

Hotel Nova System & Softwares

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Abstract: The main objective of this study is to reduce the manual or offline work in hotels and to establish computerized network which helps hotel staff in management and customers to book rooms , resorts online.

Searching hotels ,resorts after reaching your place is very time consuming task and at this time we get to know the importance of online booking system.

The main advantage of this system is that we can book our stay before reaching our destination.this system is not only very cheap but also very quick.these days most of the hotels have there own websites and application on which customer can book ,view there services and facilities so that they can choose their stay location vicely.The process of booking is very simple fast and also u can pay your rent online or offline in anyway you want and advancement of technology make the payment process very secure.

Keywords: Hotel,Hotel Nova, online booking

1. Introduction

The Hotel Nova system and software is a webpage and application on which you can book rooms, lodges from any where in the world. Competing with the global market, more attention should be paid to improving the needs of users to produce recommended hotel options.this system is the way of managing staff and customer easily.

now take a look on traditional hotels,at that time for booking hotels firstly customer have to visit the hotel and view hotel and there facilities and check whether there services are under his preferences or not .if customer satisfied from hotel services then they have to meet the receptionist and fill form and then they get key of their room,this whole process is very time consuming.

While developing these systems client always want privacy and security because these systems contains payment gateway and also these systems are connected through internet that is why these systems are available globally and anyone can book and view there facilities from anywhere in the world.

Hotel Nova system and software including spas, casino,lodges, luxury rooms,gym etc.

2. Related Tasks Review

Services provided by this system is very hard to manage as these services contains direct involvement of customer services like booking information , information of charged services. hotel nova system and software have subcategories and every category have its own functions . System activity have to work continously to achieve its target. The communication method contains all the features of a common hand system, which means oral communication, texts.

This now leads to computer use in hotel management. The proposed hotel management does not have a large number of hotel staff who provide those services and a few rules. In poorer countries the labor force is slowly increasing. Therefore, they must bring in foreign workers.

This system give customer some technical advantages as this system try to avoid wasting like electricity,water etc

In rooms we also attached some sensors which sense the presence of customer in the room and makes light on or off accordingly.

For example if customer is not present in room then sensors sense the darkness and automatically off lights or if customer enters the room then sensors sence some movement and automatically on lights.

When you go to reception, receptionist done iquiry and ask for required documents to submit then these documents should be transferred to the different sections of hotel which required those documents to update customer details.

The every section also keeps records of customer expenses and transfers them to the account section, for example when customer came for having lunch,dinner or breakfast whatever customer order everything should be recorded and when customer finishes his food order information passed to accountant so that they can prepare bill.

Because of all these tasks we need these systems and connect this system through internet.

We create Hotel Nova system and software for particular hotel Nova which helps owner to attract customers towards their hotel without any physical presence.

The program incorporates electronic sensors in many sensors in combination with the Java system. The creation of tourism website and software gets a lot of attention. [2004] scales several booking engines in - Internet more than 23 different processes, such as user friendly, payment method, fast verifications.

How to book -

By using well established servers, network customer can easily use our webpage book rooms, view facilities. Whenever customer came to reception and done inquiry about the rooms then receptionist tell about their rooms we have three types of large rooms:

i. Twin Room (Suit Double)

ii. Luxury Suit

iii. Ultra luxury Special suit

Then receptionist shows some documents which include information about taxes, rooms, facilities and services after that if customer decides his room then receptionist give customer have to fill registration form which contains information about customer details.

This form contains customer details like customer name, address, gender, occupation, Mobil number, arrival and departure date etc and also contains some personal documents like adhar card number or pancard number, then there are some extra information which staff has to fill like room number, information of the services acquired by the customer, count of customer etc.

Method of Allocation -

When all the guests makes their visit in our hotel via any mode either by online or by offline, then the very next and main process there starts. Firstly we fetch all of the data of each and every individual through our database and then after doing such completion, we move to our last stage of room allocation which is the duty of the receptionist.

After that receptionist have to allocate room to the customer which was chosen by the customer. Receptionist go through the rooms page which have information about room like which rooms are booked and are available to the customer.

The room page seems very complex as it is fill with columns and rows. Rows contains dates and column contain room number.

However, some customers are given the right to choose not only the type of room, but also the type of room under that type.

Booking chart is a very wide chart divided by lines and columns.

After booked room, the room page shows the customer name on that date row on which customer reserved his room.

After that customer received a telephonic call to confirm that he is the person who booked room or also for checking customer mobile number. The card details of customer is stored by the receptionist in his file that file also include some extra information like arrival time so that movement of customer is monitored.

Customer Exit-

Generally the departure time is fixed but in some cases it varies as customer changes its departure time for some reasons. In this process customer give his room keycard to the receptionist and then receptionist update his file and send that keycard to the accountant so that they can also update customer account. Account section generally check the advanced payment and subtract them from the final payment. If the balance is quite large then customer have to pay balance in cash only but if they don't have cash then customer can also pay in check. After that the room page has to be updated and available for other customers.

3. Hotel Services & Facilities:-

As we all are aware about the fact that the present days the hotel is not a place which provide only comfort , food and beverage, but it just like a city which do serves all kinds of possible facilities to our customers which just do not hold upto rooms services.

.Not only this but we have also more facilities like TV, cosmetic things etc in our yard. For better functioning we also do includes world class staff with us for strong link between us and customers.

We are also providing 24x7 services to our customers .Linen, Blanket, Towel available in every room. Each room has their own vaccum, jug, thermosflask with ice cube and hot water and so on.

These are the additional services given below:

1.) Car rental and chauffeurs
2.) Swimming Pool
3.) Theatre
4.) Clubs
5.) Library

Various kinds of facilities are also been present in our NOVA hotel-

1.) There is receptionist cash and enquiry counter by well qualified trained and experienced persons. Conference facilities is available there in the form of each or more of conference room.

2.)There is a Book Library, well recognized travel agencies, money change and safe money depository facilities, etc.

3.)There is a telephone in each room for any type of help and for the use of guests and visitors and provision for a radio or music box in each room.

4.)There is a well-enhanced, well-equipped and well-maintained with well furnished dining room/restaurant on the premises and wherever permissible by law, there is an tasteful, well-enhanced bar / permitroom.

4. Modern Hotel Industry

As the term modern self notify unique , so this concept do includes all kinds of the tourism entites which do includes accomodation for guest and many more other tourism facilities and are served in various kinds of forms that do helps in order to set more economical growth.

We can also say it includes all kinds of luxirious services that are being provided by some kinds of named hotel and all only. Tough, the prices of this we can say is a little bit high but the enhancement and the comfort which are going to provide to our guest is on another level .

So, in order to achieve more and more commercial effects hotel business there plays a vital role because it do includes all kinds of accommodation and serves various kinds of hotel hospitality which eventually uses in order to meet all the needs of guests and to ensure that the standard living for all managements.

5. Classification Of Modern Hotel Services

Rooms and housing facilities:

It is provided in the hotel housing units and apartments and rooms;

Foods and beverages facilities:

In our Hotel NOVA we basically have three kinds of place which do basically provides different different types of world-class food facilities to our customers which do includes lunch, dinner etc as per convenience. Cultrual entertainment services also ,in our hotel Nova we also do organize various kinds of consults or other interactive things in order to give more entertainment to our customers.

Hotel Management and the calibrity of the Hotel Services-

Hotel services we mean diversity and complexity in the course of Hotel business operations which firstly we look upon the processes and customers. This includes the following keys of the services:

Cultural Services -

The company will radiate and explicit the cultural services around the Hotel, and controls the whole management in particular must set an example as to the realization of the service culture like spiritual experience.

Civility-

All employees must have courtesy who has direct contact with customer They have to be very clear with their jobs. .

Standardization -

Process and execution these are two factors that must take place on order to meet all the expectations of guests.

Expertise -

As, in order to make more strong link between staff and guests we have world call staff with us. This also ensures their posture in front of Guest.

Objections--

These are the starting point for improvement and therefore be understood a good faith between hotels and their customers.

The first two that are basically the 'Top' and 'Middle' hotel management do check at very

Vision, Mission, Goals, and also at the improvement of good behaviour in each hotel. If any kind of seriousness in the first i.e -

'top' gives the prevalent competition and new customer needs and desires. These all are define a 'special policy for improving the quality of hotel services through the 'Programing of Constructive Quality' which will become an

important factor in the hotel business.

These are the following activities/programs to improve the quality of hotel management system and improve its services on feedback of customer needs:

A.) Work processes management in the hotel management system:

Hotel services are collection of many a processes which should be managed and should be constantly maintained and improved in order to maintain and eliminate all the defects and the faults to achieve great customer satisfaction.

B.) Hotel Employees Satisfactions:

In our NOVA Hotel Management System we basically focus on the quality which is transmitted to service provider and the qualities of the services which we provide which do includes , Professionally trained , Well educated , loyalty etc factors not only create but do maintain the quality which assure our customers satisfactions. In order to achieve high quality services it is necessary to haced satisfied staff with us because than only we are able to make good relation and better understanding with our guests and will able to provide them great hospitality.

C.) Professional training for Hotel Staffs:

The necessity for all continuous improvement and Specially education of all the employees are highly encouraged and the behaviour of guests , the changes that are coming because of the present developments which changes in the environments.

Overall frame Design Of Systems:

Hotel Management information system do have three layers of system design with it. As it will deals with the middle layer of data access and check it's limitations. This system will use the Microsoft DNA structure, the definition of three layers respectively is: the first one is Presentation Layer, the second one is Business Logic and at last the third one is Data Access Layer.

The system users are mainly including system administrators, foreman users and waiter. Among them: the system when initialization default 'ADMIN' system Administrator user, which is indulged in designing of the

program is last gets fetched up with the database. The ADMIN user which has to create basic three kinds of things -1.) Create user 2.) Delete user 3.) Modify the information. The Foreman users there can manage the server user which do includes all the creation of user and can modify and delete the information as required etc works but the thing is that he cannot manage other foreman users there.

Materials And Method ---

Ethics is a comprehensive approach, with many steps in the development of systems that will guide human activity and it will influent the quality of the our finalised product. Many approaches are incorporate a number of development strategies. The systematic process by which complex or scientific work is called as a technique. Strategies are certain processes which will follow to ensure that the work is well thought out complete and understandable to others. HMS is a mobile application where this application is connected to the internet and manage all the hotel Services. Details of the method and method which are used to describe as following:

Design Frame Work For Online Hotel Management System:

Through this paper we will understand a

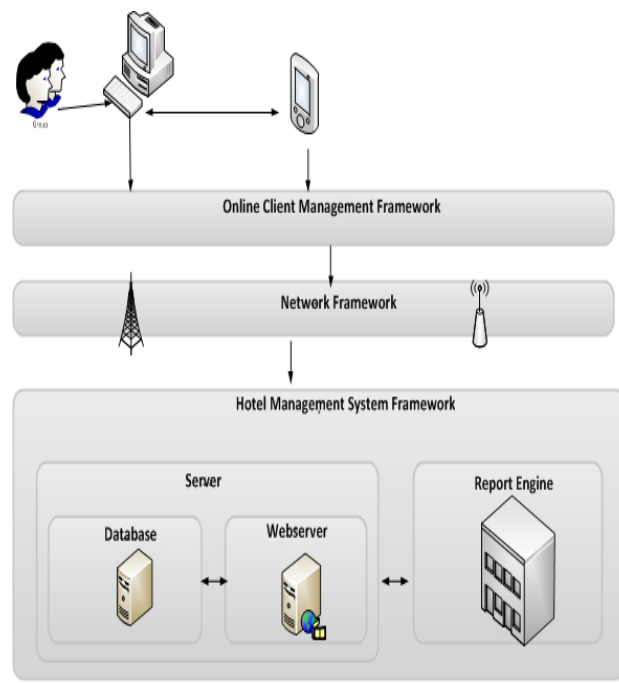


Figure-1 : Outline Structure

So, the basic outline of this structure tells the framework of our system . We , cam look upon the various kinds of the mentioned sections which has diffrent diffrent kinds of functionality in it . So, understanding each and every norm and than work upon it is the main and effective job to look and to carry out.

It , do replicated the connection between the server to the host while making any kind of the reservation in our hotel through online mode only.

1.) Database of System-

So, as the work of database is not only to control but also to act as a integral part of whole of the system , so it do foloows basic protocols to work on to and work upon the required information. Our system databse do contain and maintain all necessary informations . Also, it maintains user' records

Security do also provides in such way that no harm should be take place on the temporary data. Also, our system contains ans work on both temporary and real-time factors which allows them to store the most recent and relevant data and do changes on it as required.

i.) Server-

In order for making any kind of booking server do plays a vital role there , as because of it the one-to-one connection between host and guest is established. Usability there becomes very easy

ii.)NNS(network-network-signal)-

It's a middle level layer that is basically in between the built framework and the online client that there retrieves all the applications on the computer . 2 kinds of network either LAN or WAN any one we can use as per requirement .

iii.)Developed User's Of Program:

Through the accessibility of computer's and all the Hotel Nova designing process can be easily accessed by the user.

Design of Hotel Nova System and Softwares-

Through designing we can present or manage or data in an appropriate way .

The following kinds of parameters it do contain in it-detailed value , attributes , 2 keys , business relationship.

Building a database requires a good developer understanding of two processes namely

domain location and database development. Functional data design can help an engineer

perform better from scratch. Also, because of it money and the time both get's reduced a lot.

Data development should be excellent as it do play's an essential role for high productivity . So, in order to get the better quality of the system we can take a look on the figure-2 for better understanding.

Model concept of Hotel Nova System and Softwares -

So, the concept is to present data in a very logical way which helps not only in readable but also to represent information appropriately. So, this whole process can be done with the help of guessing of conceptual model to the domain of our focused data.

. Representation of various domains which do includes - details, relationship , profession etc etc . For the better understanding of the conceptual model figure-2 is there which shows up the whole process for the data creation to determine and check the information needs of the users.

It also do able to provide more accuracy of whole backend process which do depicts in the figure-3 , that basically do describes all kinds of the interactions that took place in each and every respective domains . Further after that figure 4&5 shows some more advancement.

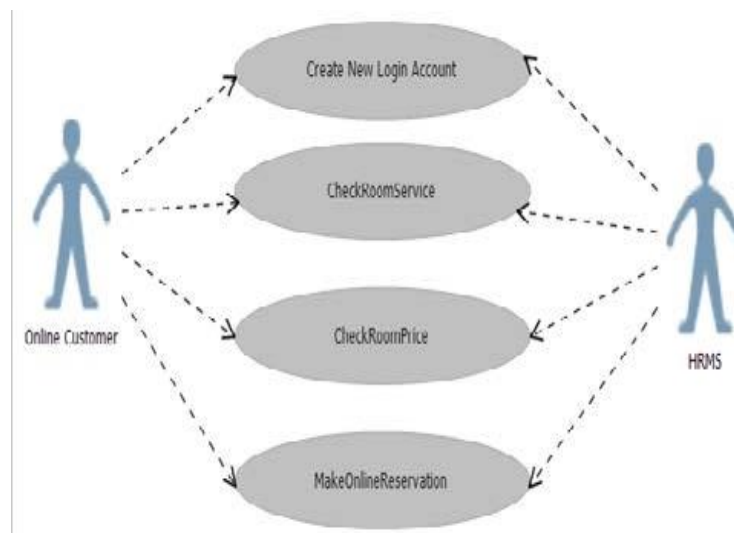


Figure-2 : Basic Design

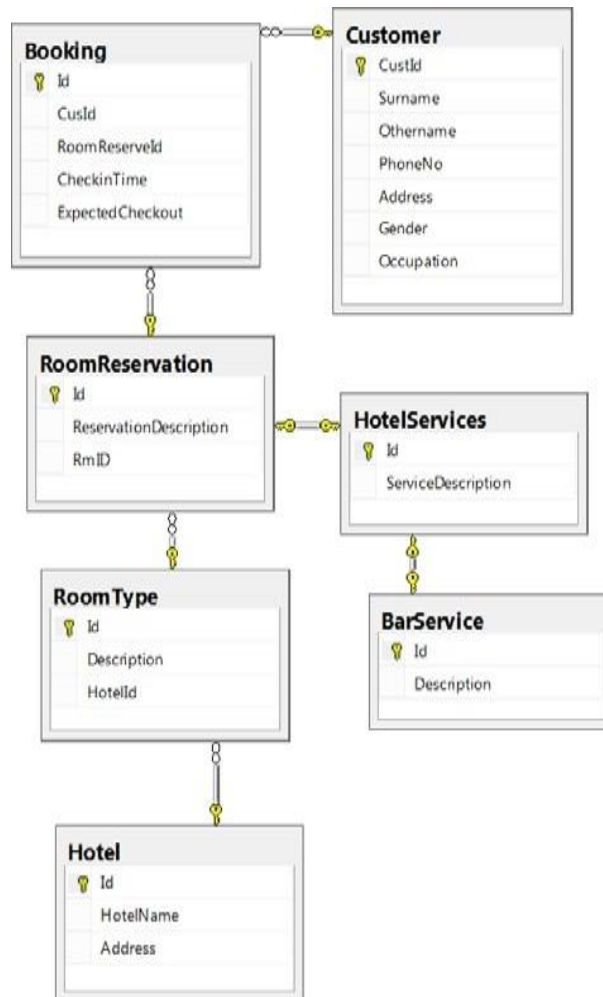


Figure-3: backend room allocation

Fill The Given Details

Holder Name <input type="text" value="Jay Prakash"/>
No Of Child <input type="text" value="3"/>
Holder Mobile <input type="text" value="8445752559"/>
Holder Address <input type="text" value="122/1 Sector-122 New Janpath Road Raipur,India"/>
Occupation <input type="text" value="Doctor"/>
Check In Date <input type="text" value="02-04-2021"/>

FIGURE-4

FIGURE-4 & FIGURE-5: Dipicts the representation of the interface

Relative Test Features-

At first as per according to a study that was conducted which do basically comprises of various kinds of the interviews that were taken from the doctors, teachers , actors etc etc. So, the basic idea behind whole of this process of taking interviews and all is to get confirmations means verifying the quality of hotel, the services that are provided by the hotel and at last the main aim was on to work upon the critical issues if any gets generated.

These are the most important steps in terms of high performance time, service efficiency and user satisfaction; therefore they should be loved. These basics are independent and can have a significant impact on the user's choice of Hotel access platform.

Includes:

(a) Privacy:-

The high class privacy is being given in whole of the system so that any information by any means cannot leaked out. The basic principle of integrity also be there while working on.

(b) Security of Data:-

Reliable and acceptable the system will be.

As we all know , that in hotels various kinds of people comes from various kinds of cities, countries so managing whole data process there is a tough job to do because there we have to look onto each and every individual and for that our Hotel Nova provides best staff . Also , the information coming should be maintained by using strict measures .

(c) Price :

For testing various kinds of models money plays a vital role . As the expenditure is less lesser output generater, bigger the expenditure more output get's generated. If a model do not requires any kind of expenditure in it than it's maintainance automatically gets reduced.

(d) Navigating:

Mobility of users means interacting with whole system . For the better and the best balace load oject mobility there works well.

Researched Study Qustions-

- 1.) So, is using the bokking of hotel through online or offline , which one should be do?
- 2.) Are , online hotel management gives more security in whole of the operation than if we compared it with the manual / offflie method.

3.) Can , the privacy be maintained if any kind of operations get’s performed by any of the online method ??

4.) Are Hotel management easy to use for making any kind of reservations??

Methods and Data Analysis Tools-

In order to create the whole data infor. We basically uses WPS word writer for preparing the below excel sheets that contains necessary informations of the respective guests , also with the help of PHP my admin we create host in order to fetch up and retrieve every information which so is required there.

Duplicacy of any information should not be there , as it is not considered to be a good form to storing data.

6. Results And Discussion

Figure 6 shows the detail of each and every room , whether consumed or not. Figure 7 show’s customer details to theirrespective rooms .

Id	ReservationDe...	RmID	ExpectedAmo...	ExpectedDeposit	Remarks
1	Luxury	1	6000	4500	Empty
2	Luxury	2	6000	4500	Occupied
3	Twin	1	10000	8000	Empty
4	Twin	2	10000	8000	Empy

Figure 6 :Analysis Report

id	Room_No	Holder_Name	Childs	Holder_Mobile
1	101	NULL	NULL	NULL
2	102	NULL	NULL	NULL
3	103	Jay Prakash	3	8448566554
4	104	Deepak Kumar	1	8469992552
5	105	Shalini Singh	2	84566652258

Figure7: Room Occupants details (1)

Address	Occupation	Check_In_Date	Check_Out_Date	Status
NULL	NULL	NULL	NULL	NULL
NULL	NULL	NULL	NULL	NULL
122/1 Sector-122 New Janpath Road Raipur,India	Doctor	2021-04-02	2021-04-29	1
15/854 Sector-1 noida India	Others	2021-04-09	2021-04-30	1
5/12 Ashiana , Delhi	Teacher	2021-04-05	2021-04-26	1

Figure7: Room Occupants details (2)

The tests performed on this project were based on the user's preference for the selected online HMS application platform in terms of

Privacy, money , data storage , navigation etc Figure-8 basically shows up the distribution level that do resulted out after conducting the study of the percentage between the male and the female that come’s in our Hotel Nova.

So, it has Female percentage of Female and the remainig I.e 65% is of male.

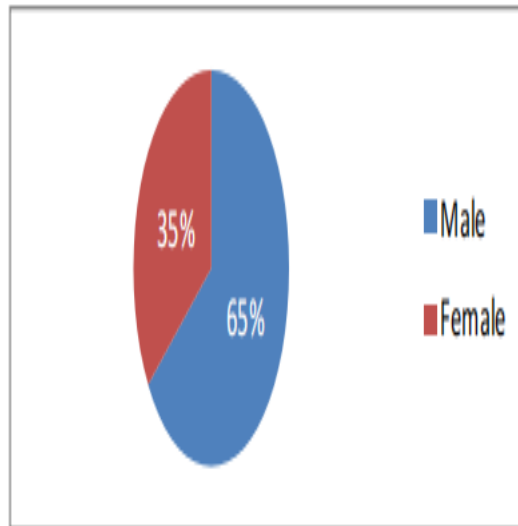


Figure-8 : distribution of guests

Figure-10 here, shows the basic manual lookup that how admin login page looks like for finalizing the further process of room bookings.

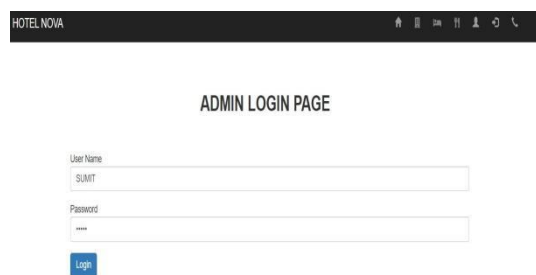


Figure-9 : Admin Login Page

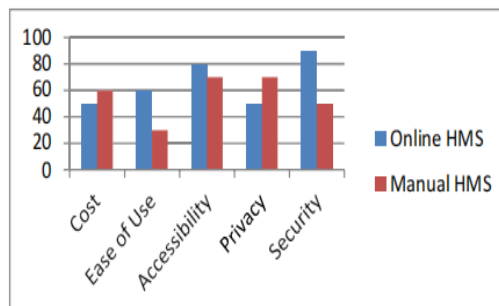


Figure 10:

Depicts the usage adoption assessments of online HMS and Manual HMS

The above diagram basically shows all kinds of functionality that we had already discussed in the above studied page that comprises of cost/money, privacy, data security et factors on the respective online or the offline hotel management system.

So, from this we can easily find out that the range to keeps vary on , sometimes it get’s higher in online mode and sometimes it get’s vice-versa. Also, from this all the questions that were being raised out easily get’s solved.

Conclusion Of The Paper:-

So, from this paper of hotel nova system and softwares(HNSS) we comes to an conclusion that the online booking do have a great advantage as we compared it with standard booking of hotel . Wheater , because of any factors that includes privacy, accessibility etc it’s a choice which one should follow and also should go with it without thinking twice for it

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