EEE Hotel System Manual

Introduction

This EEE Hotel System is used to manager the room booking and customer records. Users can log in the system in two different roles (Manager of Staff) and they will have different access about the management. The detail access of two roles will be explained in detail later. The system also provides several initial customers for the test of the hotel and manager can initialize the system by logging in his account.

Initial Statistics

<table>
<tr><td colspan="1" align="center">Important Information</td></tr>
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Important Information

Manager Password: 1611135

Employee Number: 1611548

Employee Password: 1613453

VIP Membership: 1613489

Hidden Function: You can initialize the system by pressing "4" at the very beginning menu without logging into the any account (If it is your first time to run the system, you must use this function to initialize the system).

1. Room Information

There are 100 rooms disturbed in five floors in this hotel and they are divided into four different classes. Each room has their own price and discount. The details of these rooms are as followed in Table 1.

Room Number	100-119	220-239	340-359	460-479	580-599
Class Type	Double	Double	Single	King Size	VIP
Price	450	450	300	350	500
Discount	100%	100%	100%	100%	100%
Reservation	Available	Available	Available	Available	Available
Reserved Days	0	0	0	0	0

Table 1-Room Information

2. Customer Information

There are 5 initial customers, the detail of them are provided as followed in Table 2 and the rooms they book will be updated to Unavailable status.

Name	wmn	zyy	cz	wt	qzy
Address	wenxin	wenxin	XJTLU	XJTLU	XJTLU
Phone	7654321	7654321	1234567	1234567	1234567
Membership	VIP	VIP	Common	Common	Common
Room	100	101	342	343	344
Arrival	NO	YES	YES	NO	NO
Living Days	2	2	3	3	3

Table 2-Customer Information

3. Group Booking Information

There are also 5 group booking customers and their detail information are as followed in Table 3. The room they book will also be update to be occupied as well. (It is not a must to book 5 rooms once, you can book any numbers of rooms just between 2 and 5).

Name	ee	te	ics	cst	xjtlu
Address	XJTLU	XJTLU	XJTLU	XJTLU	XJTLU
Phone	1611548	1611548	1611548	1611548	1611548
Room 1	119	118	117	116	115
Room 2	359	358	357	356	355
Room 3	460	461	462	463	464
Room 4	598	597	596	595	594
Room 5	220	221	222	223	224
Arrival	NO	NO	NO	NO	NO
Living Days	1	2	3	4	5

Table 3-Group Booking Information

4. Manager Information

The manager account is used to store the price of each class and the discount for group booking. The total benefit of the hotel is also store in the manager account as shown in Table 4. All these value and the information of rooms and customers can be edited by logging in manager account.

Single	Double	King Size	VIP	Discount	Benefit
300	450	400	500	5% per Room	0

Table 4-Manager Account Information

Basic Functionality

1. Manager

Once the user enter the correct password, he will log into the manager account and obtain the following accesses.

    1. View or set the room or the price of each class

    2. Set the discount

    3. Manage the customer database

    4. View hotel business statistics

    5. Initialize the system

    6. Back to last menu

The detail of these function will be explicit explained as followed. Once you choose one certain option, you can do the things following that option.

a) View or set the room or the price of each class

    1. View the information of a certain room

    2. Change the price of the room

    3. Change the class of the room

    4. Change the price of one certain class type

    5. Back to last menu

B) Set the discount

    1. View the discount of certain room

    2. Change the discount of certain room

    3. Change the discount for group booking

    4. Back to last menu

C) Manage the customer database

    1. Add a guest

    2. Edit guest information

    3. Remove a guest

    4. List guest information

    5. View group booking

    6. Back to last menu

D) View hotel business statistics

    1. View the VIP customers' information

    2. View other customers' information

    3. View group booking

    4. View one certain room information

    5. View vacant room

    6. View total benefit

    7. Back to last menu

2. Staff

Once the user enter the correct employee number and password, he will log into the staff account and obtain the following accesses.

    1. Make a booking

    2. Check in/out

    3. Back to last menu

The customers should register an account and book a room first and then he can check in the hotel. The detail functionality are as followed.

a) Make a booking

1. Register a new customer

2. Search a customer and book a room

3. Edit information of customer

4. Remove a customer

5. Group Booking

6. Back to last menu

B) Check in/out

1. Check in a customer

2. Check in a group

3. Edit customer information

4. Check out a customer

5. Check out a group

6. Back

Several Rules and Conventions

1. If you are not a VIP, you can't book a VIP room, but you can upgrade to VIP after checking in and you should register an account before booking.

2. You can't change your group booking so please confirm your choice when booking in group.

3. You can book 2-5 rooms in group booking and the more you book the more discount you will have

4. The account of VIP will not be removed after checking out, but you can remove it in the booking menu.

5. If you make a mistake when enter the password, you have to enter "Enter" to try again.

6. If you want to change the room before check in, you just need to book a new room.

7. You have to book a room before checking in, otherwise you can't check by just registering an account.

Known Bugs and Function Status

In general, our system is stable enough to realize some basic functions which meet all the requirements in the project statement. The system will never crush in the practice and could remind users of entering the correct input when their inputs are invalid. However, in the real-life practice, the Hotel will need much more functions. For example, the room have to been vacant before the customer checking in. Besides, the hotel may have more than one staff and the manager could change his password and add new staffs if necessary. Our system don't realize these functions but we can perfect it if given enough time.