

# Hotel Management System

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This Report Presented in Partial Fulfillment of the Requirements  
For the Degree of M. Sc. in Software Engineering

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## DECLARATION

I hereby declare that, this project has been done by me under the supervision of **Md. Khaled Sohel, Assistant Professor, Department of Software Engineering, Daffodil International University**. I also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

**Supervised by:**



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**Assistant Professor**

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I would like to express my heartiest gratitude to **Dr. Touhid Bhuiyan, Head, Department of SWE**, for his kind help to finish our project and also to other faculty member and the staff of SWE department of Daffodil International University.

I would like to thank our entire course mate in Daffodil International University, who took part in this discuss while completing the course work.

Finally, I must acknowledge with due respect the constant support and patients of my family.

## **ABSTRACT**

This project is on “Hotel Management System”. The purpose of my work is to develop a platform where any Hotel can manage their customer and general users can manage several staff by contracting this software.

The aim of the Project is ensuring the effective and efficient Hotel management system as well as providing related flexible customer services.

This system eliminates the Paper based work and give maximum benefit both parties (the customers and the hotel owner). It is a desktop-based platform where client can book their room.

The proposed system is being developed following SSADM methodology for its inconvenience approach.

After implementation of all functions, the system is tested in different stages and it works successfully as a prototype.

## Executive Summary

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This document is a generic System Analysis & Design document for the use of Hotel Management System. It provides guidance and template material which is intended to assist the relevant user. It is also useful background reading for anyone involved in developing software. The purpose of this software design document is to provide a low-level description of the Hotel Management System, providing insight into the structure and design of each component. In short, this document is meant to equip the reader with a solid understanding of the inner workings of the Hotel Management System.

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# Project initiation

## Introduction:

In order to develop a system brief knowledge on the subject area is mandatory. Proper understanding about the system is very much essential before the actual development. Project initiation will give the primary knowledge about the system so that it can be visualized what is needed to be developed.

This project introduces the Hotel Management System. It explains how seat booking is done in a hotel. Generally, in a hotel seat booking in a hotel can be of two types –

Current booking.

Advance booking.

On the other hand, there has to be check out system for those seats which had been booked before hands and are to be left out now.

The hotel department maintains the seat availability and booking details in a certain database.it contains the details of the different rooms available in that particular hotel, for instance, there might be rooms with A.C and non A.C. facilities which might further be classified into single, double and triple bed rooms.

The database also consists a record of the seats that are already booked and the ones yet to be booked.

## Background of the project:

**Hotel management project** provides room booking, staff **management** and other necessary **hotel management** features. The **system** allows the manager to post available rooms in the **system**. ... The **system** is hence useful for both customers and managers to portable manage the **hotel** activities. Modern hotels are using information system to manage those customers for their business flexibility. Very few of them have automated system to manage these, and most of them have only paper base system. It is more complex when it is interconnected and working includes with customers.

## Problem with the current system:

- ) Save information in the form of excel sheets
- ) Problem to manage huge data and to process the necessary report and document
- ) Loss of date due to date mismanagement
- ) Retrieval of data and reports take a lot of time to produce
- ) Lacks of data security & leads to error prone results
- ) Consumes a lot of manpower to maintain the manual system



### **Proposed solution on system:**

To remove all the disadvantages of conventional methods, a system is proposed which is an automation of Hotel Management System.

Hotel management system is a project to maintain the record of hotel management system activities. There is various type of activities.

There are two kinds of users:

- 1) Admin
- 2) General user

With the help of this project we reduced task deployed for data/information collection to a large extent thereby eliminating the human errors considerably.

Therefore, the organization has realized the need for automating the various daily routine activities of hotel & task of data/information collection with the help of database designing.

### **Purpose:**

Technology in the hotel industry continues to advance at a rapid pace and hotel management software (HMS) remains essential for hoteliers looking to improve the running of their business. With software, hotel operators can streamline their administrative processes and improve their overall hotel management system.

The main purpose of my exercise is performing each employee's activity in computerized way rather than manually which is time consuming.

The entire activity is to automate the process of the day to day activities of hotel like.

- ) Room activities very safely,
- ) to provide quality and standard services to the customers that stay in a **Hotel**
- ) To avoid manual and repetitive work
- ) Real time information of availability of room
- ) Assign a room according to customer's checkout of a computer and
- ) Releasing the room and finally compute the bill in short time.

### **Existing features:**

Hotel management system has been designed to computerize the following functions that are performed by the system.

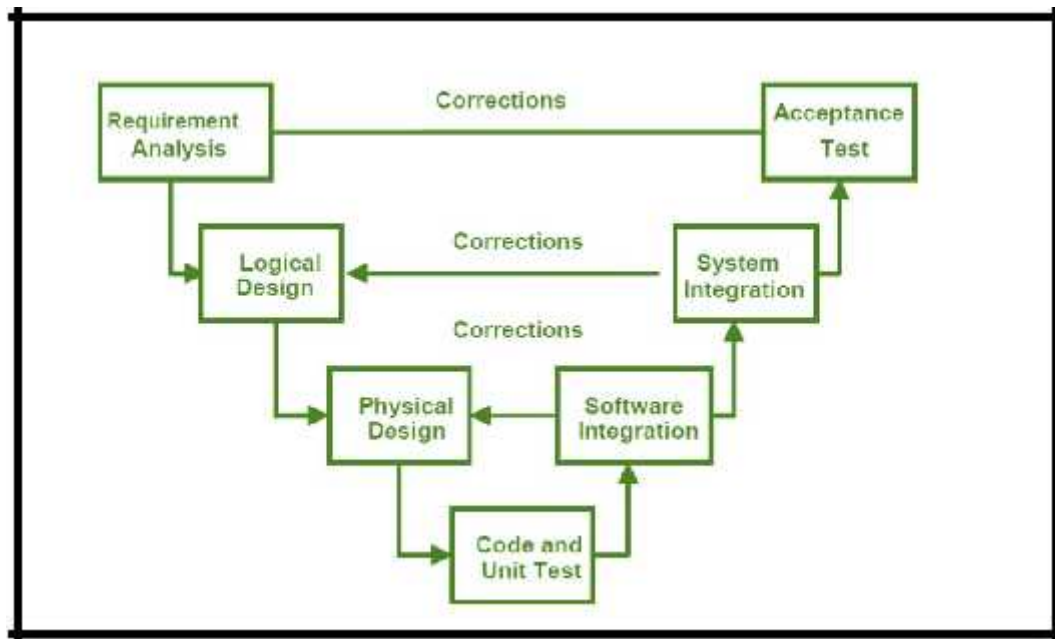
- ) Room detail functions
- ) Opening a new room
- ) Modification to room assigned
- ) Check- in and check- out functions
- ) Add Customer checkout records
- ) Searching the information about the booking, checking, checkout
- ) Sign up of new customer
- ) Room assigning to related to customer needs
- ) Statement of customer details
- ) Room details
- ) Individual customer report
- ) Generate the Bill information

### **Scope:**

- ) **User Information:** It contains user id, password, user status, user start date, user end date and user creation date.
- ) **Company Information:** It contains company name, address, contact information, license number and all branch related information
- ) **Department Information:** It contains all type of information about Departments. This department information is as department id, department name.
- ) **Designation Information:** It contains all type of information about Designation. This designation information is as designation id, designation name.
- ) **Employee Information:** It contains all type of information of Employees including Photo. The employee information is as name, address, contact number, hire date, salary, date of birth, religion, nationality, nid, gender, department etc.
- ) **Customer Information:** It contains all type of information of Customer.
- ) **Room Information:** It contains all type of information of Room.
- ) **Bill Information:** It contains all type of information related to Customer Consumed billing like Food, Snacks, Transportation, Gym etc.

## System Development Methodology

System Development Life Cycle (SDLC) is the overall process of developing information systems through a multi-step process from investigation of initial requirements through analysis, design, implementation and maintenance. There are many different models and methodologies, but for this project we have use Structured System Analysis and Design Methodology (SSADM) which consists of a series of defined steps or stages. The sequential stages forAMS System are represented by V Lifecycle Model.



The V Lifecycle Model

Initial request & feasibility study: The Initial request & feasibility study establishes a high-level view of the intended project and determines its goals.

Deliverables:

- Feasibility Report i.e. Cost benefits analysis and total time frame.

Requirement Analysis & Specification: The Requirement Analysis & Specification refines project goals into defined functions and operation of the intended application after analyzing end-user's information needs.

Deliverables:

- Requirement report.

Systems Design: This phase describes desired features and operations in detail, including screen layouts, business rules, process diagrams, pseudo code and other documentation. It consists of two phases. Those are:

### Logical System Design

At this stage the logical view of the system is specified by system architecture in terms of components and their interaction.

#### Deliverables:

- Entity Relationship Diagram (ERD)

In this step, logical system design will be transformed into Physical design.

#### Deliverables:

- Data Dictionary,
- Forms Layout,
- Report Format and
- Menu Structure.

System Development (code & unit test): In this stage, the development of the user procedures and the interfaces is carried out. Ongoing and throughout development, and also as a separate stage after development, a thorough Testing is carried out. The real code is written in this stage.

#### Deliverables:

- Complete system specification and documentation (system documentation),
- Forms, Reports and Menu executables.

System Integration and testing (Implementations): Once the programs have been written and unit tested, Integration, testing of all programs running as a complete system is carried out. This stage brings all the pieces together into a special testing environment and then checks for errors, bugs and interoperability.

#### Deliverables:

- Integration Report.

System Acceptance Test: This is the final stage of initial development, where the software is put into production and runs actual business.

#### Deliverables:

- User's sign off document.

Maintenance: The maintenance activities are those activities that are required after an application has been successfully delivered into production. This includes changes, correction, additions, move to a different computing platform and more. This, the least glamorous and perhaps most important step of all, goes on seemingly forever.

### SSADM Methodology

SSADM was originally developed by Learn mouth and Buchett Management system. The main aspects of SSADM philosophy are:

- User involvement.
- The three views.
- The functional view
- The data view
- The dynamic view
- Top- down Approach

### Advantages of SSADM

- Improved communication with user.
- Improved project planning and control.
- Improved verification process.
- Reduced cost.
- More effective use of resources.

## **Technology Used for the Application**

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- Oracle Database 11g: SQL
- Oracle Database 11g: PLSQL
- Oracle Forms Developer 10g
- Oracle Reports Developer 10g

## **What can be done with the Application?**

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- All processing and activities related to Hotel Management.
- Every module follows step by step process.
- Screening and component separation information can be live in the application.
- Can check availability of every segments, modules.
- Searching facilities are available in the application.
- Required reporting facilities are also available.
- Only authenticate user can access the application.

## **Preliminary Investigation:**

In this phase we collect all the necessary information related to the requirement of the client. So, there is a requirement to automate this whole process of Hotels.

## **Feasibility Study**

A feasibility study is designed to provide an overview of the primary issue related to a business idea. A feasibility study looks at three major areas:

- ) Organizational issue
  - ) Market issue
  - ) Financial issue
- Economic feasibility:

Economic feasibility of the project is very important feasibility study that has to be done. Cost – benefit analysis is done for this purpose. Economic feasibility for the project should be determined before any project is undertaken as this is important. If the project is not feasible there is no point in carrying on with the project.

Behavioral feasibility:

We have to consider the cost of staff which have special efforts to educate, sell train on new ways.

# System Analysis

## ) Introduction

This stage consists of analyzing the requirements from the problem domain and based on the specified requirements software development plan and test plan will also be done.

## ) Requirement Analysis

Requirements analysis is the process of determining user expectations for a new or modified product. These features, called requirements, must be quantifiable, relevant and detailed. In software engineering, such requirements are often called functional specifications. In order to do requirement analysis, requirement gathering and specifying the requirements are necessary.

## ) Requirement Gathering

For the problem area identification different requirement gathering techniques like Interview, observation, and document research approach are used.

As this online platform is not developing based on any specific company, for the sake of easy understanding of the current system, communication with a Hotel management company was made. Information was gathered by holding interviews with Company Owner, Manager and key staffs.

In light of the observation from the interview, it has become clear that the existing system is totally paper based. During communication time the business persons have to come physically. On the other hand, for any external communication they have to communicate

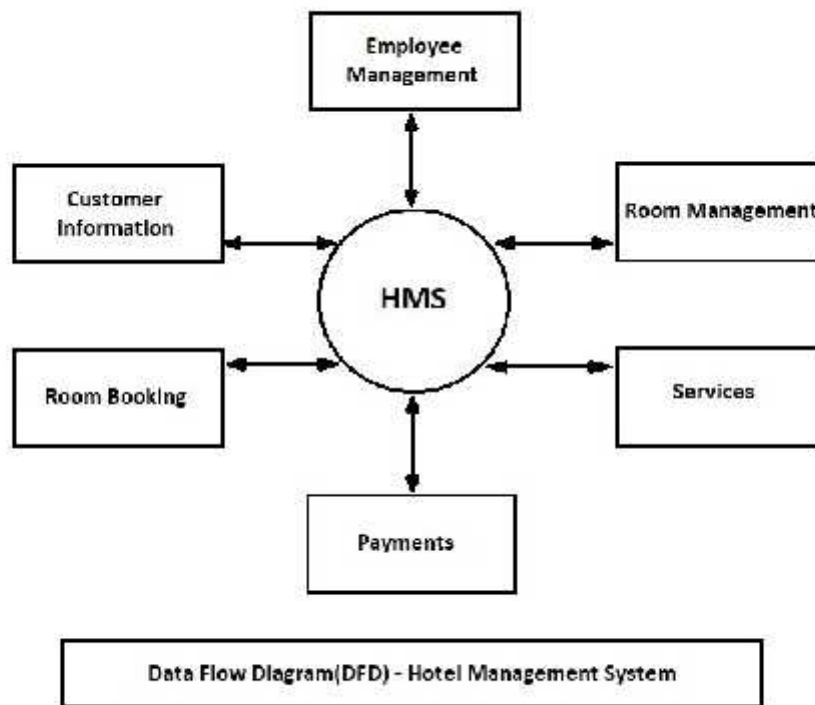
over the phone not possible to communicate by documentation. However, the customers cannot know who will be their activist. Manage stuffs and customers are manual. It is difficult and time consuming. Activists scheduling system is manual which is difficult to operate. And if the registered book is lost, it will be difficult to manage the hotel.

## ) Requirement Specification

Some generic requirements from the requirement analysis are:

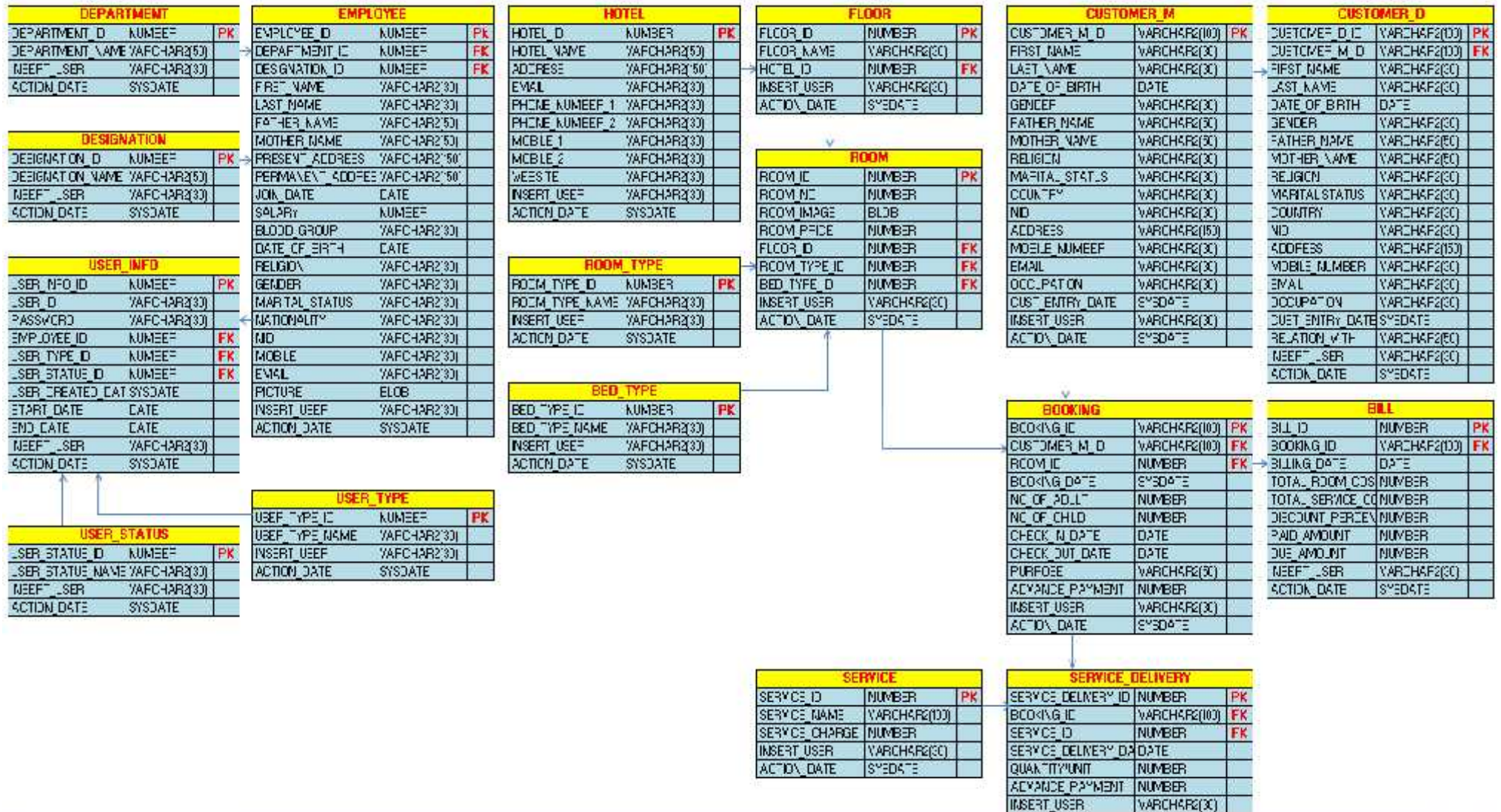
1. This system has to make business profit and must have some business value.
2. This system have to cost effective than present paper-based system.
3. There may have some feature to teach the user how to operate it. And it's must be easy to understand.
4. There must be a hotel management tool for the customers.
5. This system must have the facility that the mobile users can use it.
6. Security is also a major requirement of this system.
7. User point feature may add. It will help the customer to detect which room is better. This point will be calculated from task rating.
8. User friendly interface that easy to operate.
9. Reporting tools.

## DFD level - 0





## ERD OF HOTEL MANAGEMENT SYSTEM



## Available Pages

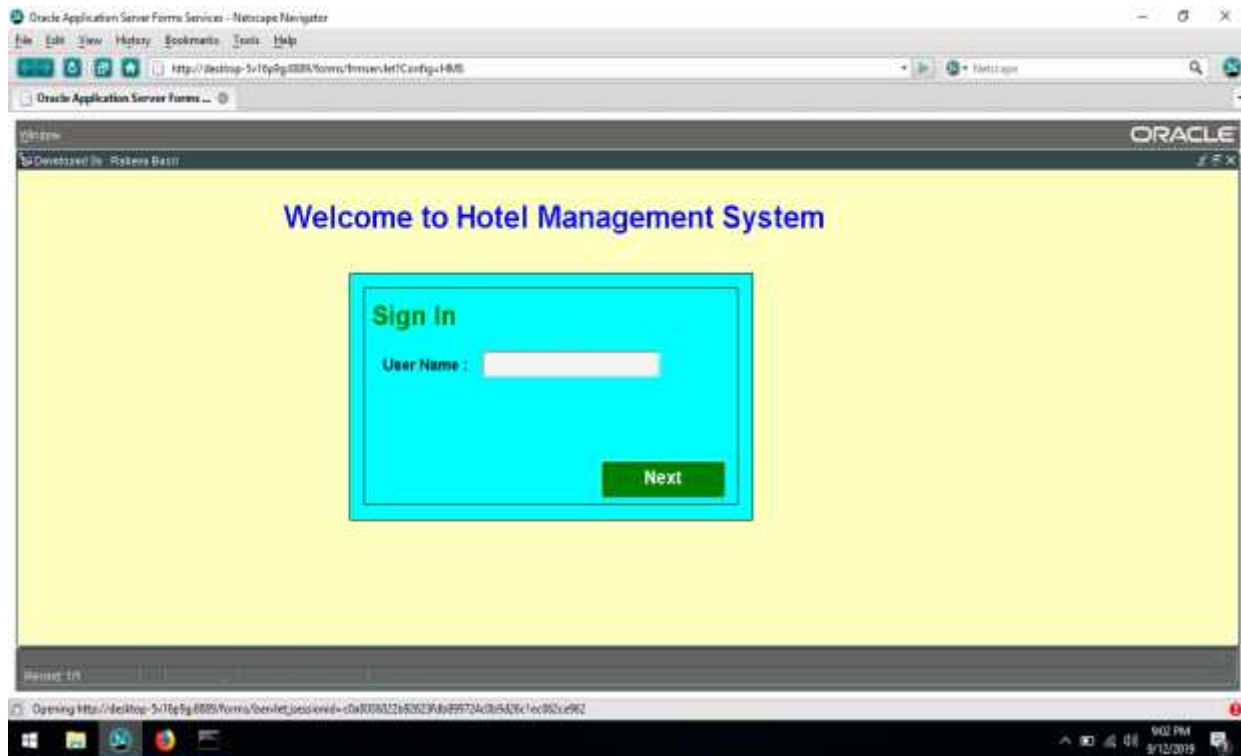
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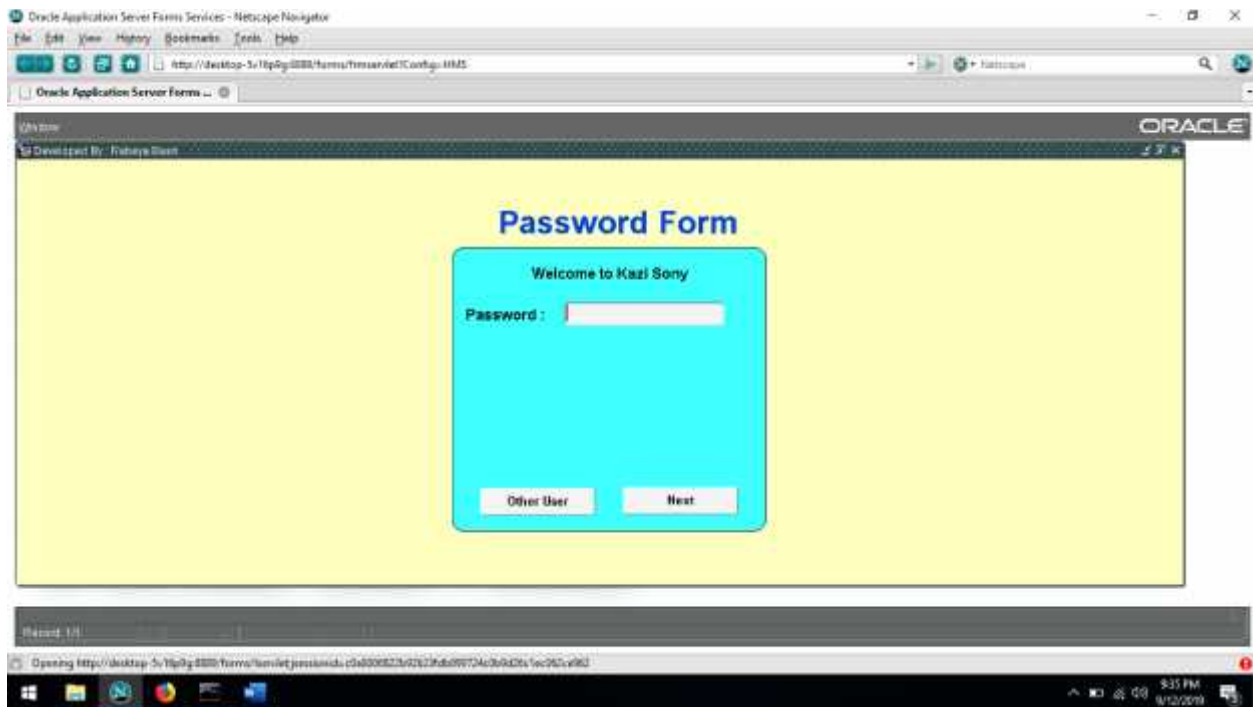
1. Add User Form
2. Change Password Form
3. User Type Form
4. User Status Form
5. Employee Entry Form
6. Department Entry Form
7. Designation Entry Form
8. Hotel Info Form
9. Floor Entry Form
10. Room Entry Form
11. Room Type Entry Form
12. Bed Type Entry Form
13. Service Entry Form
14. Room Selection Form
15. Room Booking Form
16. Booked Room Information Form
17. Customer Bill Entry Form
18. Customer Bill Information
19. Customer Entry Form
20. Customer Updating Form

# Login Form

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Login Screen for User ID and Password verification.



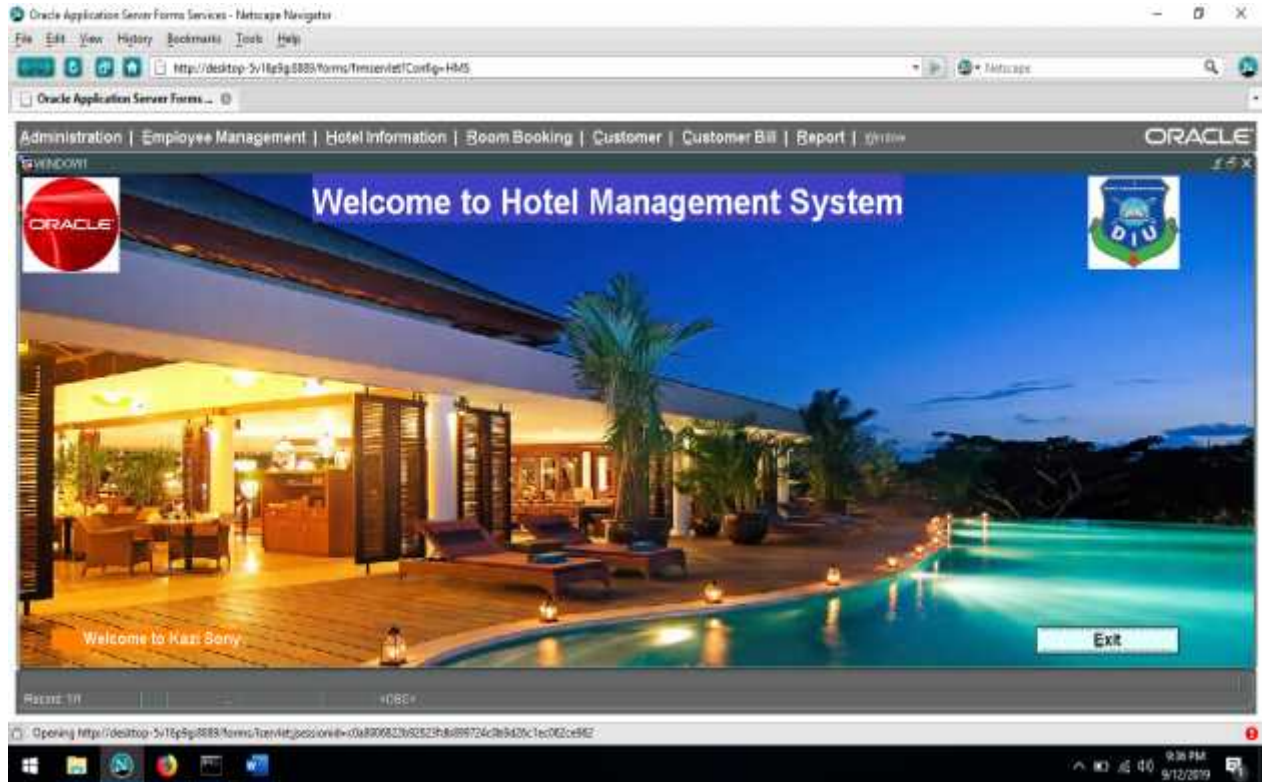


- Is used for authentication of users.
- Without login no one can access the application.
- To login successfully, valid user id must be provided in login 01 and clicking on Next button login 02 will appear with user picture for password.
- If valid user id and password is provided by the User, then it directs to Home page of the application
- If user id or password is not valid then it will show a message “Invalid User Id” or “Invalid Password” and does not direct to Home page.



# Home page Form

Well come to Home page where menus are available.



- After successfully login, Home page will be appeared.
- Logged user name will be displayed in the Right-up corner of the screen.
- Current date and time will be displayed in the right-bottom corner of the screen.
- Exit button is used for to exit from the application.
- On Home screen user will get a Menu at the top as a bar to access everything.

## **Navigation Form of the Home Page:**

### Menu:

1. Administrator
  - a. Add User
  - b. Change Password
  - c. User Type

- d. User Information Report
  - i. All User Information Report
  - ii. User Information Report by User Type
  - iii. User Information Report by User Status
  - iv. User Information Report by User ID
  
- 2. Employee Management
  - a. Employee Entry
  - b. Department Entry
  - c. Department Information Report
    - i. All Department Information Report
  - d. Designation Entry
  - e. Designation Information Report
    - i. All Designation Information Report
  
- 3. Hotel Information
  - a. Hotel Entry Form
  - b. Floor Entry Form
  - c. Room Entry
  - d. Room Type Entry Form
  - e. Bed Type Entry Form
  - f. Service Entry Form
  
- 4. Room Booking
  - a. Room Selection
  - b. All Booking History
  
- 5. Customer Information
  - a. Service Delivery Form
  - b. Customer Information Updating
  
- 6. Customer Bill
  - a. Customer Bill Entry Form
  
- 7. Report
  - a. Floor Report
  
  - b. Room Type Report
  
  - c. Bed Type Report
  
  - d. User Type Report
  
  - e. User Information
  
- 8. Logout

## Add user Form

After login admin can add user.

The screenshot displays the 'User Information Entry Form' in a browser. The form includes a search bar for 'Emp ID' (value: 105) and a 'Search' button. The main form area contains the following fields and values:

User Name	ADMIN	User ID	admin
Password		User Type	Admin User
User Status	Active	User Created Date	27.04.2018
Start Date	27.04.2018	End Date	

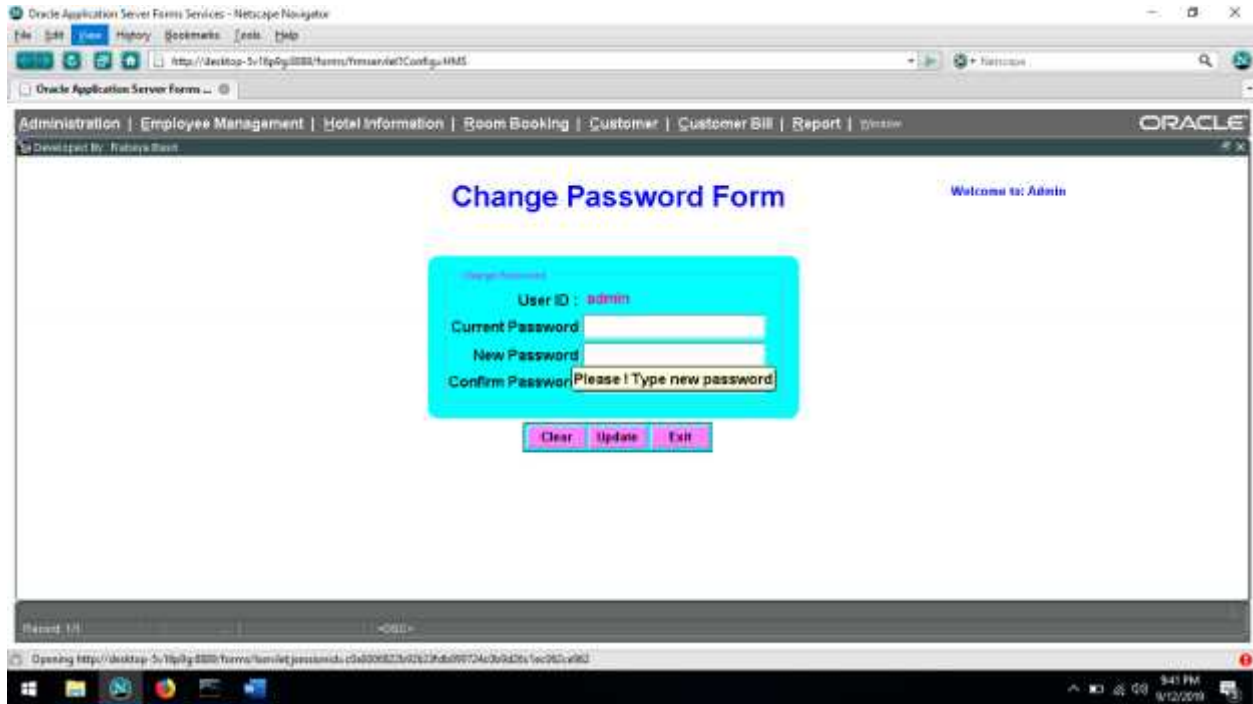
Below the form are buttons for 'Save', 'Query', 'Clear', 'Next', 'Previous', 'Delete', and 'Exit'.

- By this add user form we can able to create a new user and it is a form style form.
- We can put user type value through dynamic List of Value.
- Also, we can put user name value through dynamic List of Value.
- When we give the user name by the means of List of Value user id and user password will be generated auto.
- If the user name exists in the database cursor will move auto start date column.
- Start date must be greater than sysdate.
- End date must be greater than Start date.
- In the status column determine is a user valid or invalid and it's a list item.
- User created date display current date.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

## Change Password Form

---

By this form a user can change his/her password or any users' password.



The screenshot shows a web browser window displaying the 'Change Password Form'. The browser title is 'Oracle Application Server Forms Services - Netscape Navigator'. The address bar shows the URL 'http://desktop-5r1ipqy0882/forms/frameset/Config/HMS'. The page header includes navigation links: 'Administration | Employee Management | Hotel Information | Room Booking | Customer | Customer Bill | Report | Welcome'. The Oracle logo is in the top right corner. The main content area features the title 'Change Password Form' and a 'Welcome to: Admin' message. A central form box contains the following fields and buttons:

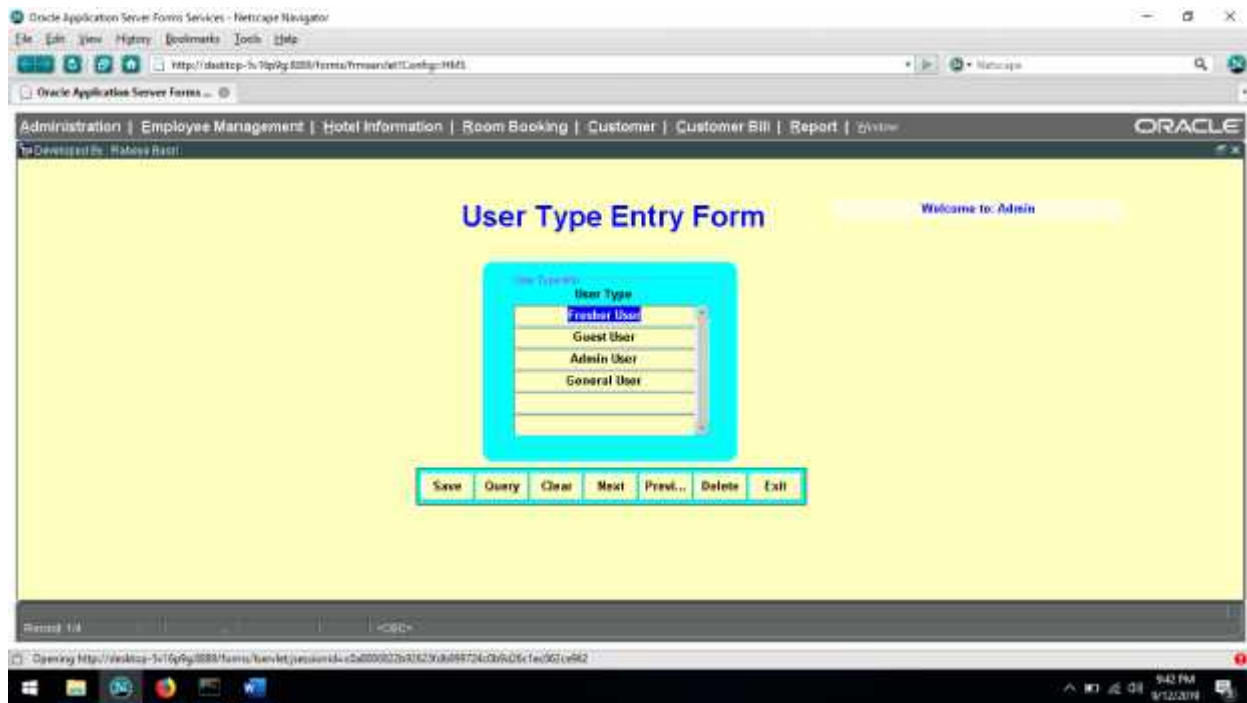
- Change Password
- User ID : admin
- Current Password:
- New Password:
- Confirm Password:  Please ! Type new password
- Buttons: Clear, Update, Exit

The browser status bar at the bottom shows 'Opening http://desktop-5r1ipqy0882/forms/frameset/passwords.c6409823a9232f8d99724a3b9d2c1e292.y82' and the system tray shows the time as 3:41 PM on 9/12/2019.

- By this form a user can change his/her password or any users' password.
  - To change password user, have to enter the current password for verification.
  - Old password and New password must not be same.
  - New password and Confirm password must be same.
  - Change password button is used to change the password.
  - Cancel button is used to cancel change password process.
  - Exit button is used to exit from the form and it will return to the Home Page.
-



# User Type



- Entry Form it is a tabular style form.
  - Here, we can insert multiple User type data.
  - Save button is used to save entered data in database.
  - Query button is used to show existing information.
  - Next and Previous button is used to query existing information sequentially.
  - Clear button is used to clear the form.
  - Delete button is used to delete an entire record.
  - Exit button is used to exit from the form and it will return to the Home Page.
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

# User Status Entry Form



- User status Entry Form, it is a tabular style form.
- By this entry form we can insert user status information.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.
  
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

# Employee Entry Form

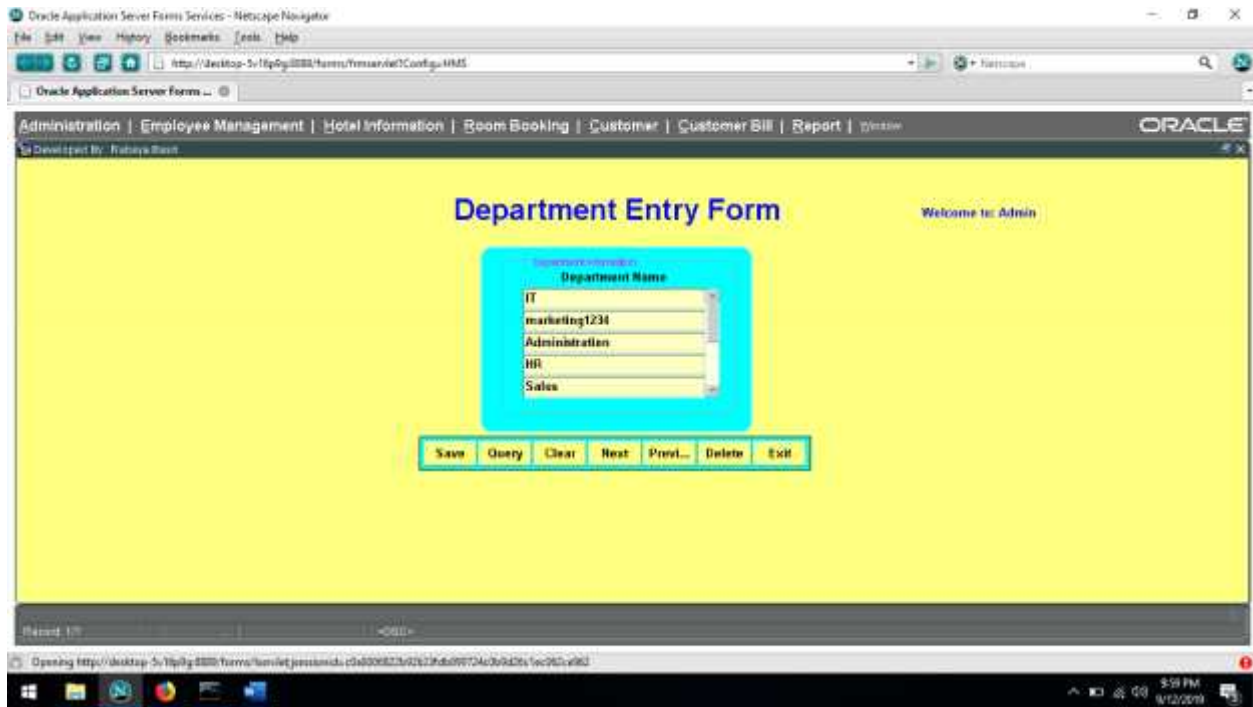
The screenshot shows a web browser window displaying an Oracle Application Server Forms Services application. The browser's address bar shows the URL: <http://desktop-5v1lp0y:8080/forms/services/jessandm.cba000823/v2223hd69f724e3v9426/sec9Dcy982>. The application's navigation menu includes: Administration | Employee Management | Hotel Information | Room Booking | Customer | Customer Bill | Report | Welcome. The main content area is titled "Employee Entry Form" and features a "Welcome to : Admin" message. The form itself is highlighted in blue and contains the following fields and controls:

- Employee ID:  Search
- Department:  Search
- Employee ID:  First Name:  Last Name:  Picture:
- Father's Name:  Mother's Name:  Date of Birth:
- Present Address:  Permanent Address:
- Gender:  Male  Female  Others Marital Status:  Married  Unmarried Nationality:  Bangladeshi
- Religion:  Blood Group:
- Email:  Mobile:  Join Date:
- Department:  Designation:  Salary:

At the bottom of the form, there are several buttons: Save, Query, Clear, Next, Prev..., Delete, and Exit.

- Employee Entry Form, it is a form style form.
- By this entry form we can insert all employee information.
- Here, a user can insert employee detail information and attach employee picture also.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

# Department Entry Form



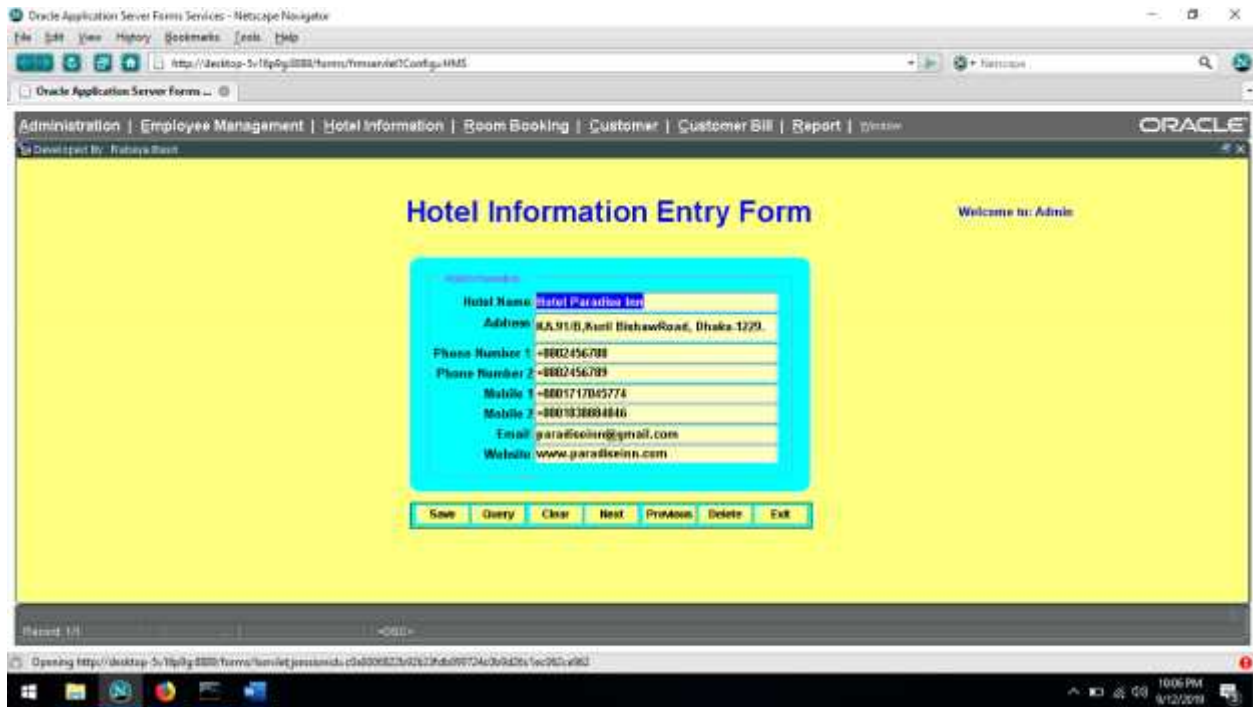
- Department Entry Form, it is a tabular style form.
- By this entry form we can insert all Department information.
- Here, a user can insert multiple data.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

# Designation Entry Form



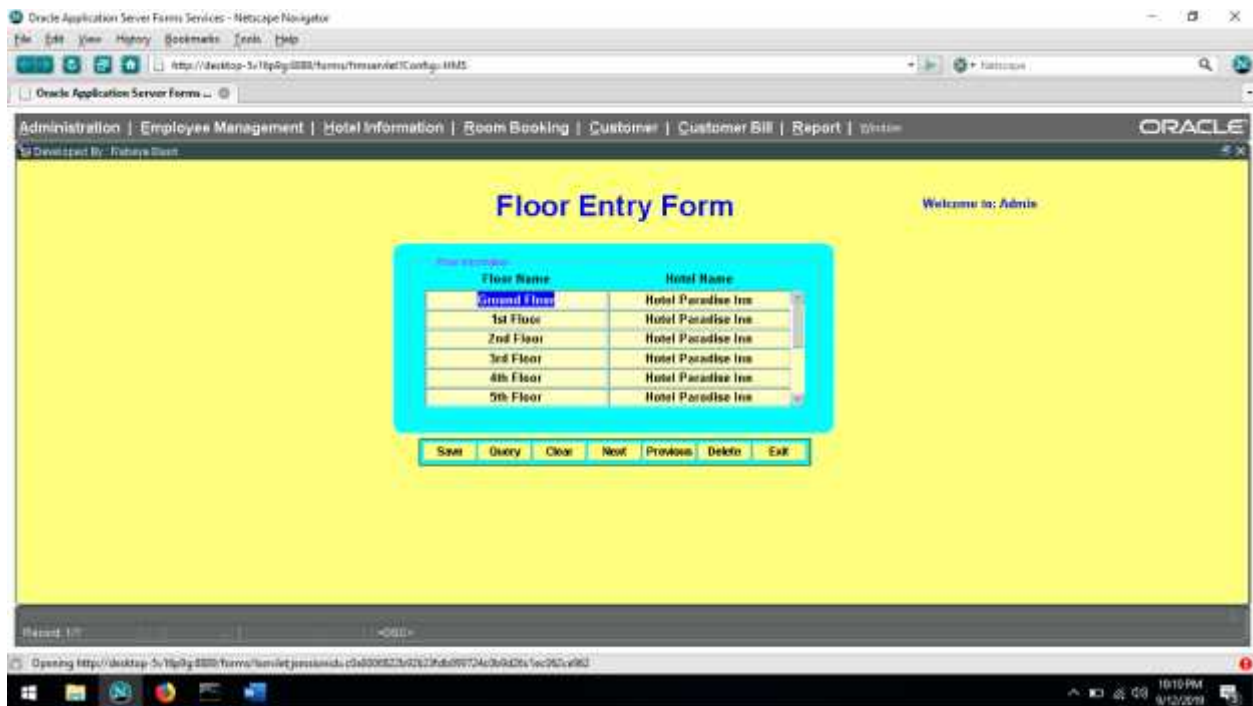
- Designation Entry Form, it is a tabular style form.
- By this entry form we can insert all Designation information.
- Here, a user can insert multiple data.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
  
- Exit button is used to exit from the form and it will return to the Home Page.
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

# Hotel Information Entry Form



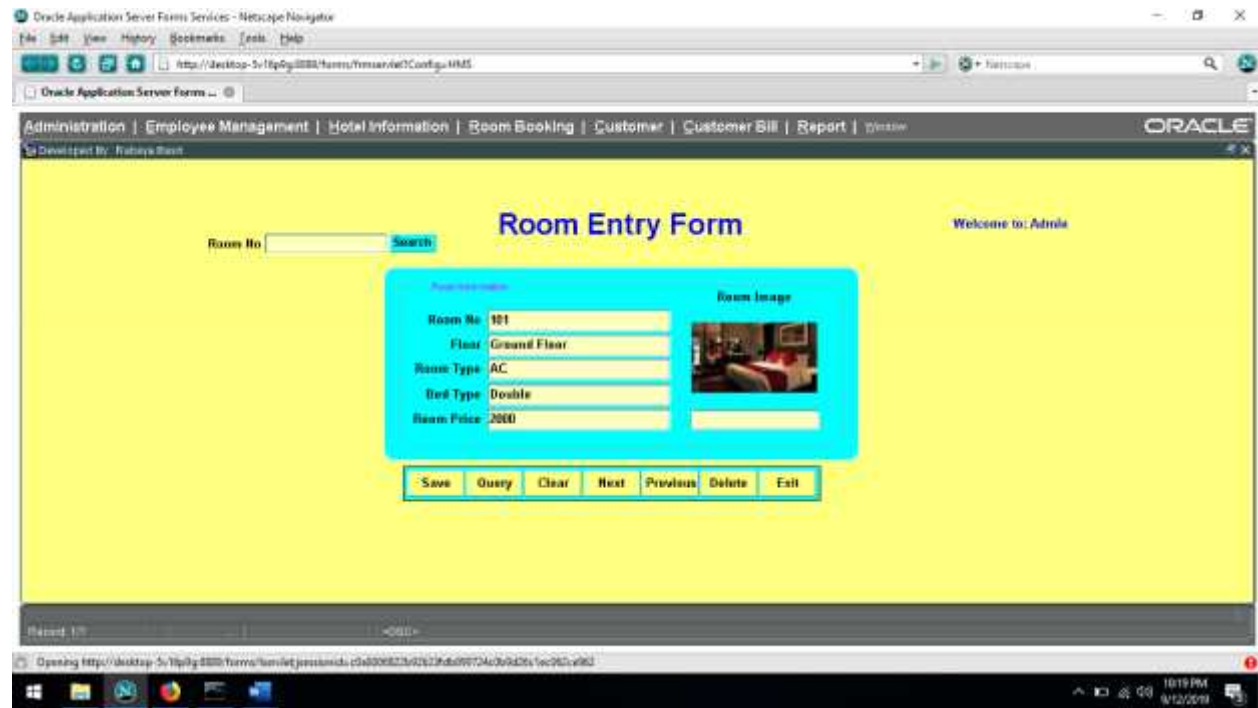
- Hotel information Entry Form, it is a tabular style form.
- By this entry form we can insert Hotel detail information.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

# Floor Entry Form



- Floor Entry form is a tabular style form.
- Floor name will be provided on the basis of Floor number.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

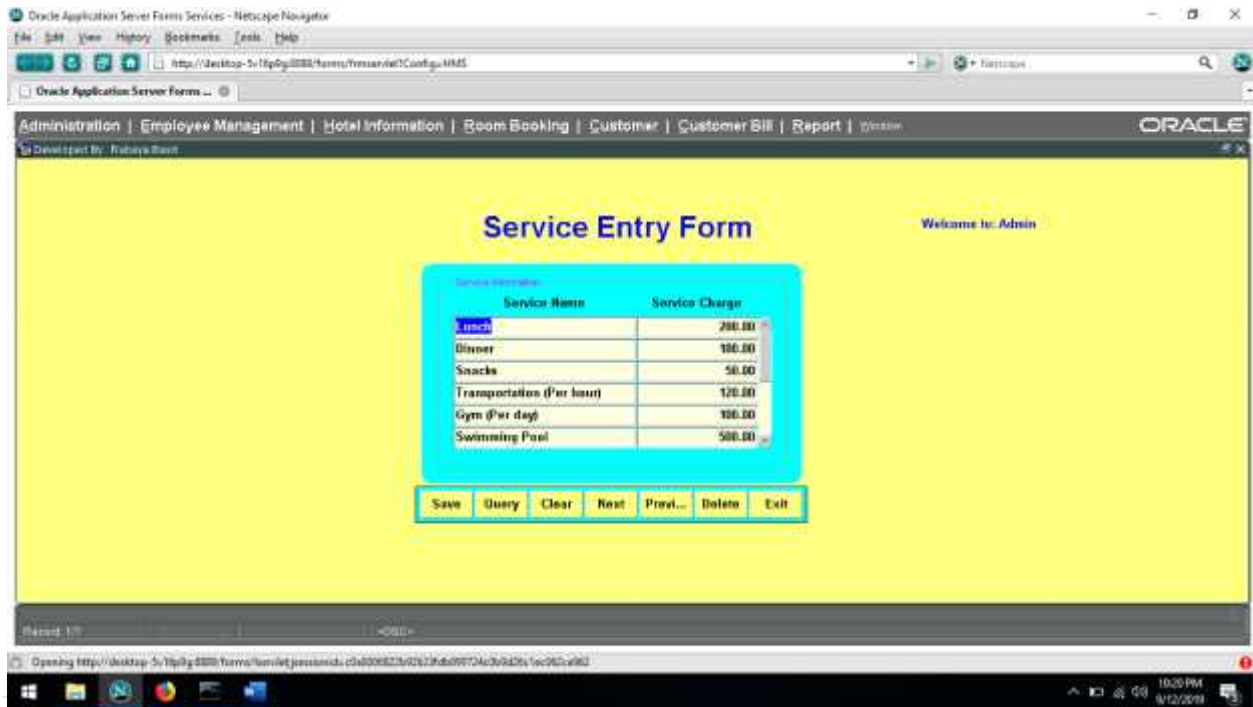
# Room Entry Form



- Room Entry Form, it is a tabular style form.
- By this entry form we can insert all Room Type information.
- Here, a user can get a list of room number.
- User can select floor number from list of values.
- User will see the room view appeared by room image.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.
  
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

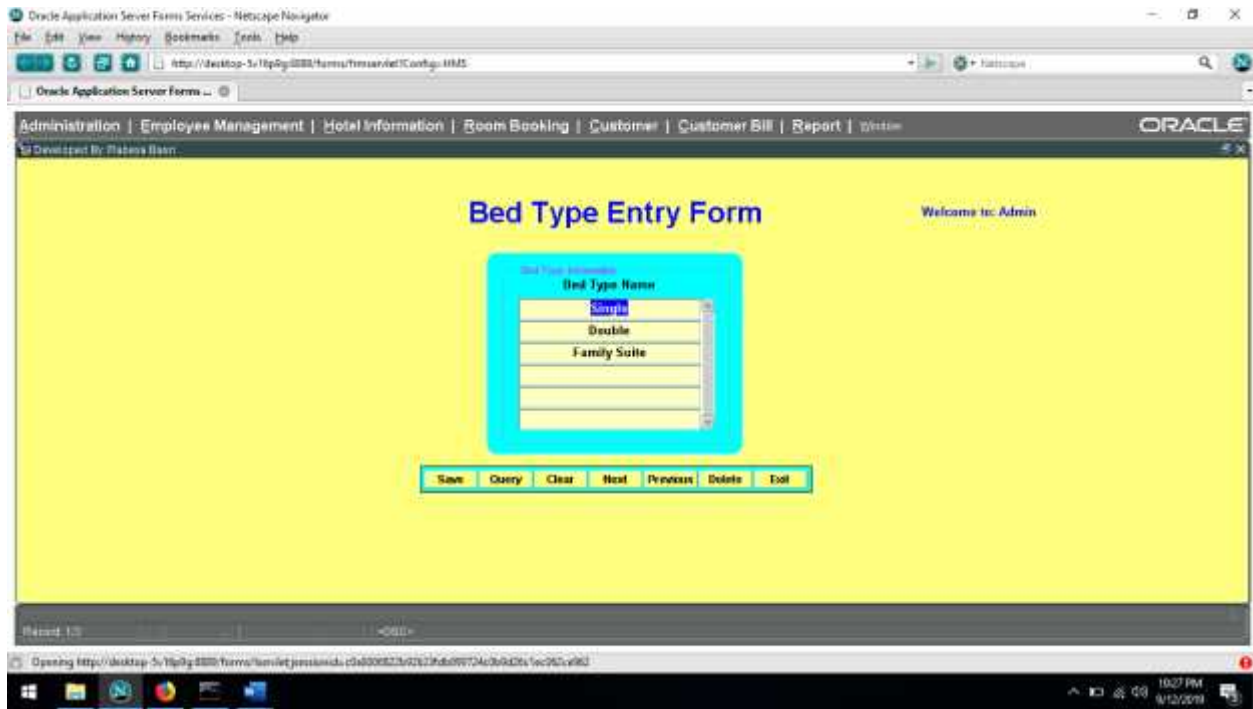


# Service Entry Form



- Service Entry Form, it is a form style form.
- By this entry form we can insert all service information in details.
- In service name Field will show List of service name which will carry the information of different types of service charge which is entered by the hotel management.
- Other information will be provided by the user manually.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

# Bed Type Entry Form



- Bed type Entry Form, it is a form style form.
- By this entry form we can insert all kind of bed information.
- Bed type entry form will show List of bed type name which a customer can choice for them of different types of bed type which is entered by the hotel management.
- There are three type of bed room is available here, Other information will be provided by the user manually.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

## Room Selection Entry Form

Oracle Application Server Forms Services - Netscape Navigator

Administration | Employee Management | Hotel Information | Room Booking | Customer | Customer Bill | Report | Welcome

Oracle Application Server Forms ...

Room Selection Form Welcome to Admin

Arrival Date  Departure Date  Booking for

**List of Available Room**

SL#	Room No	Floor	Room Type	Bed Type	Room Price	Book Room
1	101	Ground Floor	AC	Double	2000	Book Room
2	102	Ground Floor	AC	Double	2000	Book Room
3	104	Ground Floor	Non AC	Double	1500	Book Room
4	202	1st Floor	Non AC	Double	1500	Book Room
5	203	1st Floor	AC	Double	2000	Book Room
6	304	1st Floor	AC	Single	1500	Book Room
7	303	2nd Floor	AC	Single	1500	Book Room
8	305	2nd Floor	AC	Single	1500	Book Room
9	404	3rd Floor	AC	Single	1500	Book Room
10	503	4th Floor	AC	Double	1500	Book Room
11	504	4th Floor	Non AC	Double	1500	Book Room
12	505	4th Floor	AC	Double	2000	Book Room
13	506	2nd Floor	Non AC	Single	2000	Book Room

Total Available Room: 13

Room Searching Option

Floor:

Room Type:

Bed Type:

Room Price:  TO

- Room selection Entry Form, it is a tabular style form.
- By this entry form we select room for customer which room is available according to their requirement.
- Room selection entry form will show List of available room which a customer can choice for them of different types of bed type, floor, price ranges which is entered by the hotel management.
- Arrival date and departure date has to be entered first, so they can book for their expected room if room is available.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

# All booking history Form



- After Room selection admin can see all booking history from this form, it will show List of booking history which a customer booked for them.
- Admin can search by using customer ID, mobile number, room no and booking ID also, here list of value is added to search easily.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

# Customer service delivery Form

**Customer Service Delivery Form** Welcome to: Admin

Customer ID:  Search Room No:  Search  
 Mobile Number:  Search Booking ID:  Search

**Customer Information**

Customer ID: 000001 Booking ID: 0000012018 Bill Status: PAID  
 Customer Name: KAMAL MAH Booking Date: 18-JUL-2018 Bill Number: 1  
 Mobile Number: 01717045774 Billing Date: 25-JUL-2018

Room No	Room Type	Bed Type	Check In Date	Check Out Date	No. of Nights	Room Price	Inclusive Tax 10%	Advance	Total Amount
501	AC	Double	17-JUL-2018	18-JUL-2018	1	2000	2200	1000	1200

Total Room Bill: 1200

**Enter Service Delivery**

Service Delivery Date	Service Name	Service Charge	Quantity	Inclusive Tax 10%	Advance	Total Amount
17-07-2018	Lunch	200	2	440	40	40
18-07-2018	Transportation (Per hour)	520	2	204	200	64
						0

Total Service Bill: 104

- In customer service delivery form u can insert service name, charge with calculation tax amount, it will show List of service name which a customer can enjoy for them.
- Service charge will be added with main bill.
- Admin can search by using customer ID, mobile number, room no and booking ID also, here list of value is added to search easily.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.
- To update any record user must query the desired record and after modifying the data user must save the data using save button.



# Customer information updating Form

The screenshot displays a web application interface for updating customer information. At the top, there is a navigation menu with options like 'Administration', 'Employee Management', 'Hotel Information', 'Room Booking', 'Customer', 'Customer Bill', and 'Report'. The main content area is titled 'Customer Updating Form' and includes a 'Welcome to: Admin' message. Below the title, there are search fields for 'Customer ID' and 'Mobile Number'. The form is divided into two main sections: 'Customer Information' and 'Customer's Member Details'.

**Customer Information**

Customer ID	000012	First Name	TESTER	Last Name	MIAN
Father's Name		Mother's Name		Gender	
Address	Dhaka	Mobile Number	1777777777	Email	test@gmail.com
NID		Occupation	sdgdfdf	Country	sdfgsdf
Religion	Hinduism	Date Of Birth		Marital Status	
Customer Entry Date	25-JUL-2018				

**Customer's Member Details**

First Name	Last Name	Date Of Birth	Gender	Marital Status	NID	Mobile Number	Email	Cust. Entry Date	Relation With Customer	Delete
Mina	Roi	15-05-1988	Female	Married	45600600	0184555555	miana@gmail.com	24-07-2018	wife	Delete
Rade	mish	18-02-2002	Neuro	Divorced	45600600	0178950005	rade@gmail.com	29-07-2018	friend	Delete
										Delete
										Delete
										Delete

- In customer updating form u can update all information if customer want
- Customer's relative member will be added with this form.
- Admin can search by using customer ID, mobile number, room no and booking ID also, here list of value is added to search easily.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.
- To update any record user must query the desired record and after modifying the data user must save the data using save button.

## Room Selection Entry Form

The screenshot shows the Oracle Application Server Forms Services interface for the 'Customer Bill Information' form. The form is titled 'Customer Bill Information' and includes search fields for Customer ID, Mobile Number, Room No., and Booking ID. It displays a 'Room Bill' table with columns for Room No., Room Type, Bed Type, Check In Date, Check Out Date, No. of Nights, Room Price, Advance, and Total Amount. Below the room bill is a 'Service Bill' table with columns for Service Delivery Date, Service Name, Service Charge, Quantity, Amount, Advance, and Total Amount. The form also shows a 'Go to See Bill' button and a 'Total Room Bill' of 1200.

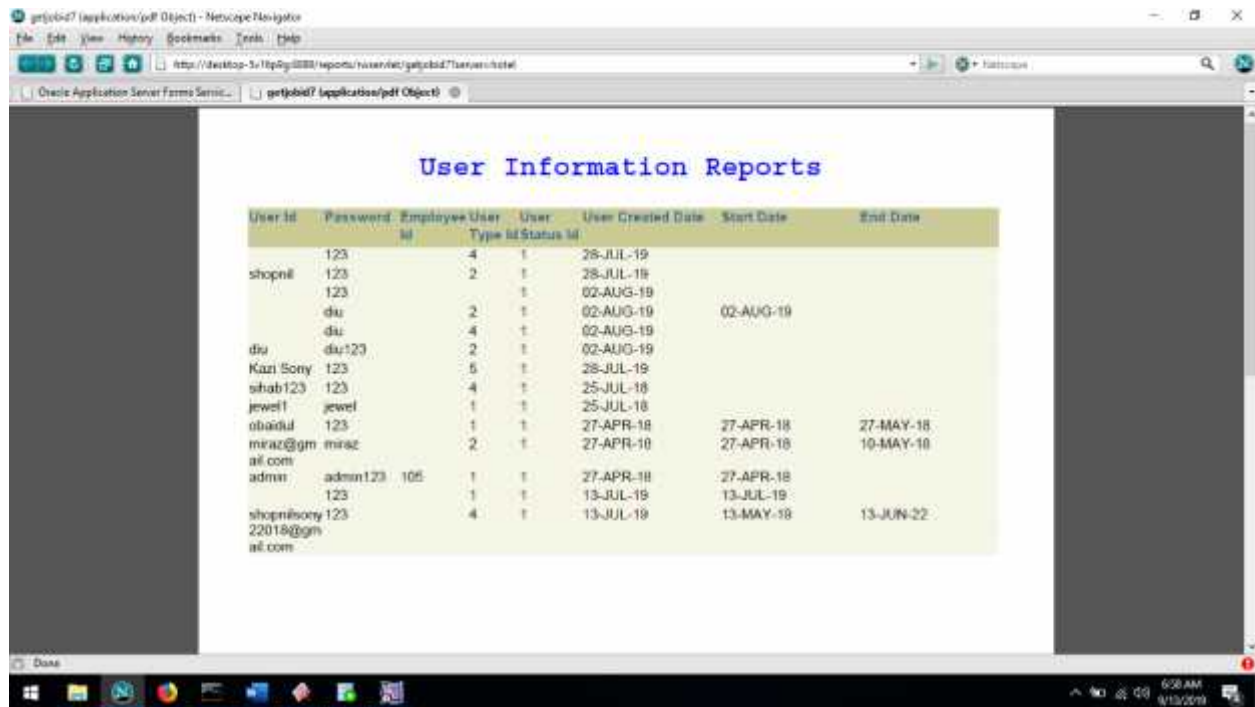
Room No.	Room Type	Bed Type	Check In Date	Check Out Date	No. of Nights	Room Price (Inclusive Tax 10%)	Advance	Total Amount
101	AC	Double	17-JUL-2018	18-JUL-2018	1	2000	1000	1200

Service Delivery Date	Service Name	Service Charge	Quantity	Amount (Inclusive Tax 10%)	Advance	Total Amount
17-07-2018	Lunch	200	2	400	400	40
18-07-2018	Transportation (Per hour)	120	2	240	200	04

- In customer bill operation form u can calculate all kind of bill such as room bill and service bill according to their booking information.
- Bill will be generating calculate with tax amount.
- Bill status will show in this form.
- Admin can search by using customer ID, mobile number, room no and booking ID also, here list of value is added to search easily.
- Save button is used to save entered data in database.
- Query button is used to show existing information.
- Next and Previous button is used to query existing information sequentially.
- Clear button is used to clear the form.
- Delete button is used to delete an entire record.
- Exit button is used to exit from the form and it will return to the Home Page.

To update any record user must query the desired record and after modifying the data user must save the data using save button.

# User Information Report




The screenshot shows a web browser window with the title 'getjobid7 application/pdf Object'. The browser address bar shows 'http://localhost:31142/getjobid7/application/pdf Object'. The main content area displays a table titled 'User Information Reports' with the following data:

User Id	Password	Employee User Id	User Type Id	User Status Id	User Created Date	Start Date	End Date
shopnll	123	4	1	1	28-JUL-19		
	123	2	1	1	28-JUL-19		
	123	1	1	1	02-AUG-19		
	du	2	1	1	02-AUG-19	02-AUG-19	
	du	4	1	1	02-AUG-19		
du	du:123	2	1	1	02-AUG-19		
Kazi Sony	123	5	1	1	28-JUL-19		
sihab123	123	4	1	1	25-JUL-18		
jewel1	jewel	1	1	1	25-JUL-18		
obaidul	123	1	1	1	27-APR-18	27-APR-18	27-MAY-18
miraz@gm	miraz	2	1	1	27-APR-18	27-APR-18	10-MAY-18
all.com	admin123	105	1	1	27-APR-18	27-APR-18	
	123	1	1	1	13-JUL-19		
shopnllsomy	123	4	1	1	13-JUL-19	13-MAY-18	13-JUN-22
22019@gm							
all.com							

1. **All User Information Report:** User can view all user information report through this report.
2. **User Information Report by User Type:** Here, user can view individual user type information report.
3. **User Information Report by User Status:** In this report user can get easily user information report by user status.
4. **User Information Report by User ID:** Here, user can find individual user information report by user id.



## Floor Information Report

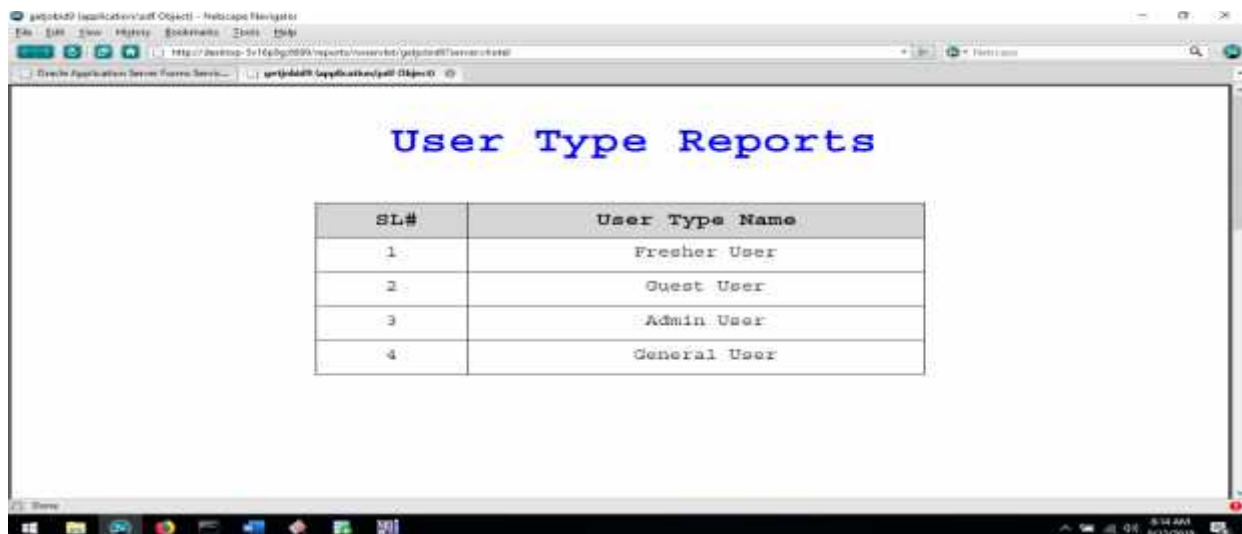


The screenshot shows a web browser window displaying a report titled "Floor Information Report". The report contains a table with three columns: "SL#", "Floor Name", and "Hotel ID". The data is as follows:

SL#	Floor Name	Hotel ID
1	6th Floor	1
2	5th Floor	1
3	2nd Floor	1
4	3rd Floor	1
5	4th Floor	1
6	5th Floor	1
7	Ground Floor	1

1. **All Floor Information Report:** User can view all Floor information report through this report.
2. **Floor Information Report by hotel ID:** Here, user can view individual Floor information report using by Hotel ID.

## User type Information Report

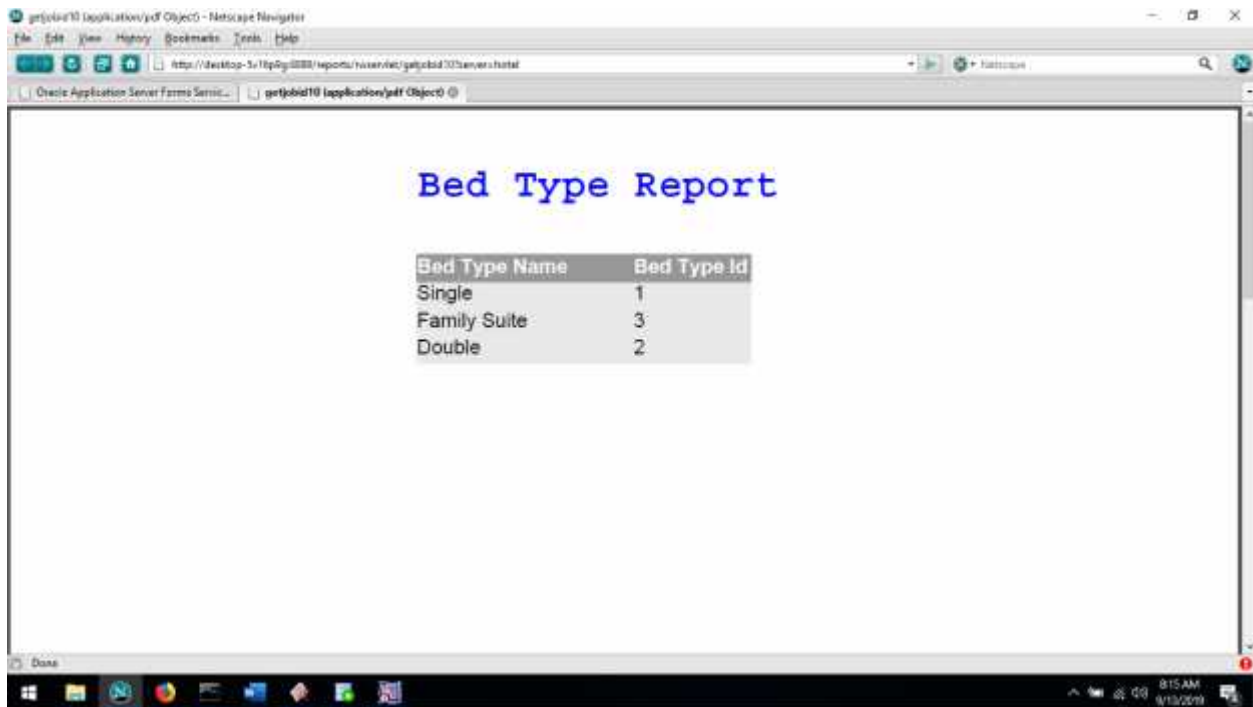


The screenshot shows a web browser window displaying a report titled "User Type Reports". The report contains a table with two columns: "SL#" and "User Type Name". The data is as follows:

SL#	User Type Name
1	Fresher User
2	Guest User
3	Admin User
4	General User

1. **All User type Information Report:** User can view all user type information report through this report.

## Bed type Information Report

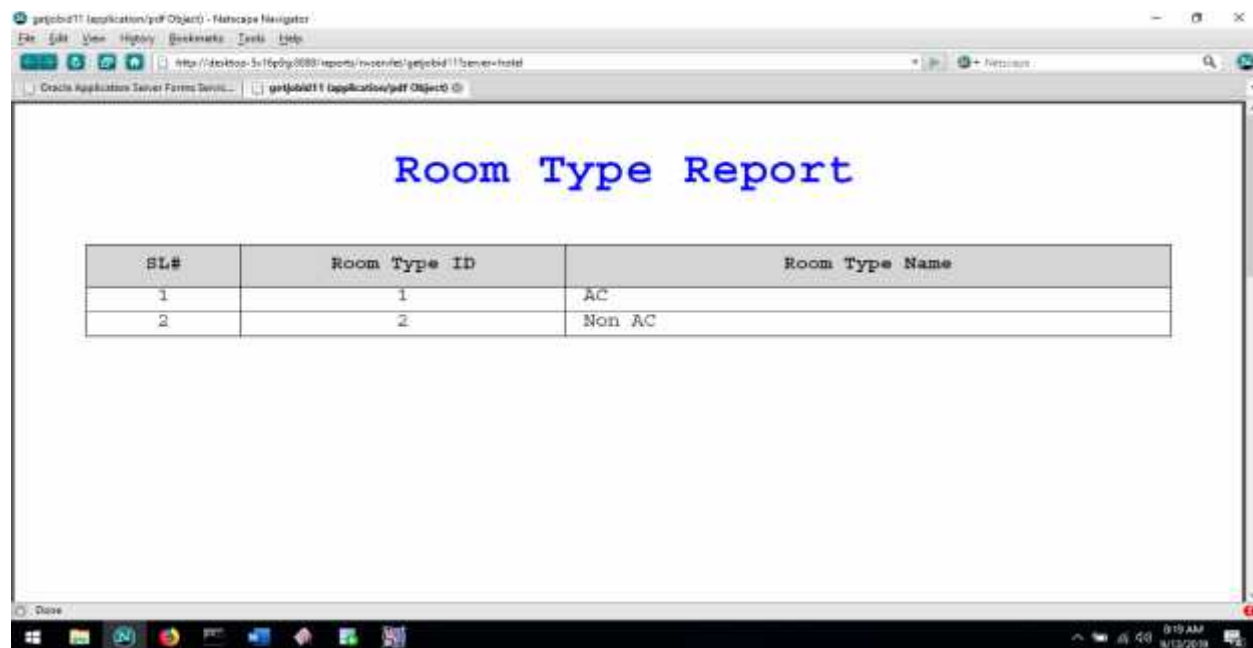


The screenshot shows a Netscape Navigator browser window with the address bar displaying 'http://localhost:51760g0888/reports/wa-server/getjobid103server-hotel'. The main content area displays the title 'Bed Type Report' in blue text. Below the title is a table with two columns: 'Bed Type Name' and 'Bed Type Id'. The table contains three rows of data.

Bed Type Name	Bed Type Id
Single	1
Family Suite	3
Double	2

1. **All Bed type Information Report:** User can view all bed type information report through this report using Bed type ID.

## Room Information Report



The screenshot shows a Netscape Navigator browser window with the address bar displaying 'http://localhost:51760g0888/reports/wa-server/getjobid113server-hotel'. The main content area displays the title 'Room Type Report' in blue text. Below the title is a table with three columns: 'SL#', 'Room Type ID', and 'Room Type Name'. The table contains two rows of data.

SL#	Room Type ID	Room Type Name
1	1	AC
2	2	Non AC

# Conclusion

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In this project i have tried to describe various concepts of software development. And tried to identify the problems in software development.

It's very enchanting for me to have a practical exposure in software development. Because without practical exposure it was not possible for us to compare the classroom theory with practical experience. Moreover, it is well established that theory without practices is blind. But in spirit of this, i find a gap existing between Theory and Practical knowledge. To minimize this gap project works under this course program is essential.

## Appendix A (Interviews)

<b>Interviewee's Designation:</b> Chief Executive Officer (CEO) <b>Date:</b> 10.2.2016	
How the existing systems work?	<ul style="list-style-type: none"> <li>- Everything is paper based</li> <li>- Customers need to come physically</li> <li>- Fill it in a forum</li> <li>- Room are booked for those days</li> <li>- Then booking is taken</li> </ul>
How customers find your company?	<ul style="list-style-type: none"> <li>- Through old customers</li> <li>- Social network like Facebook, tweeter</li> </ul>
How your company contact with the customers?	<ul style="list-style-type: none"> <li>- Over the phone</li> </ul>
If there is an online base platform for your company, What type of information you would expect from this system?	<ul style="list-style-type: none"> <li>- Activists details like where he/she wants to provide service, what type of service he can provide, how much money he wants for a single day.</li> <li>- Customer details like email, phone number, where from, where his/her event location</li> </ul>
Will there be any other expectation from the system?	<ul style="list-style-type: none"> <li>- The system has to make business profit. And this is the major requirement.</li> <li>- Must have some business value</li> <li>- The system have to cost effective than presented paper based system.</li> <li>- Security is also a major requirement of this system.</li> </ul>

<b>Interviewee's Designation:</b> General Manager (GM) <b>Date:</b> 10.2.2016	
How you scheduling and assigning the room for the hotel?	<ul style="list-style-type: none"> <li>- Everything is paper based</li> <li>-when customer come to book room for their holiday, we register them in a register book, if room available then customer can book the room.</li> </ul>

	<p>Its manual and time-consuming Service.</p> <p>Sometimes customer is informed over the phone.</p> <ul style="list-style-type: none"> <li>- Then I schedule the room according to package.</li> <li>- One or more room is booked for that day.</li> <li>- If booked, a sign is given in that day beside the name of that customer on that register book. This information is stored in a registered book.</li> </ul>
<p>How you manage stuffs?</p>	<ul style="list-style-type: none"> <li>- The Service Manager provides me the information about room availability and their provided service. He also provides the scheduling list of room booking in every month.</li> <li>- The Cash Office provides me the financial information and payment details of customer bill in every month. He also report me if any payment is due. Then I ask him to solve the problem.</li> <li>- Customer service representative report me in a new room is booked. Sometimes the customer wants to talk with the higher authority. Then I have to deal the customers.</li> </ul>
<p>Will there be any other expectation from the system?</p>	<ul style="list-style-type: none"> <li>- There must be a Hotel management tool for the customers.</li> <li>- This system must have the facility that the mobile users can use it. So that we can get the customers who cannot access from the computer.</li> <li>- There will have information details of the hotel that show the customers what kind of room and what are the services of this hotel done before and what was the service quality.</li> <li>- This task feature may contain rating system that the customer can measure the performance quality.</li> <li>- System administrator will have the power to ban a user who have a complain like miss the booking date, payment problem, illegal behavior.</li> <li>- Security is also a major requirement of this</li> </ul>

	<p>system.</p> <ul style="list-style-type: none"> <li>- There may have advance search option that the user can search more accurately what they want.</li> </ul>
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<p>Interviewee's Designation: Customer Service Representative</p> <p><b>Date:</b> 10.2.2016</p>	
<p>How you demonstrate your company services to the customers?</p>	<ul style="list-style-type: none"> <li>- Everything is paper based</li> <li>- Customers come to our hotel and ask for the service. Sometimes they phone call to use. We suggest them to come physically.</li> <li>- Then we show our room and services</li> <li>- Customer choose one of them</li> <li>- Then customer has to fill-up a form and we take advance and booked the room.</li> </ul>
<p>How those packages created? What services are available in those packages?</p>	<ul style="list-style-type: none"> <li>- These packages are created according to customers' need and capability. Because all the customers' need and capability are not same. Before the booking, customer want to see what kind services are available in our hotel.</li> </ul>
<p>What type of information is available in your form?</p>	<ul style="list-style-type: none"> <li>- Customers details with phone number</li> <li>- Room type and Floor information.</li> </ul>
<p>Will there be any other expectation from the system?</p>	<ul style="list-style-type: none"> <li>- I don't want this system will harm any process or our stuffs responsibilities.</li> <li>- User friendly interface that easy to operate.</li> <li>- Have a page where the system owners and staff's details can be shown.</li> </ul>

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