

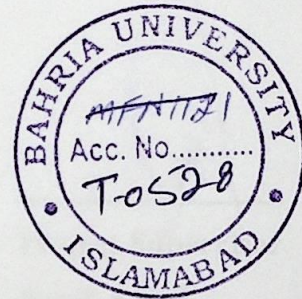
**Generic Software Solution For Hotel Business**

**GSSHB**

**Project Submitted By:**

**Muhammad Ali Asif**

**Enrollment # 01-240031-009**



**Supervised By:**

**Mr. Saqib Saeed**

This report is submitted to the development of Computer Sciences, Bahria Institute of Management and Computer Sciences, Islamabad. In partial fulfillment of requirement for the degree of MCS

---

**Department of Computer Sciences**

**Bahria Institute of Management and Computer Sciences,**

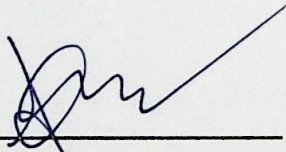
**Bahria University, Islamabad**

# CERTIFICATE

---

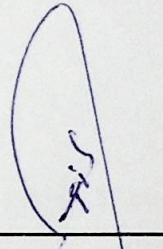
This project is dedicated with great love and respect to my parents and to my friends.

We accept the work contained in this report as a confirming to the required standard for the partial fulfillment of the degree of MCS



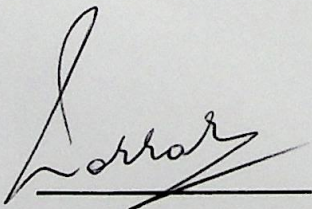
---

**Head of Department (CS)**  
**Fazal-e-Wahab**



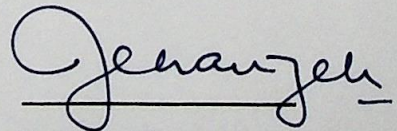
---

**Project Supervisor**  
**Saqib Saeed**



---

**Internal Examiner**  
**Zarrar Javaid**



---

**External Examiner**  
**M Jahanzeb Khan**

# DEDICATION

---

This project is dedicated with great love and respect to my parents and to my friends.

*Muhammad Ali Asif*

I would like to express my gratitude to my respected supervisor Mr. Saqib Saad for his advice, guidance, supervision and above all his encouragement in all phases of this project.

Finally, thanks to my father, mother, who had to deal with my stresses, late hours studying and participation in household matters.

# ACKNOWLEDGEMENT

---

First of all I am indebted to almighty ALLAH (Subhan Watalla), Lord of all creatures and His Prophet Mohammad (S.A.W) Whose blessings enabled me to perceive and pursue higher ideas of life Who has given me the strength and courage to complete this project.

I would like to express my gratitude to my respected supervisor Mr. Saqib Saeed for his advice, guidance, supervision and above all his encouragement in all phases of this project.

Finally, thanks to my father, mother, who had to deal with my stresses, late hours studying and participation in household matters.

# ABSTRACT

---

The normal practice prevailed among the clerical staff of hotel business is to maintain the manual record keeping system. The manual record keeping method is a slow, error prone and a tedious job. Secondly the increasing trend of customer satisfaction has triggered the need for a system which can provide the customers to search and reserve the rooms while being at their homes. In order to overcome the above mentioned problems this project is being carried out.

The system is basically Generic Software Solution for Hotel Business. The website provides facilities of online searching and reservations to customers. Customer can also avail the facility of online shopping. The system also provides the support for human resource management system of hotel employees.

The knowledge from the discipline of software engineering databases and web technologies is being applied to realize this project. The preparation of internal deliverables like software requirement specification, project plan, system design and architecture and use of different case tools was focused towards software engineering. The design and implementation of record keeping system required the skills from the field of databases. The front end was designed and implemented using c#.

# Table of Contents

---

<b>Chapter 1</b>	<b>INTRODUCTION</b>	<b>1</b>
1.1	Brief Description on Hotel	2
1.2	Existing system of Hotel Business	3
1.3	Drawbacks in Existing System	3
1.4	Objectives of the Proposed System	3
<b>Chapter 2</b>	<b>TOOLS AND TECHNIQUES</b>	<b>5</b>
2.1	Major Tools and Techniques	6
<b>Chapter 3</b>	<b>DESIGN SCENARIO</b>	<b>8</b>
3.1	Entity Relationship Diagram	9
3.2	Table Designing	10
3.3	Table Names and Description	12
3.4	Data Flow Diagram	14
<b>Chapter 4</b>	<b>SYSTEM EVALUATION</b>	<b>22</b>
4.1	Introduction	23
4.2	Testing Strategy	23
4.3	Sub-System Testing	23
4.4	Unit Testing	23
4.5	Integration Testing	24
4.6	Test Case Inventory	24
4.7	Acceptance Test	31
<b>Chapter 5</b>	<b>FUTURE ENHANCEMENT</b>	<b>32</b>

5.1	Data Warehouse	33
5.2	Benefits of Data Warehouse	33
<b>REFERENCES</b>		35
<b>APPENDICES</b>	<b><u>USER GUIDE</u></b>	36
Figure- 3.1	Entity Relationship Diagram	9
Figure- 3.2	Context level Diagram	14
Figure- 3.3	level 1 Diagram	15
Figure- 3.4	level 1 Diagram	16
Figure- 3.5	level 1 Diagram	17
Figure- 3.6	level 2 Diagram	18
Figure- 3.7	level 2 Diagram	19
Figure- A.1	Main Screen of OSSH8	37
Figure- A.2	Reservation Screen	38
Figure- A.3	Reservation Details Screen	39
Figure- A.4	Customer Information Screen	40
Figure- A.5	Room Reserved Screen	41
Figure- A.6	Login Screen	42
Figure- A.7	Main Menu of HRM of Hotel Employees	43
Figure- A.8	Addition of Records	44
Figure- A.9	Deletion of Records	45
Figure- A.10	View Contact us mails	46
Figure- A.11	Sign Employee	47
Figure- A.12	View Memo	48
Figure- A.13	Send Memo	49
Figure- A.14	Shopping	50

## List of Figures

---

Figure No.	Title	Page No.
Figure- 3.1	Entity Relationship Diagram	9
Figure- 3.2	Context level Diagram	14
Figure- 3.3	level 1 Diagram	15
Figure- 3.4	level 1 Diagram	16
Figure- 3.5	level 1 Diagram	17
Figure- 3.6	level 2 Diagram	18
Figure- 3.7	level 2 Diagram	19
Figure- A.1	Main Screen of GSSHB	37
Figure- A.2	Reservation Screen	38
Figure- A.3	Reservation Details Screen	39
Figure- A.4	Customer Information Screen	40
Figure- A.5	Room Reserved Screen	41
Figure- A.6	Login Screen	42
Figure- A.7	Main Menu of HRM of Hotel Employees	43
Figure- A.8	Addition of Records	44
Figure- A.9	Deletion of Records	45
Figure- A.10	View Contact us mails	46
Figure- A.11	Sign Employee	47
Figure- A.12	View Memo	48
Figure- A.13	Send Memo	49
Figure- A.14	Shopping	50



## List of Figures

---

Figure No.	Title	Page No.
Figure- 3.1	Entity Relationship Diagram	9
Figure- 3.2	Context level Diagram	14
Figure- 3.3	level 1 Diagram	15
Figure- 3.4	level 1 Diagram	16
Figure- 3.5	level 1 Diagram	17
Figure- 3.6	level 2 Diagram	18
Figure- 3.7	level 2 Diagram	19
Figure- A.1	Main Screen of GSSHB	37
Figure- A.2	Reservation Screen	38
Figure- A.3	Reservation Details Screen	39
Figure- A.4	Customer Information Screen	40
Figure- A.5	Room Reserved Screen	41
Figure- A.6	Login Screen	42
Figure- A.7	Main Menu of HRM of Hotel Employees	43
Figure- A.8	Addition of Records	44
Figure- A.9	Deletion of Records	45
Figure- A.10	View Contact us mails	46
Figure- A.11	Sign Employee	47
Figure- A.12	View Memo	48
Figure- A.13	Send Memo	49
Figure- A.14	Shopping	50

## List of Tables

---

Table No.	Title	Page No.
Table-3.1	Credit Card	12
Table-3.2	Customer	12
Table-3.3	Customer_Rooms	12
Table-3.4	Employees	13
Table-3.5	Login	13
Table-3.6	Memos	13
Table-3.7	Order	13
Table-3.8	Product	14
Table-4.1	Test Case Inventory	26