Lab-1

(i) Hotel Management System

Problem Statement: the application must cater to following stake holders - customers, hotel staff. The application must ensure a streamlined, standardized processes for on boarding customers and for staff to handle hotel resources.

1. Introduction

1.1 Purpose of document: The document highlights the requirements and specifications placed forth by the stakeholders. It acts as the forthmost design representation.

1.2 Scope of the document: The document provides an high-level view of the functions the application provides to the stakeholders such as customer logins, hotel staff availability etc.

1.3 Overview: The application allows customers to convinently browse through hotel amenities and contact the management for any enquiry. The application enables hotel staff to maintain their customer list, service customer orders effectively and maintain hotel resources.

2. General Description.

The application allows the customers to check availability, book/reserve and order the amenities offered by the hotel. On the staff end, the application acts as an accounting system, maintaining records of customers, utilization of hotel amenities and working hours of the staff. The application facilitates quick communication between the customers and hotel staff.

3. Functional Requirements:

Customer - end requirements - (i) Customer login and profiling
(ii) Customer enquiry system
(iii) Booking confirmation
(iv) Hotel amenities reservation.

Staff - end requirements - (i) Maintain staff schedule
(ii) Maintain inventory records
(iii) Connect to customer in case of issues
(iv) Maintain record of hotel resource bookings
(v) Maintain customer records for marketing.

4. Interface requirements:

(i) Convinent user interface highlighting hotel amenities and facilities.
(ii) Customer support system available for every page.
(iii) Hotel resource booking schedule for the staff.
(iv) Customer feedback feature.
(v) Hotel inventory management for staff.

5. Performance Requirements:

(i) Clearly st available information about the hotel. Page must always be consistant.

(ii) System must always be available for users.

(iii) Clearly built interface showing stage of process.

(iv) Quick access and processing.

6. Design & Constraints:

(i) Must be inter operable.

(ii) Minimal issue response time.

7. Non-functional attributes:

(i) Secure payment service.

(ii) Booking confirmation must be effective.

(iii) Maintaining customer reservation history for reusability.

8. Priliminary schedule and Budget:

(i) Stages of development are designing, implementing into code, debugging and testing, deployment.