**ONLINE RESERVATION SYSTEM FOR WATER WORLD**

**GRAND HOTEL AND RESORT**

**RAMON, ISABELA**

**A Capstone Project Presented to the Faculty of the**

**College of Computing and Information Technology**

**Isabela State University**

**Cauayan City, Isabela**

**In Partial Fulfillment of the Requirements for**

**the Degree Bachelor of Science in**

**Information Technology**

**JOSEPH P. RAMOS**

**CHAVIN L. CORTES**

**ANGELO S. CASTILLO**

**October 2015**

**APPROVAL SHEET**

The Capstone Project entitled, “A Proposed Online Reservation System for Water World Grand Hotel and Resort Ramon, Isabela”, has been prepared and submitted by **Josep P. Ramos, Chavin L. Cortes and Angelo S. Castillo** in partial fulfillment of the requirements for the degree Bachelor of Science in Information Technology is hereby endorsed.

**JAYSOS S. LIQUIGAN, MIT**

Adviser

Approved by the panel of final oral and system defense with a grade of .

**ERICK R. ABUZO, MIT**

Chairman

**CHRISTOPER R. CHE, MIT AIMEE D. MOLATO, MIT**

Member Member

Accepted as partial fulfillment of the requirements for the degree Bachelor of Science in Information Technology (BSIT).

**MARVEE CHESKA B. NATIVIDAD, MIT**

Program Chair, BSIT Date

**MARY JANE S. BITANGA, DIT**

Dean, CCIT Date

**MRS. PRECILLA C. DELIMA**

Director, ISU Cauayan Research and Development Date

Recorded:

**ADELA L. REYNO, DPA**

Registrar III, ISU Cauayan Date

**ACKNOWLEDGMENT**

This study would not have been possible without guidance and help of several individuals. We, the researchers would like to give warmth thankful to those persons who gave an ending support and contributions in the completion of this study:

To our ProgramChairman,Mrs. Marvee Cheska B. Natividad, we thank you so much for all supports and for the words of wisdom that gave us the courage to pursue this study.

To our thesis Adviser, Mr. Jayson S. Liquigan, for giving your comment, suggestion and untiring patient in checking the capstone project.

To our English Critic, Mrs. Kathleen Cortez, thank you Ma’am for checking the grammar. We are grateful that you are our English Critic.

To the Statistician, Mrs. Nancy Dela Cruz,wethank youfor effort and for your time in checking the data being computed in data analysis.

To our Agency Manager Mr. Isamael Kris Dela Cruz thank, you for allowing us to conduct the research study and make the research fulfilled.

To all our friends, thank you so much for everything. Our friendship makes our life a wonderful experience. We cannot list all your name here, but you all always in our mind.

And last but not the least, to our almighty God for always with us through all tests in the past four years and thank you for giving us knowledge and wisdom to finish this research and thank you for guiding us during those trials we encountered in this research. May your name be exalted, honored and glorified!

**The Researchers**

**D E D I C A T I O N**

This study is lovingly dedicated to our loving and very supportive parents for their endless love, support, caring and encouragement they sustained us throughout our lives. They are very caring and always there when we have a problem. We are very grateful and very thankful that you have in our lives.

To our brothers and sisters, thank you for always being there for us and for endless happiness with you. And also to our friends for the very touching advices and always there when we have a problems.

And last but not the least, to our almighty God for always with us through all tests in the past four years and thank you for giving us knowledge and wisdom to finish this research and thank you for guiding us during those trials we encountered in this research. May your name be exalted, honored and glorified!

**The Researchers**

**ABSTRACT**

Water World Grand Hotel and Resort is a well-known tourist resort here in Isabela, which offers better services. Problems arise when it comes to effectiveness and efficiency in the reservation of hotel rooms and resort cottages. In this regards, the researchers decided to develop a website for Water World Grand Hotel and Resort. Using this website the Water World Grand Hotel and Resort can facilitate and spread properly and quickly important news and information to their respective users and customers can make a reservation in this website. In addition to that, Water World Grand Resort website can serve as a way to extend resort services more effectively and efficiently. The Objective of the study To lessen the time in the transaction of reservation. To lessen the time in finding available rooms/cottages. To make the payment more secured.To make the information more secured .To make the information of rooms/cottages easy to update.

The researchers used descriptive research in the study such as observation, interview, library research, and internet research. The researcher’s instruments in gathering data are Pre-Survey Questionnaireand Pro-Survey Questionnaire**.** And the Researchers used Spiral Model in the Development of the Proposed Website. This model has four phases: Planning, Risk Analysis, Engineering and Evaluation. The study entitled “A Proposed Online Reservation System for Water World Grand Hotel and Resort Ramon, Isabela”. Aimed to answer the problem encountered in disseminating information about the hotel and resort. The researchers find out that that they really need a website for the hotel and resort so that it will lessen the problems they are encountering and they can advertise well anywhere in the world.

Based on the finding, the researchers conclude that there are some problems encountered in the existing system. They are using manual system in reservation to the rooms and cottages and also their advertizing strategy. The Hotel and resort had to improve their advertising strategy based on the result of this study. The hotel and resort is not using a website and that makes the proposed website to be adopted for it will be very beneficial to the hotel and resort. The water world website will help the hotel and resort staff in advertising and promoting the special services that the hotel and resort has to offer. It also makes the problems encountered in advertising using their present system becomes very minimal lastly the information is complete and all the data are secured. Researcher recommend should adopt the proposed website in order to ease the problems encountered in advertising and dissemination of information;

**TABLE OF CONTENTS**

Title Page i

Approval Sheet ii

Acknowledgement iii

Dedication iv

Abstract v

Table of Contents vi

List of Tables vii

List of Figures viii

**Chapter I - Introduction** 1

Project Context 1

Purpose and Description of the Project 2

Objectives of the Project 2

Scope and Delimitation 3

**Chapter II – Review of Related Literature and Studies** 4

Related Literature 4

Related Studies 9

**Chapter III – Technical Background** 13

Technicality of the Poject 13

Details of the Technologies Used 13

How the Project will Work 14

**Chapter IV – Methodology** 15

Environment 15

Locale 15

Population of the Study 15

Organizational Chart/ Profile 16

Software Development Methodology 17

**Chapter V – Discussion of Results** 47

**Chapter VI – Conclusions and Recommendations** 51

Summary of Findings 51

Conclusions 52

Recommendations 52

**Bibliography** 54

**Appendices** 54

A RELEVANT SOURCE CODE 55

B EVALUATION TOOL 70

C SAMPLE INPUT/ OUTPUT/ REPORTS 74

D USERS GUIDE 76

E OTHER RELEVANT DOCUMENTS 80

F WORKING TITLE FORM 81

G GRAMMARIAN’S CERTIFICATION 87

H CURRICULUM VITAE 88

**Glossary** 91

**LIST OF TABLES**

Table 1

Man Power Expenses 25

Table 2

Advertisement Expenses 26

Table 3

System Development Expenses 27

Table 4

Summary of Cost and Benefits Analysis 28

Table 5

Data Base for Amenities 39

Table 6

Data Base for Comment 40

Table 7

Data Base for Cottage 40

Table 8

Data Base for Cottage Type 40

Table 9

Data Base for Reservation Guest 40

Table 10

Data Base for Reservation 41

Table 11

Data Base for the Rooms 41

Table 12

Data Base for Room Type 42

Table 13

Data Base for User Account 42

Table 14

Frequency and Percentage According to the Descriptive

Interpretation of the Respondents 47

Table 15

Frequency and Percentage Distribution of the Study 48

Table 16

Frequency and Percentage According to the Descriptive

Interpretation of the Respondents 49

Table 17

Evaluation Survey Questionnaire 72

**LIST OF FIGURES**

Figure 1

Organization Chart 16

Figure 2

System Development Cycle 18

Figure 3

Fish Bone Diagram 21

Figure 4

Functional Decomposition Diagram 22

Figure 5

Gantt Chart Diagram 24

Figure 6

Conceptual Framework 29

Figure 7

Context Diagram 30

Figure 8

Data Flow Diagram 31

Figure 9

System Flow Chart Diagram for Admin 32

Figure 10

System Flow Chart Diagram for User 33

Figure 11

Home Page 34

Figure 12

Gallery 34

Figure 13

Room and Rates 35

Figure 14

Cottage and Rates 36

Figure 15

View Cart 36

Figure 16

Contact Us 37

Figure 17

Print Report 37

Figure 18

Entity Relationship Diagram 38

Figure 19

Network Topology 42

Figure 20

Deployment Diagram 44

Figure 21

Check in and Check Out Form 73

Figure 22

Registration Form 73

Figure 23

Log in Form 74

Figure 24

Booking Cart 74

Figure 25

Booking Details 74

Figure 26

Home Page 76

Figure 27

Gallery 77

Figure 28

Rooms and Rates 77

Figure 29

Cottage and Rates 78

Figure 30

Contact Us 78

Figure 31

View Cart 79