

ONLINE HOTEL MANAGEMENT SYSTEM

A MINI PROJECT REPORT

Submitted by

KUMAR .A

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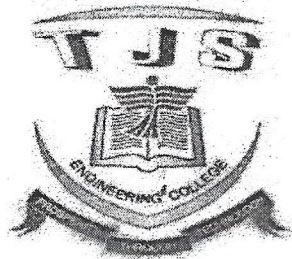
In partial fulfilment for the award of the degree

Of

BACHELOR OF ENGINEERING

In

COMPUTER SCIENCE AND ENGINEERING

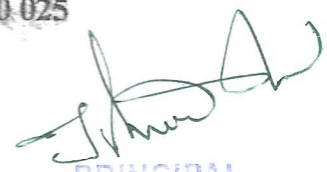


T.J.S. ENGINEERING COLLEGE, PERUVOYAL



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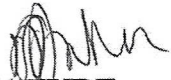
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BONAFIDE CERTIFICATE

Certificate that this project report **“ONLINE HOTEL MANAGEMENT SYSTEM”** bonafide work of the following students.

KUMAR .A	(112819104018)
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Who carried out the project work under my supervision:



SIGNATURE

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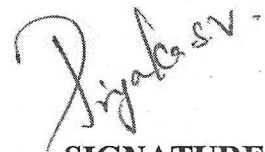
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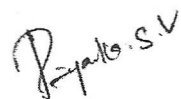
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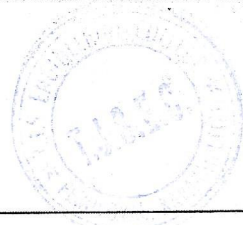
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Submitted for viva voce held on 18-06-2022 at T.J.S. Engineering College, Peruvoyal.

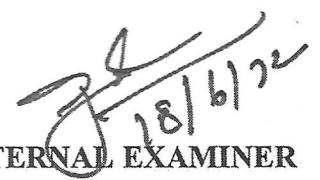


INTERNAL EXAMINER



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EXTERNAL EXAMINER

ABSTRACT

The Project HOTEL MANAGEMENT SYSTEM is a web based application that allows the hotel manager to handle all hotel activities online. Interactive GUI and the ability to manage various hotel bookings and rooms make this system very flexible and convenient. The hotel manager is a very busy person and does not have the time to sit and manage the entire activities manually on paper. This application gives him the power and flexibility to manage the entire system from a single online system.

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. Customers can view and book room online. Admin has the power of either approving or disapproving the customer's booking request.


Other hotel services can also be viewed by the customers and can book them too. The system is hence useful for both customers and managers to portably manage the hotel activities.

The business case for investing in online reputation has received increasing scrutiny in recent years. This study identifies the business value of consumer reviews and management responses to hotel performance. We are creating a online hotel booking website with online consumer reviews and management responses and hotel room's preview video's are available on a hotel review website itself. The overall website result's show that overall rating, attribute ratings of booking value, location and cleanliness, variation and volume of consumer reviews, and the number of management responses are significantly associated with hotel performance. In addition, variation and volume of consumer reviews moderate the relationship between overall rating and hotel performance. Management responses, together with variation and volume of consumer reviews, moderate the relationship between certain attribute ratings and hotel performance. Implications of utilizing consumer reviews and management responses to leverage hotel business are provided.

Creating a Online hotel booking website with consumers reviews and management responses and hotel room's preview video's are available on hotel review website itself. Implications of utilizing consumer reviews and management responses to leverage hotel business are provided.

In addition, variation and volume of consumer reviews moderate the relationship between overall rating and hotel performance.




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