

## Hotel Management System

**Problem Statement :** The challenge is to design and develop a comprehensive hotel management system that caters to the needs of all stakeholders, including receptionists, cashier, accounts departments, customers, managers, and trusts. The system should be easy to use, scalable, secure, and offer data analytics and reporting features to help stakeholders make informed decisions.

### Introduction

**Purpose of this Document :** The main aim of this document is to specify all the requirements for hotel management system.

**Scope of this document :** This is for a hotel management system in which will automate the major operations of hotel. The objective of the hotel management system is to simplify the day to day processes of the system.

**Overview :** Hotel management system is a tool for proper management and ease of management for customers and staff.

**General description :** The online Hotel Management System is a self contained software product which will be produced by the developers in order to

overcome the problems that have occurred due to the current manual system

### Functional Requirements

- \* check in & check out facilities
- \* Room amenities
- \* Billing & payment
- \* Loyalty program

### Interface Requirements

Web development language like HTML, CSS & JS will be used to order the website.

### Performance Requirements

Response time : Fast

Scalability : Stable, capable of handling a large no of users.

Availability : System should be available 24/7

Security : System be secure protecting users.

Optimization : System be optimised for performance.

### Design Constraints :

- \* Hardware : The system design may be constrained by hardware resource available such as server, storage devices & network.
- \* Software : Operating system, database management system.



\* Budget : System should be completed by available budget

Non function attributes.

- \* Usability : System should be user friendly
- \* Reliability : System should be with low error
- \* Security : System should be protecting user data
- \* Maintenance : System should be maintained by regular basis.