A
PROJECT REPORT
ON
HOTEL MANAGEMENT SYSTEM

For Partial Fulfillment of Requirement of

B.com.-1 (vocational)
Session 2009-2010

GUIDED BY: PROJECT CO-ORDINATER

Mrs. Deepak Jain   MR. Anil Kumar
Lecturer   Head
Deptt. of Computer science   Deptt. Of computer science

SUBMITTED BY:
Swati Aggarwal
B.com.1 (vocational)
Roll.no.

S.A.JAIN (P.G.) COLLEGE
AFFILATED TO KURUKSHETRA UNIVERSITY
AMBALA CITY

ACKNOWLEDGEMNT

Project development is not an easy task. It requires corporation and help of various people. It always happens that word run out when we are really thankful and sincerely want to inspire my feeling of gratitude towards the one when helped in the completion of the project.

First my grateful thank to Mr. Pardeep sharma (principal) S.A. JAIN (P.G.) College, Ambala city for the golden opportunity. Today after completing my project work, I am immensely satisfied. There were many times during the span of making the project when the clock beats you to learn out of energy and you just want to finish at forever but Mr. Varun Aggarwal helped me such situation. I would also like Mr. Anil kumar for his valuable help and guidance.

Mr. Amarjeet singh gave me the practical knowledge of computerized system of hotel management. He also helped me to have a theoretical knowledge about the computerized system they have such a financial accounting system i.e. payroll system.

<u>PREFACE</u>

During our studies here in the first year and working in computer laboratory, I performed a project on the basis of job training. I felt a golden opportunity for me while working on this project on hotel management.

The project contains a detailed study about how is the inventory managed, how is billing done and what all a business activities are done to manage the business and making it more fruitful. In this project some screens and reports are also included. It also tells the files used by the company to do their work and given the whole knowledge and information about the Hotel management.

DEPARTMENT OF COMPUTER APPLICATION
S.A. JAIN COLLEGE AMBALA CITY

CERTIFICATE

       This is to certify that the project on "HOTEL MANAGEMENT" has been completed under my supervision by Miss Swati aggarwal, University Roll no.
for the partial fulfillment of a B.com-1 (C.A.V.) during the session 2009-2010. It is further certified that the work done in this report is candidate's own efforts.

       We wish her all the success in her future endeavors.

Mrs. Deepak Jain   Mr. Anil Kumar
Lecturer   Head
Deptt. Of computer science   Deptt. Of computer science
S.A. Jain (PG) college   S.A. Jain (PG) college
Ambala city- 134003   Ambala city- 134003

                         Mr. Pardeep sharma
        CITY   **Principal**

S.A. JAIN COLLEGE
             AMBALA

CONTENT

- ➤ THE MOTIVE
- ➤ MEANING OF PROJECT
- ➤ INTRODUTION TO PROJECT
- ➤ INTRODUCTION TO HOTEL
- ➤ HISTORY OF HOTEL
- ➤ HOTEL BUSINESS
- ➤ HOTEL SERVICES
- ➤ FACILITIES OF HOTEL
- ➤ DEPARTMENTS OF HOTEL
- ➤ CHELLENGES
- ➤ CONCLUSION

THE
MOTIVE

The motive of our project is to control various activities performed. In the Hotel using the computer with the work of HOTEL MANGEMENT SYSTEM. From the beginning, the important thing in our mind is that we should concentrate our project work on a subject that is easy to understand and is according to our daily requirement. By keeping this in mind, the subject chosen by us is hotel management.

In the present time there is a great rush in hotels, as these have become necessity for middle and upper class of the society. People travel a lot, stay in hotels, goes to the hotels for functions, meeting and refreshment. Our project is developed keeping in mind the general needs of the customers when he goes to the hospital. An important uniqueness about the described Hotel's restaurants and bar are available to only those customers who have already booked room or hall in hospital.

MEANING OF PROJECT

A project work involves a detailed study or research with a special purpose in which theoretical knowledge is applied to practical problem to arrive at the most apropos conclusion. Definition according to oxford dictionary "a project means a detailed study or a piece or research by a student".

OBJECTIVE:

➢ Provide practical knowledge
➢ To develop a creative and logical thinking
➢ To provide a better understanding of the subject by making at more interesting and practical oriented
➢ To improve analysis skill which help them in taking correct decisions and to achieve the given target

INTRODUCTION TO PROJECT

Project title "Hotel Management" (a project for keeping customers record and also calculate customer bill slip and managers salary)

The name of project is "Hotel Management". The objective of the project is to computerize the system of the hotel. "Hotel Management" is the project not only keeps the record of various people like customers, manager etc. but as well as it reduce the extensive paper work in the present system. It wills maker the system more versatile and user friendly. It also calculates the proper billing slip of high level and middle level customers. This project is based on description about the structure of HOTEL MANAGEMENT SYSTEM.
The project contains:

- Keeping the record of all persons like customers, Employees etc.
- Maintains proper list of all persons.
- Generating proper result on reserved Rooms and Room Tracking .

INRODUCTION TO HOTEL

The hotel proprietors Act, 1956, a hotel is an "Establishment held out by the proprietor as offering food, drink and if so required, sleeping accommodation, without special contract to any traveller presenting himself who appears able and willing to pay a reasonable sum for the services and facilities provided and who is in a fit state to be received".

Hotel is a place where all who conduct themselves properly, and who being able to pay and ready to pay for there entertainment, are received, if there be accommodation for them, who without any stipulated engagement as to the duration of their stay or as to the compensation, are while there, supplied at reasonable cause with there meals, lodging and other services and attention as are necessarily incident to the use As a temporary home.'

The term 'Hotel' was used in England in about 1760. Hotel or inn is defined by British law as a place where a bonafide travelers can receive food and shelter, provided he is in a position to pay for and is in a fit condition to be received'.

A Hotel or inn may also be defined as an establishment whose primary business is providing lodging facilities for the general public and which furnishes one or more of the following services
(a)Food and Beverage service
(b)Room service
(c) Uniformed service
(d)Laundry service and
(e) Use of furniture etc.

HISTORY

OF HOTEL

Hotel keeping can be traced back to many centuries and its evolution through the ages has been brought about by Britain's economical and industrial changes and developments

During the seventh and eight centuries, it was the monasteries that supplied hospitality to strangers and, as no charge was made for the accommodation; all travelers were expected to contribute according to their means to the abbey funds. As more people began to travel there group themselves together, not only for the company, but for mutual protection from highway men and robbers. Consequently, travelers arrived in groups at a monastery and it was often difficult to accommodate them all. In the early nineteenth century the concept of a hotel room in the bedroom, and this period is known as "Golden age of hotel of the great Britain and the world". Hotel proprietors were legally referred to as 'Common Innkeepers'

The turn of the century saw an era that was called 'Belle Epoch' when grand and luxurious hotel flourished. A few hotels are still operating today. In London and some other cities attempts have been made to recapture some of the grandeur of the past Vera in the making of the modern hotels, and bring back the memories the grand hotels and old days.

HOTEL

BUSINESS

Many economists have often described 'Hotel Business' as unique and different from much other business. Hotel is selling both goods and services. It not only provides both tangible intangible services, but one of its unusual characteristic is also that it is one of the very few places where production and consumption occur simultaneously; for example, ordering subsequent preparation, services and consumption of food items.

Both the products and services are offered on credit transaction .no other business allows the customer an immediate line of credit, for example, the moment he registers ,his credit purchase starts with the room and a sequence of financial charges throughout the facilities without immediately paying for them at the 'point of purchase'. For example, purchase of food in restaurant, drinks in bar valet services, etc. no other business offers as varied a range of services and products at the same place as hotel business.

Each hotel must offer lodging, food and protection to their guest and assume a liability for guest property, provide a high standard of hygiene, cleanliness and sanitation and should confirm to the minimum requirements of the state regarding safe hotel construction such as height of building, municipal-by-laws, fire and safety standard so no.

HOTEL SERVICES

The present day modern concept of the hotel is not just a place to provide `accommodation, food and beverage, but like city within a city and offering the every possible facilities, accommodation, service and convenience, not such as rooms.

There are more facilities like- cosmetic things, hairdryer, cock tail lounges, radio and TV etc. There is a professionally qualified, highly trained, experienced, and efficient. Courteous staff in smart, clean uniforms and the staff coming in the contact

With guests could understand English. There is a 24hrs service for reception, information and telephone. There is a plentiful supply of linen, blanket, towels and so on. Each bedroom is provided with good vacuum jug/ thermos flask with ice cold, boiled drinking water.

Further additional services such as given below:

- ❖ Fruits , flowers
- ❖ Clubs
- ❖ Bank services
- ❖ Swimming pool
- ❖ Theatre
- ❖ Hospital
- ❖ Library
- ❖ Service station
- ❖ Post office
- ❖ Poultry farms
- ❖ Car rental and chauffeurs
- ❖ Cinema ticket

FACILITIES
OF HOTEL

- There is a reception, cash and information counter attended by highly qualified, trained and experienced personnel conference facilities in the form of one each or more of the conference rooms.
- There is a book stall, recognized travel agency, money change and safe deposit facilities, etc.
- There is a telephone in each room and telephone for the use of guests and visitors and provision for a radio or relayed music in each room.
- There is a well-equipped, well-furnished and well-maintained dining room/restaurant on the premises and wherever permissible by law, there is an elegant, well-equipped bar /permit room.
- There is dancing facility and orchestra in dining hall.

DEPARTMENTS OF HOTEL

- PERSONNEL

- SALES

- LAUNDRY

- HOUSEKEEPING

- MAINTAINENCE

- CREDIT

- COMPUTER CENTRE

- SECURITY

- PURCHASE AND RECEIVING

- MAIN STORES

- ACCOUNTS

- HEALTH CLUB

- PRODUCTION

  - MAIN KITCHEN
  - SATELLITE KITCHEN
  - BAKERY

- FOOD AND BEVERAGE SERVICES
- RESTAURENTS
- BANQUETS
- COFFEE SHOP
- ROOM SERVICE

- ✓ BARS

CHALLENGES

MARKET

To determine whether there is demand for a hotel in the area where the site is located, certain very important factors must be considered.

➢ LABOUR SITUATION

Problems of lab our is very important in hotel industry. For successfully developing new hotel project it is the lack of adequate labour supply which creates problems rather then the problem from labour such as their demands.

➢ SOURCES OF FINANCING

This is another very important factor and big problems. Arranging of finances and control of credit line is a very serious problem confronting business today.

CONCLUSION

Computer has got clear advantage over the manual system. The computerized system is more reliable, efficient and fast at the end of the project, I can say that computer play a very crucial role in the development of firm. All the daily reports generated by the system are to be checked by the concerned official so as to ensure that all the transactions have been put through in appropriate accounts and this is tallied with the new vouchers.

Computer does maximum work with in minimum time. Because it is used in every field so that it provides comfort and suitability to everyone. Providing maximum facilities and comfort to customers to customers is main goal of the firm. To achieve this goal, other modern facilities relating to computer should have to be provided.