#### A WebBasedProject: Hotel Management System

 $\mathbf{BY}$ 

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This Report Presented in Partial Fulfillment of the Requirements for the Degree of Bachelor of Science in Computer Science and Engineering

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#### APPROVAL

This Project/internship titled "Hotel Management System", submitted by Md. Jubayer Hossain, ID-161-15-919 Md. Faisal Uddin Shaun, ID-161-15-860 and Md.Shawon Ahammed, Id-171-15-1319 to the Department of Computer Science and Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on 18.09.2021.

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We hereby declare that, this project has been done by us under the supervision of **Mohammad Jahangir Alam, Department of CSE**Daffodil International University. We also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

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#### **ABSTRACT**

The main purpose of this project is to develop a website called **Hotel Management System** where Customer/visitor can Hotel Booking. Sometimes we see that Customer live a specific location but, in that location, they cannot find a specific hotel as they want. They Directly go to to the hotel for search an available room. For this reason, they loss their time and money. If they find their special hotel in their location, they can save their time and money. But in our country hotel information is not available everywhere. We hope that through our website they can find hotel by location, name. We hope that by using this system we can collect accurate information by user. User can find their desired hotel easily by our advanced search system. We use HTML, CSS, JavaScript, Bootstrap for our front-end design and for back-end we use PHP, Laravle, MySql.

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#### CHAPTER 1

#### Introduction

#### 1.1 Introduction

When people want to travel for vacation, historical places or are stuck for unfortunate reasons, people need a place to stay, in this online era people search for hotels on the internet. Keep this thing in mind This company plans to offer hotel accommodation product distribution for many types of hotel properties, from small independent hotels to five-star luxury residences worldwide.

#### 1.2 Motivation

Some people want to travel to a place most of the time they don't know the hotel name nearby or some people don't know the utility of that hotel. Are these hotels reliable or not or some people want a cost-efficient hotel. People don't have reliable information about this hotel. To solve this problem, we created this idea to have reliable information about the hotel. How many people can stay in a room, what are meals people want and what female people want. We want to create a customer review system where the customer spends time on a hotel and what they think about this hotel based on every option and the future tourist can read this review and decide if they want to stay at that hotel or not.

## 1.3 Objectives

- 1. Create a website easy to use for both customer and administrator.
- 2. Experience of the system should be smooth.
- 3. The administrator should have an easy time maintaining and navigate.
- 4. The security of the system is excellent, nobody can take customer details.
- 5. To provide valuable data about a hotel and customer review.
- 6. Create a system to remain on all time, no matter what happened to the hardware.

## 1.4 Expected Outcome

Customers/visitors can search hotels by location. By this project, they can easily collect hotel information by hitting search any time anywhere. This web application will play a vital role in our country's development. The expected outcome is as follows: - User hit search to find hotel easily.

- User hit search to find a hotel easily.
- The user can sign up and review hotels.
- Hotel information will be accurate which is verified by us.
- Admin can modify whole system.

## 1.5 Project Management and Finance

The administrator will check if the order is valid or not which means the date of the order is reasonable. Also, accept and cancel the order of the booking. he also checks the hotel rooms and gives them proper instruction and negotiates the percent of income in the hotel and also verifies the location of the hotel and if an administrator is interested then the administrator gives or takes information via phone or email. The administrator has to check all the finance that happened in SSL to check if the order is reasonable or not.

## 1.6 Report Layout

Layout includes such things as the chapter's objective details. Report layout of our project are given below: -

Chapter 1: Introduction We have discussed about short description about our project.

Chapter 2: Background We have discussed about how we make our project fulfilled. We also describe about the related work, the scope and Challenges of this project.

Chapter 3: Requirement Specification Discussed project design requirement like BPM, requirements, use Case model and their description and Logical Relational Database Model.

Chapter 4: Design Specification Discussed external shape of our project like Front-End and Back-End design, ui and ux and their requirements.

Chapter 5: Implementation and Testing Discussed outcome result of our project like Database Implementation, front-end designs and interactions and the test results of the project.

Chapter 6: Impact on Society, Environment and Sustainability

Chapter 7: Conclusion and Future Scope Discussed about project discussion and conclusion for further developments.

#### **CHAPTER 2**

#### Background

#### 2.1 Our Work

When people travel from one place to another, there are different types of reasons and purposes. There are some people who travel for pleasure, students are travel for study, many people travel for work and some of them are got stuck in a place for Different kinds of reasons there is also some analytical cause of traveling.

#### 2.2 Related Works

There are some websites we found which are related to our system –

## 2.2.1 booking.com

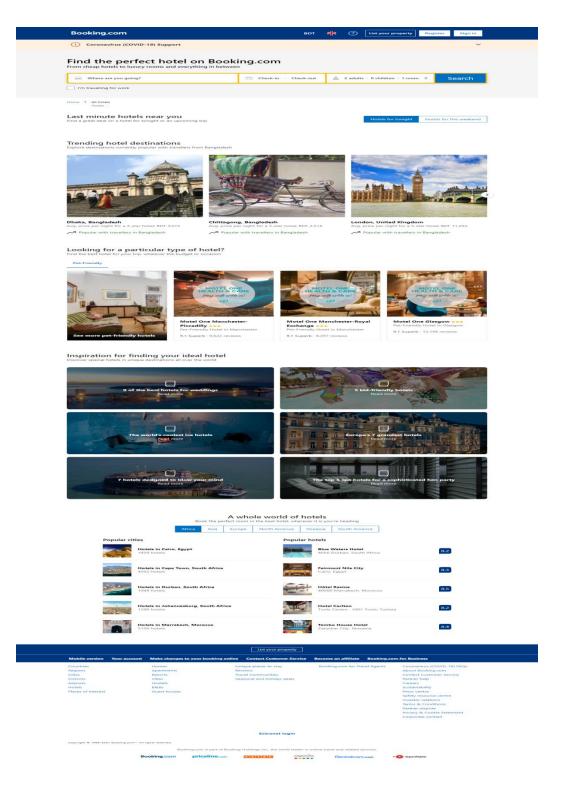


Figure 2.2.1: booking.com

# 2.2.2 BdBooking.com



Figure 2.2.2: BdBooking.com

Table 2.2: Comparison Table

Component	booking.com	BdBooking.com	Royal Hotel
Based in Bangladesh	Yes	Yes	Yes
Multiple language	No	Yes	Yes
dual currency	Yes	No	Yes
distinct measure	No	NO	Yes
special offer	No	NO	Yes
refunding	No	NO	Yes
accept bkash payment	NO	NO	Yes
security	High	Medium	High
Ethical issue	Yes	No	NO
Drop shipping negotiable	No	Yes	Yes

## 2.3 Comparative Studies

Our project is more User friendly and easier than the others. Many webs project information is Fake or under construction but our website is reliable to use. Our website produced accurate information.

## 2.4 Scope of the Problem

It is quite difficult to work with such project. But we decide to complete this project. We need to interact with PHP, Mysql, Ajax, HTML, CSS, Bootstrap. The main problem of our project is server-side work and collection of accurate data. We need to work hard to make this project successful.

## 2.5 Challenges

These are our main challenges –

- Collection of data: It is difficult to collect accurate hotel information.
- Lack of Accountability: This project qualities can shine when each member of the project takes responsibility for achieving project success.
- Ensure security.

- Hotel information, Name, location verification by admin.
- Web site Up-to-date.
- Make this project user friendly.

#### **CHAPTER 3**

## **Requirement Specification**

## 3.1 Business Process Modelling

Search a Specific hotel centeredat thefirst-class Web Development for a Business process Model. Business process management and systems engineering is the activity of a venture, so the current way may be analyses and developed. The BPM Model describe in the following diagram-

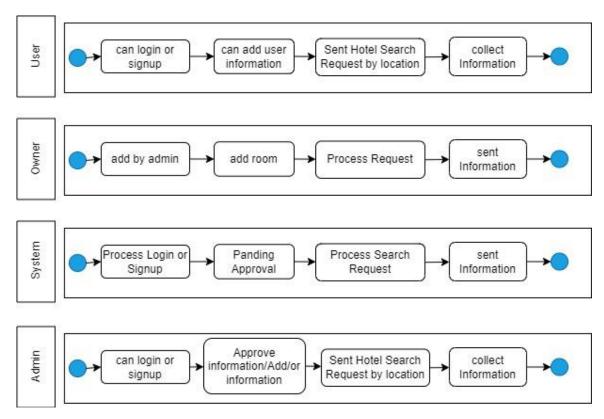


Figure 3.1.1: Business Process Model

In this above business process model, there are three processes named admin, system and user, owner. Where user can login or signup, can add information, sent hotel search request, collect information. Owner can add hotel room. System can process login or signup request from user or admin, pending approval from user or admin, process search request, sent information to user. Admin can login or signup, approve information added by user, sent hotel search request by Location and collect information.

## 3.2 Requirement Collection and Analysis

In every project, collecting the requirement starting work is indicating the vital requirements and also collecting the requirements. Because without requirement we cannot draw a graphical view of a project. Graphical view is very important for a project to implement every single task.

## **3.2.1 Functional Requirements**

Table functional requirements like functional requirements id, functional requirement name, description and priority values are given below©Daffodil International University

Table 3.2.1: Functional Requirements

Functional Requirement	Functional Requirement Name	Description	Priority
ID			
FR_01	Signup	User Can Sing Up by Using this System.	High
FR_02	Login	User/Admin Can Sing Up by Using this System.	High
FR_03	Search Hotel	User/Admin Can Search Hotel by Using this System.	High
FR_04	Approve Hotel information Add	Admin can Approve or Disapprove	Low
FR_05	Manage information	Admin Can Manage Information by Using this System.	Low

# **3.2.2 Data Requirements**

Table data requirements like data requirements id, description and priority values are given below-

Table 3.2.2: Data Requirements

Data Requirement ID	Description	Priority
DR_01	User name, email, phone number	High
DR_02	Hotel name, location, contact, price,review	High

# **3.2.3 Performance Requirements**

i. Speed and Latency Requirements

Table speed and latency requirements like speed and latency requirements id, description and priority values are given below-

Table 3.2.3: Speed and Latency Requirements

Speed and Latency Requirements ID	Description	Priority
SLR_01	When user search hotel request to the system, database should send information to visitor.	High
SLR_02	When Admin Accept search hotel Request, it will show by server in real-time.	High
SLR_03	User Can search hotel By Location.	High

## ii. Precision and Accuracy Requirements

Table precision and accuracy requirements like precision and accuracy requirements id, description and priority values are given below-

Table 3.2.4: Precision and Accuracy Requirements

Precision and Accuracy Requirements ID	Description	Priority
PAR_01	The input data should be accurate when User or Admin provide data to the System.	High
PAR_02	All data should be in place accurately where it is associated.	Low

# iii. Capacity Requirements

Table capacity requirements like capacity requirements id, description and priority values are given below-

Table 3.2.5: Capacity Requirements

Capacity Requirements ID	Description	Priority
CR_01	The Website documents size must able to load at hosting site.	High
CR_02	The Mysql database size must be able to store the system data.	High
CR_03	Request per second up to 1000.	High

## 3.2.4 Dependability Requirements

## i. Reliability Requirements

Table reliability requirements like reliability requirements id, description and priority values are given below-

Table 3.2.6: Reliability Requirements

Reliability Requirements ID	Description	Priority
RR_01	All confidential data must have to be encrypted.	Medium
RR_02	All data should collect from users by permission and by accepting privacy policy.	Low
RR_03	No one can use user's data for any other purpose except system needs.	Low

## ii. Availability Requirements

Table availability requirements like availability requirements id, description and priority values are given below-

Table 3.2.7: Availability Requirements

Availability Requirements	Description	Priority
ID		
AR_01	The system should work 24	Medium
	hours a day	
AR_02	The system should provide	Low
	the desired data to the user	
	in time.	

## iii. Robustness or Fault-Tolerance Requirement

Table 3.2.8: Robustness or Fault-Tolerance Requirement

Table robustness or fault-tolerance requirements like robustness or fault-tolerance requirements id, description and priority values are given below-

Robustness or Fault- Tolerance Requirement ID	Description	Priority
FTR_01	If the system has been crashed, it should not be more than an hour.	Low

## 3.3 Use Case Modelling

In use case method is used for analysis the system and gather information also clearly about the system and gather what system needed. It is a sequence between system and user. Use case model for this system is given below –

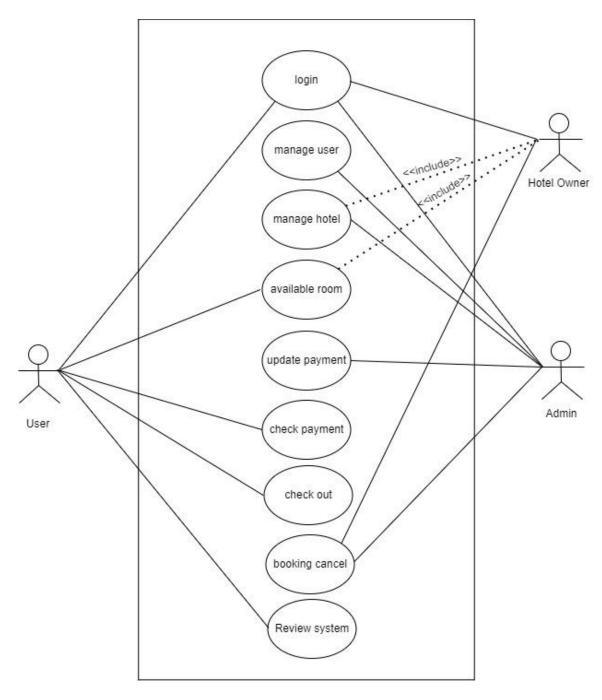


Figure 3.3.1: Use Case Modelling

Here are three actors interact with system named user, owner and admin. User can be member or non-member. Here user search hotel by location. Where admin can add or modify hotel, view hotel after login.

# **3.3.1** Use Case Modelling Description

Authenticate user: Authentication is a process that's allow a device to verify the identity of someone who connect to the system.

Table authenticate user like use case name and authenticate user values are given below-

Table 3.3.1: Authenticate User

Use Case Name	Authenticate User
Scenario	User Can Register.
Actor	1.User 2.Owner 3. Admin
Brief Description	User can search hotel by loction.

#### i. Add Hotel Information

Table add Hotel Information like use case name and authenticate user values are given below-

Table 3.3.2: Add Hotel Information

Use Case Name	Authenticate User
Scenario	Add or modify hotel
Main Success Scenario	1. User can search Hotel by Location.
Actor	1.User 2.Owner 3. Admin

## 3.4 Logical Data Model

Logical Data Model represents set of data. Logical Data model for this system is given below -

#### 3.4.1 Entity Relationship Diagram (ERD)

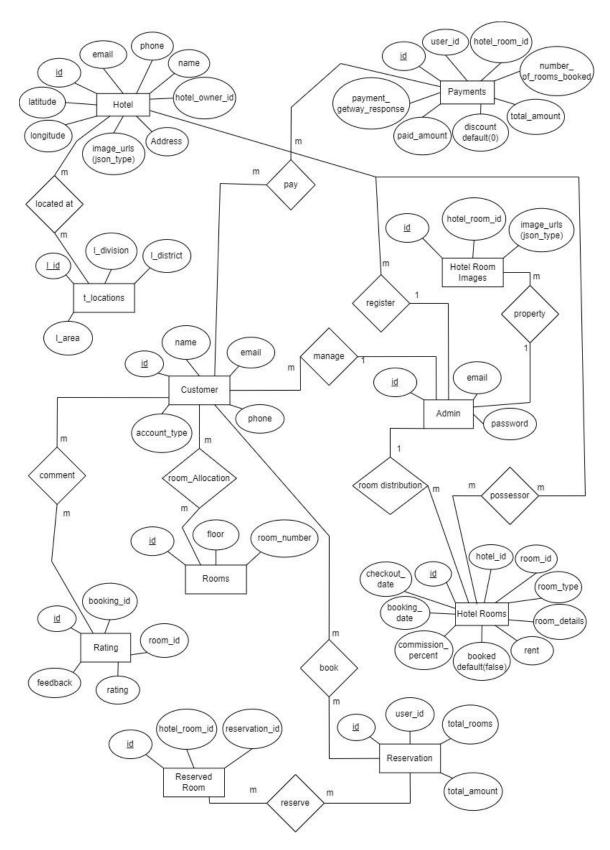


Figure 3.4.1: Logical Data Model ER Diagram

In this above figure logical data model is shown. This model has those database table named Hotel, Rooms, User, Reservation, Payment. All the table have their primary id and attribute are shown above. Hotel and Room has many to one relationship. User, Reservation and payment has relationship.

#### 3.5 Design Requirements

- Admin can add, modify or delete Hotel information.
- User can search Hotel detail by login.
- They can sign up and search hotel.
- They also search hotel without login.
- They can view hotel information.
- Admin can update anything related to this project

#### **CHAPTER 4**

## **Design Specification**

## 4.1 Front-End Design

In frontend design we used html, css, bootstrap, php laravel code to create user interface. we create frontend with those technologies.

#### i. HTML

HTML is stand for Hyper Text Markup Language which is actually helps us to set a structure of a system. We use HTML in our system for doing markup.

#### ii. CSS

CSS is stand for Cascading Style Sheet which is actually help to present a system nicely by give color, border, margin and padding. We can give margin, padding, border of any HTML by CSS. We use CSS in our project for styling.

#### iii. Bootstrap

Bootstrap is one of the coolest HTML, CSS and JS framework which is used for developing responsive, mobile-first websites. Bootstrap actually reduce the work of a

developer. We can design a system smartly using Bootstrap. We use Bootstrap to make our project user friendly.

#### iv. JavaScript

JavaScript is like a scripting or programming language which helps to implement complex things on web pages. Many desktop and server programs use JavaScript. To develop a integrative website we need to use JavaScript. We use JavaScript framework Bootstrap in our system.

#### v. Ajax

To create a fast and Dynamic web page that's where Ajax comes in. Ajax exchange small amounts of data with Sarver behind the scenes and create a web page that updates asynchronously.

#### 4.2 Back-End Design

The back-end is also called server-side is basically website works, bring up to date and changes. This refers to everything the user can't see in the browser. We use those technology for Back-end design -

#### i.PHP

Php is a scripting language that can be used to build dynamic web pages. Php is one of the languages that can be embedded into html and make easy to use more functionality.

#### ii. Laravel

laravel is a php freamwork. It is open and free source. The purpose of using this framework follows MVC pattern.

#### iii. Mysql

mysql is one of the database management systems. mysql handel relational database management system.it use sql(structure query language)

## 4.3 Interaction Design and UX

Admin Page Design:

- Hotel Information (Add, Modify Or delete)
- Owner Information Add

• Security Information (Login as Admin)

User Page Design:

- Sign up and Login
- Hotel information (View and Search)

User Experience Design (UX):

User Experience Design (UX) is often used interchangeably with terms such as User Interface Design and Usability. Our project still in private so this time we don't have any information right now.

## 4.4 Design Requirements

Table 4.4.1: Design Requirements

Table design requirements like website program required and computer program required values are given below-

Website Program Required	Computer Program Required
I. Functionality or feature set	I. Website Hosting
II. Capacity (how many and how big are	II. Web Host Performance (Processor
the things it can work with).	Speed, Uptime, Memory, Entry Processes,
III. User interface (Mobile, Desktop)	Request Handle).
IV. Customizability	III. Client-Side Scripting (HTML, CSS, JavaScript) and Server-Side Scripting
V. Speed, responsiveness	(PHP, Laravel Framework, MySQL).
VI. Ability to communicate with database.	
VII. Programming language	

# **CHAPTER 5**

# **Implementation and Testing**

# **5.1 Implementation of Database**

Implementation of database is described below –

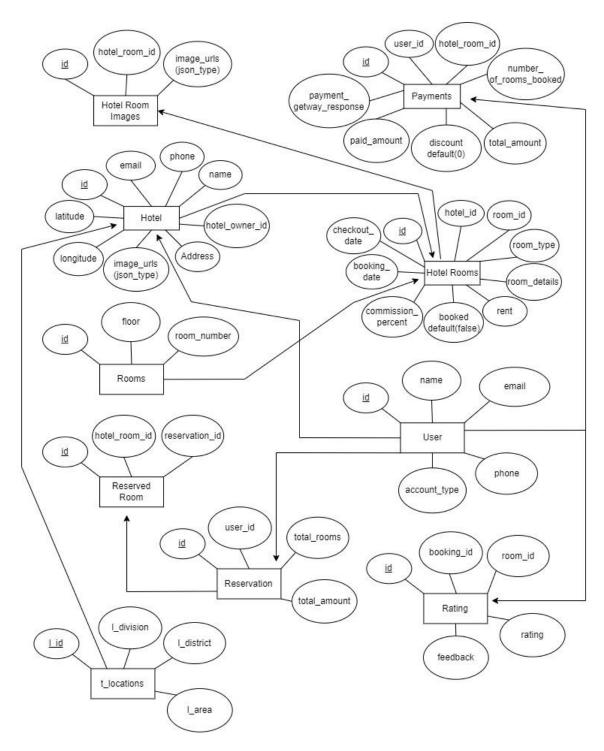


Figure 5.1: Implementation of Database

In this above figure implementation of database is shown. This model has those database table named Hotel, Rooms, Reservation, payments. All the table have their primary id and attribute are shown above.

# **5.2 Implementation of Front-end Design**

5.2.1 Implementation of Front-End Design

Implementation of Front-End design is described below –



#### **Hotel Accomodation**

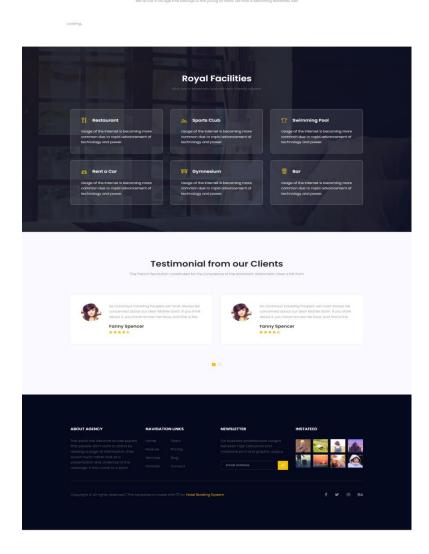


Figure 5.2.1: Font-End design (Index Page)[1]

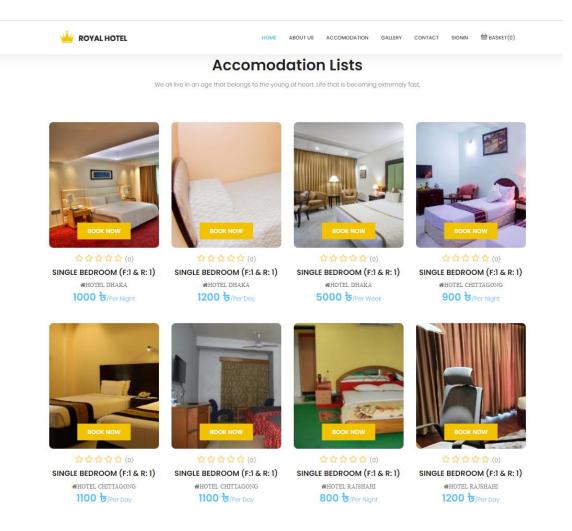


Figure 5.2.2: Font-End design (Index Page)

#### 5.2.2 Implementation of Back-End Design

Implementation of Back-End design is described below –

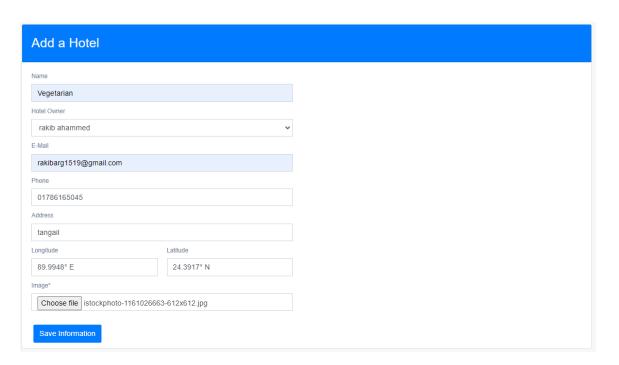


Figure 5.2.3(i): Back-End design (Hotel Add Page)

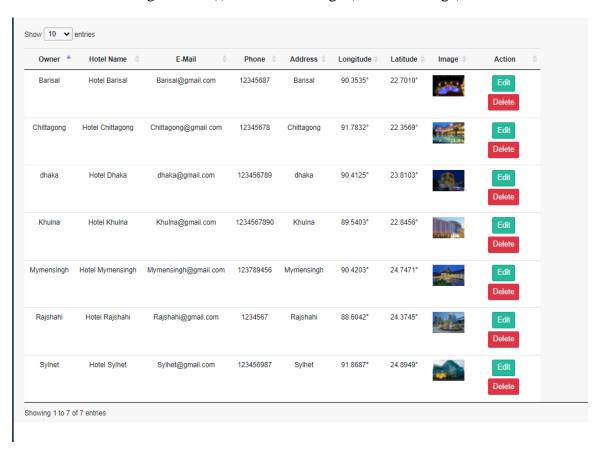


Figure 5.2.3 (ii): Back-End design (View Hotel Page)

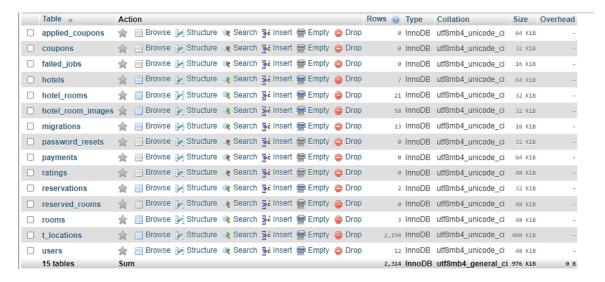


Figure 5.2.3(iii): Back-End design (MySQL database)[2]

## **5.3 Testing Implementation**

Testing implementation login is given below –

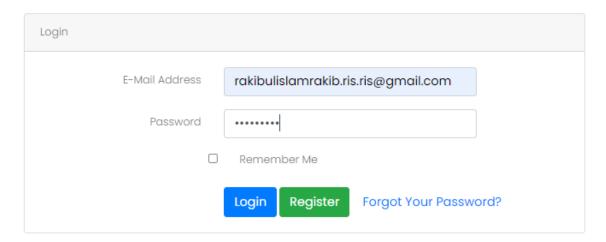


Figure 5.3.1: Login Page Testing

This figure shows us login page of Hotel Booking. Email address and password are given to login.

Testing implementation signup is given below -

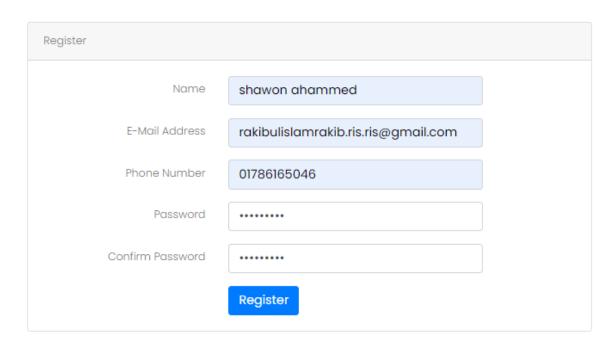


Figure 5.3.2: Signup Page Testing

This figure shows us signup page of Hotel Booking. Name, email address, phone number, password, confirm password is given to sign up.

Testing implementation search is given below –

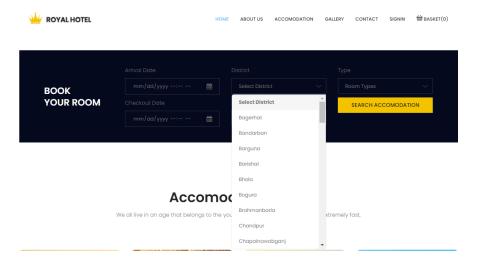


Figure 5.3.3: hotel Search Page Testing

This figure shows us index page of Hotel Booking. Search hotel by Area and showing relevant result.

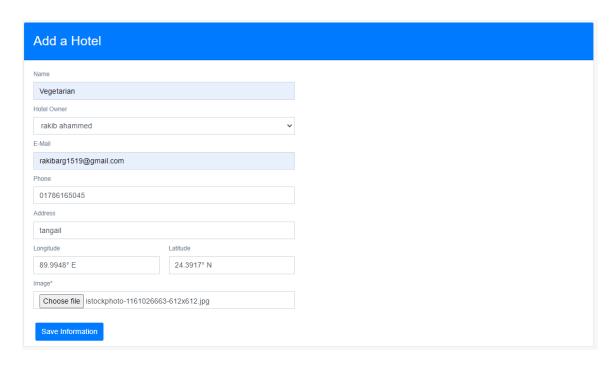


Figure 5.3.4: Add Hotel Details Page Testing

This figure shows us add hotel page of Hotel Booking. Add Hotel by giving name, hotel owner, email, phone, address, longitude, latitude, image of The Hotel and location.

## **5.4 Test Results and Reports**

Testing is the process that check the application meet the requirement or not.5.4.1 Features to be tested

- i. Login
- ii. Signup
- iii. Hotel Search
- iv. Hotel Add
- 5.5.2 Testing Strategies:
- i. Sign Up

Table signup like test case and test case name values are given below-

Table 5.4.1: Sign Up

Test Case: TC_01	Test Case Name: Testing the Sign-Up panel.
System: Hotel Booking	Requirements ID: RQ_01 (Sign Up)
Designed by: Md. Jubayer Hossain ,faisal uddin shaun and Shawon Ahammed	Design Date: 22.05.2021
Executed by: Md. Jubayer Hossain ,faisal uddin shaun and Shawon Ahammed	Execution Date: 22.05.2021
Short Description: This field will handle the sign-up functionality of the system.	
Precondition: Open the application.	

Table test case attribute like steps, action, input, result and pass/fail values are given below-

Table 5.4.2: Test case of Sign Up

Steps	Action	Input	Result	Pass/Fail
01	Enter all information in sign up page.	Name, Email, phone password.	sign up	pass
02	Invalid Email in sign up page	Name, Email, phone password.	sign up	fail

## ii. Login

Table login attribute like test case and test case name values are given below-

Table 5.4.3: Login

Test Case: TC_02	Test Case Name: Testing the Login

	panel
System: Hotel Booking	Requirements ID: RQ_02 (Login)
Designed by: Md. Jubayer Hossain, faisal uddin shaun and Shawon Ahammed	Design Date: 22.05.2021
Executed by: Md. Jubayer Hossain, faisal uddin shaun and Shawon Ahammed	Execution Date: 22.05.2021
Short Description: This field will handle the sign-up functionality of the system.	
Precondition: Open the application.	

Table login attribute like steps, action, input, result and pass/fail values are given below-

Table 5.4.4: Test case of Login

Steps	Action	Input	Result	Pass/Fail
01	Enter all information in Login page.	Email, password	Login	pass
02	Invalid Email or Valid password in Login page.	Email, password	Login	fail
03	Valid Email or invalid password in Login page	Email, password	Login	fail

## iii. Hotel Search

Table Hotel search attribute like test case and test case name values are given below-

Table 5.4.5: Hotel Search

Test Case: TC_03	Test Case Name: Testing the Hotel Search panel.
System: Hotel Booking	Requirements ID: RQ_03 (Hotel Search)
Designed by: Md. Jubayer Hossain, faisal uddin shaun and Shawon Ahammed	Design Date: 08.06.21
Executed by: Md. Jubayer Hossain, faisal uddin shaun and Shawon Ahammed	Execution Date: 08.06.21
Short Description: This field will handle the Hotel search functionality of the system.	
Precondition: Open the application.	

Table Hotel search attribute like steps, action, input, result and pass/fail values are given below-

Table 5.4.6: Test case of Hotel Search

Steps	Action	Input	Result	Pass/Fail
01	Enter information in Hotel Search Page.	String	Hotel Search	pass
02	Invalid information in Hotel Search Page	String	Hotel Search	Fail

#### iv. Insert Hotel's Details

Table insert hotel details attribute like test case and test case name values are given below-

Table 5.4.7: Insert Hotel's Details

Test Case: TC_04	Test Case Name: Testing the Insert Hotel's Details panel.
System: Hotel Booking	Requirements ID: RQ_04 (Insert Hotel's Details)
Designed by: Md. Jubayer Hossain, faisal uddin shaun and Shawon Ahammed	Design Date: 08.06.21
Executed by: Md. Jubayer Hossain, faisal uddin shaun and Shawon Ahammed	Execution Date: 08.06.21
Short Description: This field will handle the Insert Hotel's Details functionality of the system	
Precondition: Open the application.	

Table Hotel search attribute like steps, action, input, result and pass/fail values are given below-

Table 5.4.8: Test case of Insert Hotel's Details

Action	Input	Result	Pass/Fail
Enter Valid	name, hotel owner, email, phone,	Hotel	pass
in Insert	longitude,latitude,image of The Hotel and	Search	
Hotel's	location.		
Details			
Page.			
Invalid	name, hotel owner, email, phone,	Hotel	fail
information	address,	Search	
in Insert	longitude,latitude,image of The Hotel and		
Hotel's	location.		
Details			
Page.			
	Enter Valid information in Insert Hotel's Details Page.  Invalid information in Insert Hotel's Details	Enter Valid information in Insert Hotel's location.  Invalid information in Insert Hotel's location.  Invalid information in Insert Hotel owner, email, phone, address, longitude,latitude,image of The Hotel and location.  Invalid information in Insert Hotel's location.  Details	Enter Valid information address, longitude,latitude,image of The Hotel and location.  Invalid information address, longitude,latitude,image of The Hotel and location.  Invalid information in Insert longitude,latitude,image of The Hotel and location.  Hotel's location.  Hotel Search Search Search in Insert longitude,latitude,image of The Hotel and location.  Details

#### **CHAPTER 6**

## Impact on Society, Environment and Sustainability

#### 6.1 Impact on Society

Implementing an online reservation system has had a number of benefits for business owners across all industries in terms of conversions with millions of users on social media, being able to incorporate a safe and easy way for prospective user to booked and pay for your tours and services also increases your visibility and improves conversions. An online calendar easily shows both the prospective client and the business what appointments are still available and what has been booked in an easy, visual format. It also improves planning processes for the day for businesses.

## **6.2 Impact on Environment**

Many businesses wonder if there are any positive effects before implementing one themselves. Employees may also not see the full impact, especially if they never report anything themselves. However, the impact of ethics hotlines is noticeable if they're used correctly.

When employees are encouraged to use ethics hotlines and your business takes appropriate action, you create a happier work environment with more confident employees. Since employees know that the business has their backs, they're less likely to just try and ignore unethical behaviour, which can negatively affect employee performance.

happier employees are more productive. In fact, they're up to 20% more productive and happier salespeople can boost sales by up to 37%. For the best places to work for, stock prices even rose by 14%.

## **6.3 Ethical Aspects**

There are so many Ethical issues. Different types of industry have different types of ethical issues. in our project there are employee. Theft if an admin keeps an employee he has access to admin panel he can steal money. A good thing about this ethical issue that can overcomebetter ethics can lead to happier employees that lead to more success in business.

#### 6.4 Sustainability Plan

The sustainability plan of the Hotel stems from the idea that quality and sustainability are inextricably linked. Nearby, the town and its community will indeed always be part of the guest experience. The hotel will therefore work for the sustainable management of the quality of the environment. Preparing and communicating this plan committed to ensuring - and improving continually and systematically - quality and durability. The plan is based on the following pillars:

- People and Market
- Heri

#### CHAPTER 7

#### **Conclusion and Future Scope**

#### 6.1 Discussion and Conclusion

This application is made by modern technologies such as PHP (Laravel Framework) as a backend programming language, HTML, CSS, Bootstrap, JavaScript, jquery for frontend. MySQL handles the whole data of my system. PHP is the most popular programming language all over the world. MySQL is the database used to develop the modern and latest applications. This application will serve you the best experience in the online Hotel Management System.

## **6.2 Scope for Further Developments**

We just want that our system will have been used in online hotel booking. Then in the future, if it is convenient to use by the users, we will try to make it a versatile system. And the problems we have faced, in future we have planned to solve this problem. We have a well-planned idea about it. Most importantly we want to add a payment gateway using API method in our project. For the payment gateway

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