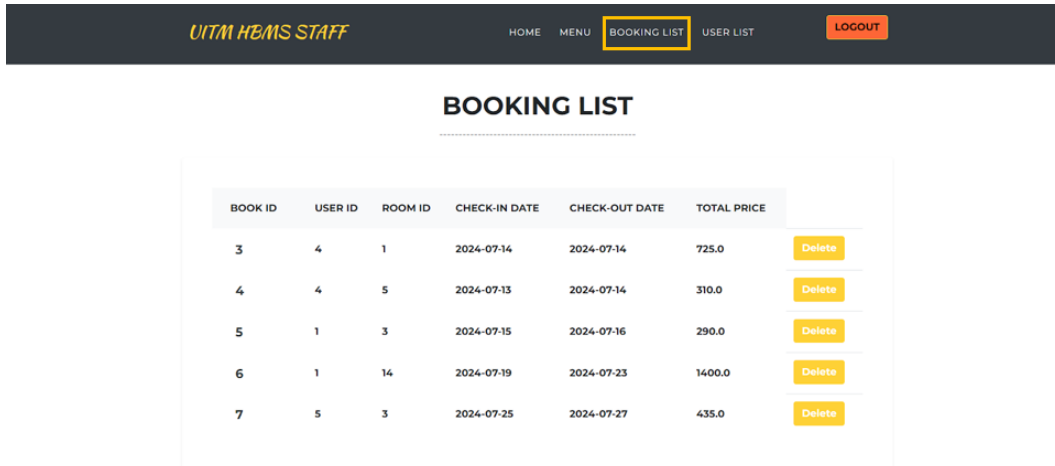
- On the 'User List' page, the admin is permitted to see the lists of users that have registered their account in this system. The list will display the user 'ID', 'Email', and 'Name'. Admin will also be allowed to manage the user list by clicking on the 'Delete' button.



ID	EMAIL	NAME	
1	ifarhana@yahoo.com	Farhana Syakirah Binti Zahri	Delete
3	ifarhana31@yahoo.com	Intan Farhana	Delete
4	ayuNad@gmail.com	Ayu Nadzirah Binti Tifla	Delete
5	zahrah@yahoo.com	Zahrah Amani Binti Saddiq	Delete

Figure 4.5 Admin User List Page

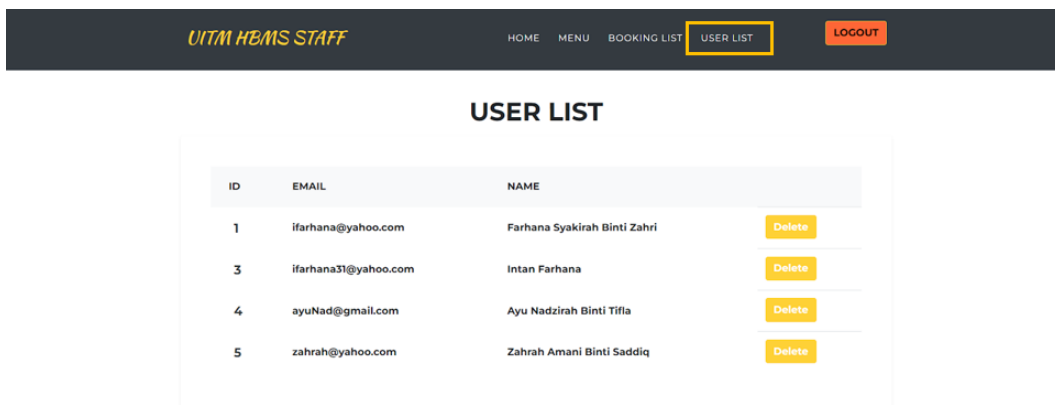
- If the admin clicks on 'Booking List' page, it will display lists of booking that have been made by customers with the details of 'Book ID', 'User ID', 'Room ID', 'Check-In Date', 'Check-Out Date' and the 'Total Price'. The admin will be able to view each of the bookings made and edit the list accordingly if there are any requests or mistakes made by the customer.



BOOK ID	USER ID	ROOM ID	CHECK-IN DATE	CHECK-OUT DATE	TOTAL PRICE	
3	4	1	2024-07-14	2024-07-14	725.0	Delete
4	4	5	2024-07-13	2024-07-14	310.0	Delete
5	1	3	2024-07-15	2024-07-16	290.0	Delete
6	1	14	2024-07-19	2024-07-23	1400.0	Delete
7	5	3	2024-07-25	2024-07-27	435.0	Delete

Figure 4.6 Admin Booking List Page

- On the 'User List' page, the admin is permitted to see the lists of users that have registered their account in this system. The list will display the user 'ID', 'Email', and 'Name'. Admin will also be allowed to manage the user list by clicking on the 'Delete' button.



ID	EMAIL	NAME	
1	ifarhana@yahoo.com	Farhana Syakirah Binti Zahri	Delete
3	ifarhana31@yahoo.com	Intan Farhana	Delete
4	ayuNad@gmail.com	Ayu Nadzirah Binti Tifla	Delete
5	zahrah@yahoo.com	Zahrah Amani Binti Saddiq	Delete

Figure 4.7 Admin User List Page

CUSTOMER

- Welcome to our homepage. This is our greeting page for those who have not logged in. In the top bar, users may see our 'Home', 'Menu', 'About Us', 'Sign In', and 'Sign Up'. If the user wants to learn more about the room, they can click the 'Get Started' button in the center or the 'Menu' in the top bar. However, if a user wants to learn more about UiTM Hotel, they are able to do so by clicking the 'About' button in the top bar. If a user wants to login to our system, they may click on the 'Sign In' button but if they don't have any account they are allowed to register at the 'Sign Up' page.

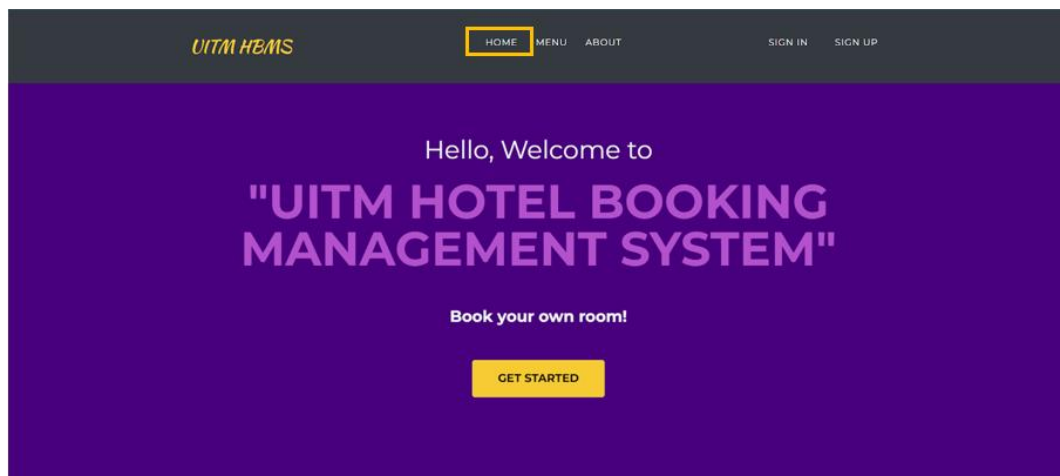


Figure 4.8 Home Page Without Login

- After the user clicks the 'About' button, this page will appear. The user can view a brief description of our UiTM Hotel. We provided the hotel's location and the date it was established. We also informed the users that our hotel has meeting spaces, business events and other functions. We have included our number on the bottom bar for further inquiries.

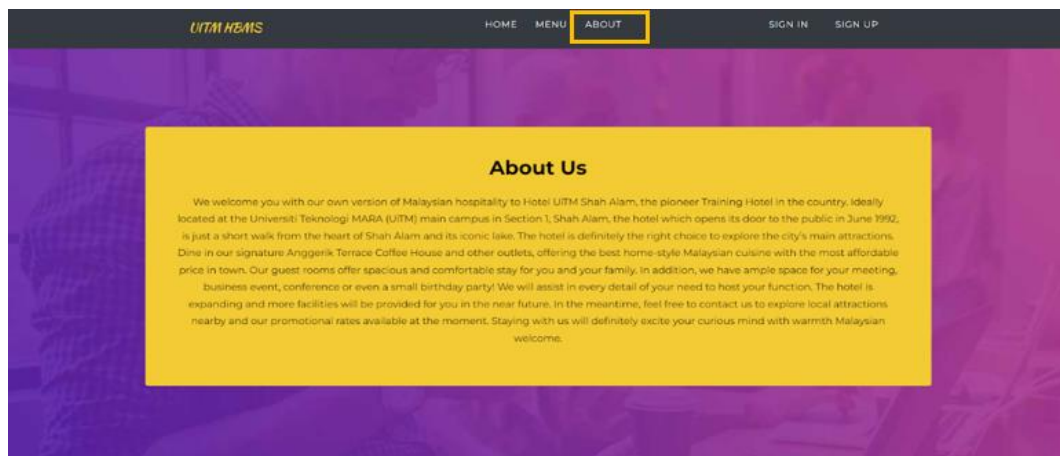


Figure 4.9 About Page Without Login

- The 'Menu' page was created to highlight all types of rooms available for booking at UiTM hotel. We give pictures and information about each accommodation type to help users visualize their stay and make better choices. We added the cost of each room per night for the user and the maximum number of adults that can stay. When they click the picture, they will be brought to the user login page.

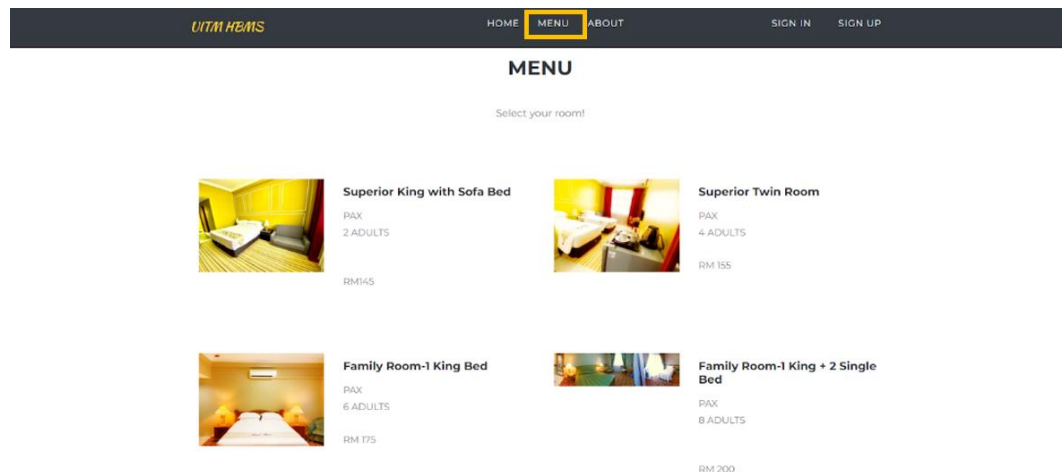


Figure 4.10 Menu Page Without Login

- This 'Registration' page allows new users to create an account if they want to make reservations at the hotel. To log into the system, the user must fill out three fields which are 'Email', 'Full Name', and 'Password'. After that, the user can click the 'Sign Up' button, it will redirect them to the login page. To make things easier for users, we have provided an example in figure 4.12.

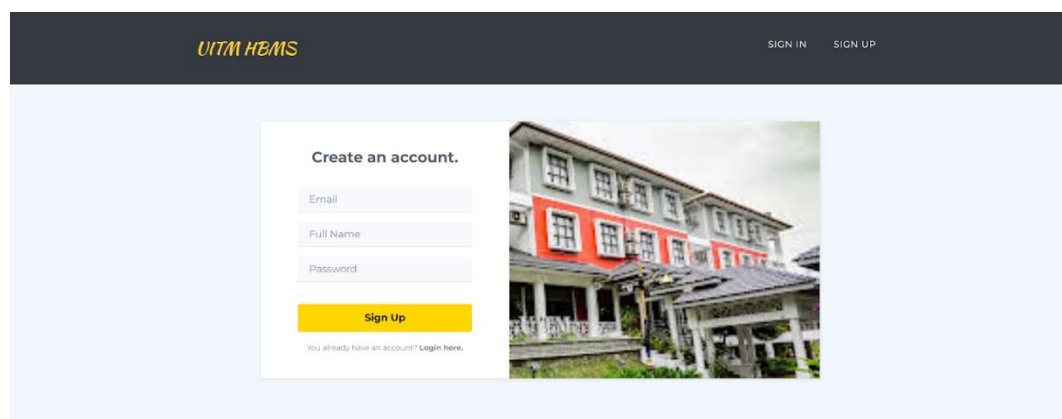
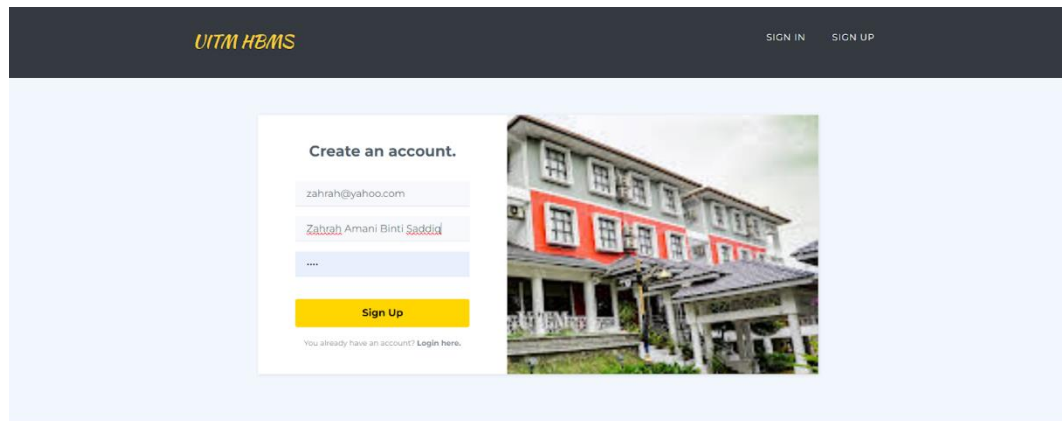


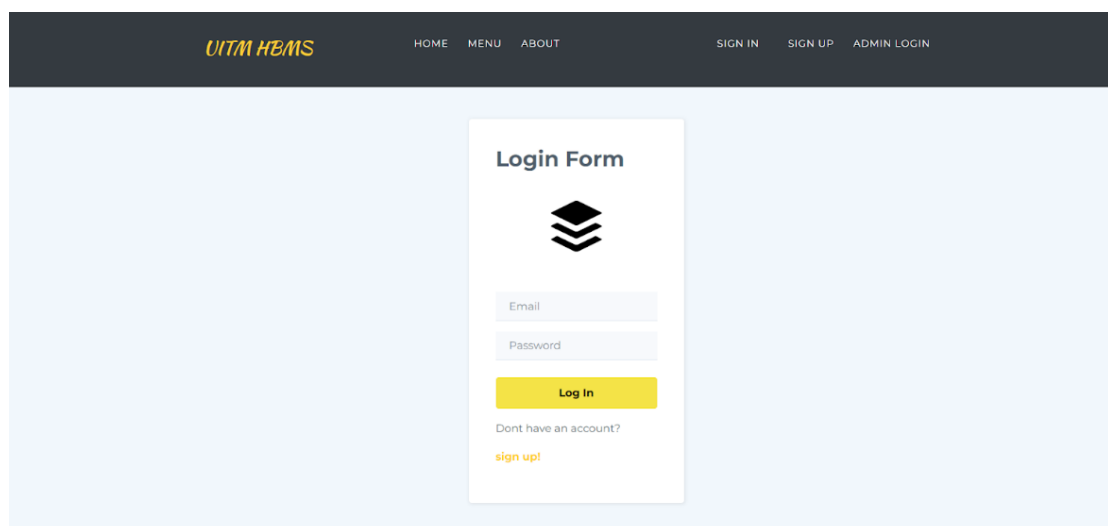
Figure 4.11 Registration Page



The registration page features a dark header with the 'UITM HBMS' logo on the left and 'SIGN IN' and 'SIGN UP' links on the right. The main content area has a light blue background. On the left, a white card titled 'Create an account.' contains three input fields: an email field with 'zahrah@yahoo.com', a name field with 'Zahrah Amani Binti Saddiq', and a password field with four dots. Below these is a yellow 'Sign Up' button and a link that says 'You already have an account? Login here.' To the right of the card is a photograph of a multi-story building with red and white architectural details.

Figure 4.12 Registration Page Example

- The login page has two text fields that the user must fill in. The user must enter both their registered email address and password before clicking the 'Log In' button to gain access to the system. If they don't have an account, they can click 'Sign Up' to go to the registration page and create an account.



The login page has a dark header with the 'UITM HBMS' logo on the left and 'HOME', 'MENU', 'ABOUT', 'SIGN IN', 'SIGN UP', and 'ADMIN LOGIN' links on the right. The main content area has a light blue background. In the center, a white card titled 'Login Form' features a logo of three stacked diamonds. Below the logo are two input fields: 'Email' and 'Password'. A yellow 'Log In' button is positioned below the password field. At the bottom of the card, there is a link that says 'Dont have an account? sign up!'.

Figure 4.13 Login Page

- This is our home page for users who have logged in. In the top bar, users may see our 'Home', 'Menu', 'About', 'Book Now!', 'Account' and 'Logout' buttons. If the user wants to learn more about the room, they can click the 'Get Started' button in the center or the 'Menu' in the top bar.

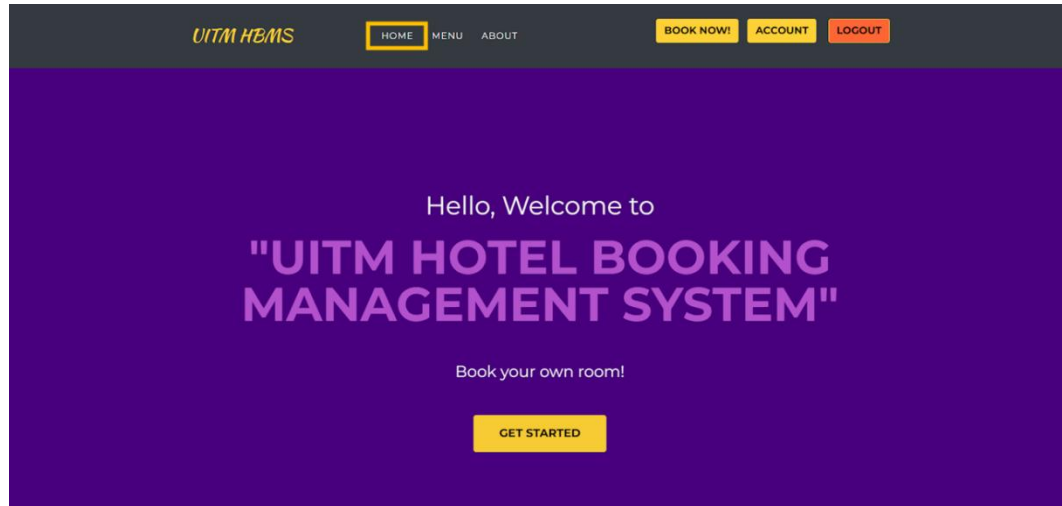


Figure 4.14 Home Page

- The 'Menu' page was created to highlight the many types of rooms available for booking at the hotel. We give pictures and information about each accommodation type to help users visualize their stay and make better choices. We added the cost of each room per night for the user and the maximum number of adults that can stay. The user can click the image to view the information and make a reservation for the room that they want.

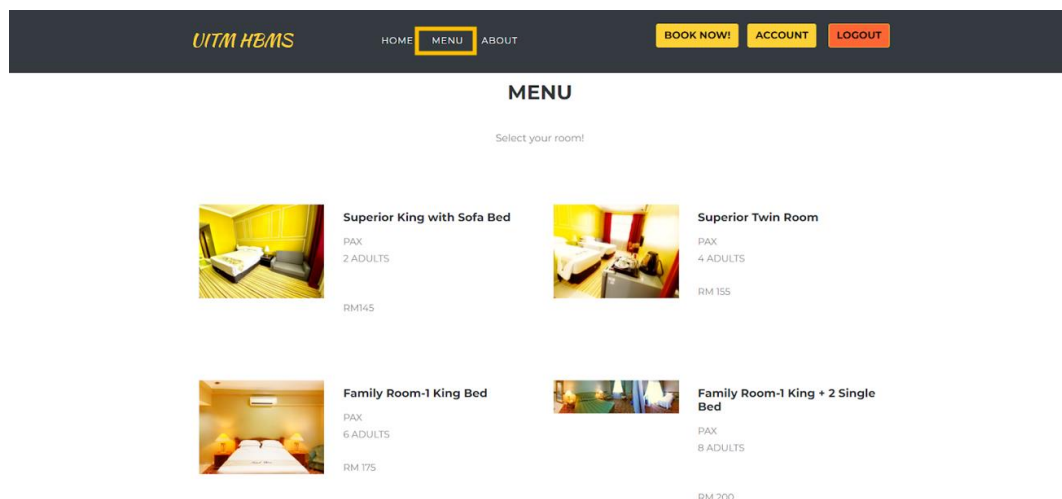


Figure 4.15 Menu Page

- The 'Room Details' page provides complete information about the type of room that is provided by the hotel. This page assists users to understand the room's features and pricing, allowing them to make decisions before booking. This picture that we provide to make sure that the user understands the room's appearance. If the user wants to proceed, they can click the 'Book' button, and it will bring them to the booking page.

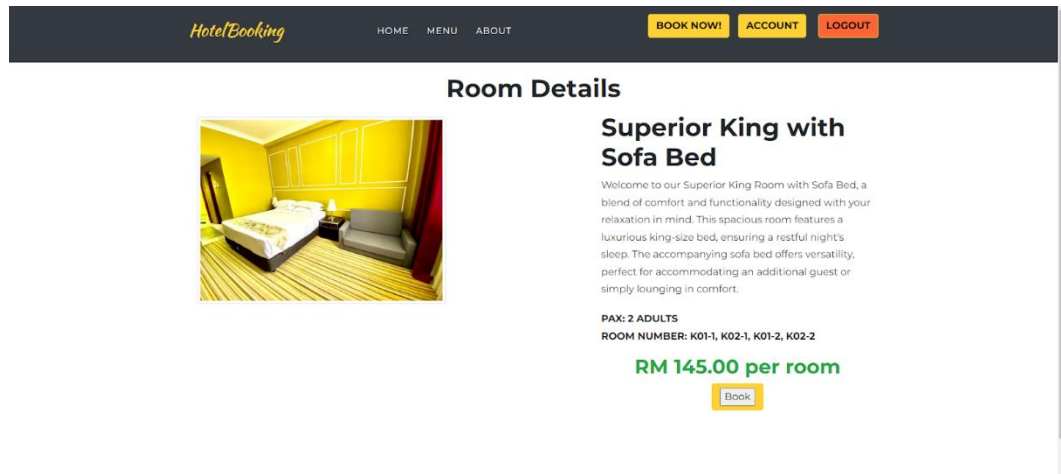


Figure 4.16 Room Page

- This 'Booking' page allows users to reserve a room. This page provides a form that requests information from users and confirms booking. To make a reservation, the user must first fill out all of the required information and then click the 'Book' button. If they don't want to proceed they can click the 'Go Back' button and it will redirect users to the previous page. To make things easier for users, we have provided an example in figure 4.18.

Figure 4.17: Booking Page

UTM HBMS HOME MENU ABOUT ACCOUNT LOGOUT

Booking Form

Please enter the details following the order of the fields from top to bottom.

USER DETAIL

Name : Zahrah Amani Binti Saddiq

Email : zahrah@yahoo.com

Phone Number : 01526595265

ROOM DETAIL

Total Days : 3

Room Name : Superior King with Sofa Bed

Room Num : K02-1

Price : 435

Check-in Date : 07/25/2024

Check-out Date : 07/27/2024

Book Go Back

Figure 4.18 Booking Page Example

- When the user has filled in all of the information required and clicked the book button. A pop-out notification will appear saying that the reservation is successful. Then, the user can click the 'OK' button to proceed to the next page.

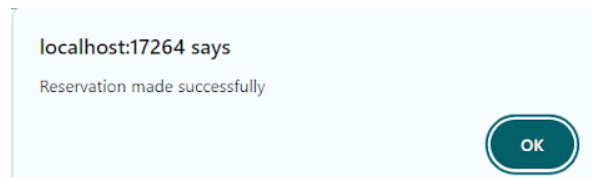


Figure 4.19 Successful reservation pop out notification

- Users can view their details on the account page. There are two buttons for users which are 'Edit Profile' and 'Booking List'. If a user wants to modify their information, they can do it by clicking the 'Edit Profile' button and it will take them to that page. However, if the user wants to see the room reservation that has been made, they can do it by clicking the 'Booking List' button, then it will take them to that page.

UTM HBMS HOME MENU ABOUT BOOK NOW! ACCOUNT LOGOUT

CONTACT DETAILS

USER ID	FULL NAME	EMAIL
5	Zahrah Amani Binti Saddiq	zahrah@yahoo.com

EDIT PROFILE

BOOKING LIST

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Figure 4.20 Profile Account Page

- The 'Edit Profile' page allows users to change their personal information, ensuring that their account information is up to date and accurate. After that, the user must click the 'Save Change' button to save their changes. Otherwise, they can click on 'Cancel'.

The screenshot shows the 'CONTACT DETAILS' page of the 'UITM HEMS' system. The page has a dark header with the logo and navigation links (HOME, MENU, ABOUT). On the right of the header are buttons for 'BOOK NOW!', 'ACCOUNT', and 'LOGOUT'. The main content area has a purple background with a blurred image of people. It contains a form with the following fields: 'User ID:' with the value '6', 'EMAIL:' with the value 'zahrah@yahoo.com', 'NAME:' with the value 'Zahrah Amani Binti Saddiq', and 'Password:' with masked characters '****'. At the bottom of the form are two buttons: 'SAVE CHANGE' (yellow) and 'Cancel' (grey).

Figure 4.21 Edit Profile Page

- Users can also see the rooms they had reserved on the 'Booking List' page. the booking information will appear and the total price that must be paid on the day of check-in at the hotel.

The screenshot shows the 'BOOKING LIST' page. It features a dark header with the 'UITM HEMS' logo and navigation links. On the right are buttons for 'BOOK NOW!', 'ACCOUNT', and 'LOGOUT'. The main content area has a white background and is titled 'BOOKING LIST'. Below the title is a table with the following data:

BOOK ID	USER ID	ROOM ID	ROOM NUM	CHECK-IN DATE	CHECK-OUT DATE	TOTAL PRICE
7	5	3	K02-1	2024-07-25	2024-07-27	435.0

At the bottom of the page is a purple footer containing the text 'Copyright © SmartCookies' and the phone number '079-8547046'.

Figure 4.22 Booking List Page