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Software Requirement Specification (SRS)

Problem Statement:

Hotel Management System:

Traditional hotel management processes often rely on manual methods, leading to inefficiencies, errors, and delays. To address these challenges there is a need for a comprehensive Hotel management System (HMS) that automates various tasks including reservation management, guest services, billing, inventory control, and reporting. The goal is to develop a robust HMS that enhances operational efficiency, improves guest satisfaction, and enables hotel staff to focus on delivering the exceptional services.

Introduction:

1.1 Purpose of this Document:
To provide a comprehensive understanding of the requirements and functionalities of the Hotel management System.

1.2 Scope of the Document:
Describes the intended users, features and benefits of the HMS, along with development cost and time estimates.

1.3 overview:
Gives a brief summary of the HMS.

function such as room booking, check-in/out, and billing.

2. General Description:-

Objective:- To automate and streamline hotel operations, improving efficiency and guest experience

User characteristics:- Front desk staff, housekeeping, guests.

Features:-

Room Booking:- Allows guests to book rooms online or through the front desk.

Check-in/out:- Facilitates the check in and check-out process for guests.

Inventory management:- Tracks room availability, housekeeping status, and amenities.

Billing:- Generates invoices, processes payments and manage accounts.

Importance:- Enhanced guest satisfaction, increase revenue, and optimized resource utilization.

User community:- Includes hotel staffs and guests, with varying levels of access and privileges.

Functional Requirements:

Room Booking:
Users can search for available rooms based on criteria such as date, room type, and occupancy.
- Users can select rooms and proceed with the booking process. Providing necessary details.

Check-in/out:
- Front desk staff can check-in guests, assign rooms and issue room keys.
Guests can check-out, settle room bills, and receive invoices.

Inventory Management:
- System automatically updates rooms availability based on reservations and housekeeping status.

Staff can track inventory levels for amenities supplies and maintenance.

Billing:
- Generates invoices for room charges, additional services, and taxes.
- Integrate with payment gateways for secure transactions.

Interface Requirements:

User Interface:
- Intuitive interfaces for staff and guests.

accessible via web browsers or mobile apps.

Payment Integration:
- Integration with payment gateways for secure online payments.

Communication:
- Email notifications for booking confirmations, reminders, and feedback requests.

Performance Requirements:

Response Time:
- System should respond promptly to user requests with minimal latency.

Availability:
- System should be available 24/7, with scheduled maintenance windows communicated in advance.

Scalability:
- Ability to handle peak loads during high-demand periods.

Design Constraints:

- Hardware/Software limitations:
- Compatibility with existing hardware and software infrastructure.
- Support for multiple platforms (Windows, macOS, iOS, Android).

- Regulatory Compliance:
compliance with data protection regulations and industry standards

Non-Functional Attributes:

- Encryption of sensitive data.

- Role-based access control to restrict with failover mechanism prevent downtime.

- Usability:
Intuitive user interface with clear navigation and helpful tooltips.

Scalability:
- Architecture should support horizontal scaling to accommodate growth in user base and transaction volume.

Preliminary Schedule and Budget

- Schedule:
- Estimated timeline for development, testing and deployment phases.

Budget:
- cost estimates for development resources, software licenses, and infrastructure.