- Hotel management
- Banking | library
- Credit card processing

Hotel Management System (HMS) Software Requirements Specification (SRS)

1. Introduction :

- Purpose of this document :- To provide a comprehensive understanding of the requirements and functionalities of the HSM.
- Scope of this document : Describes the intended users, features, and benefits of the HMS, along with development cost and time estimates.
- Overview :- Gives a brief summary of the HMS, outlining its primary functions 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 book rooms online or through the front desk.
  - Check-in/out :- Facilitates the check-in and check-out process for guests.
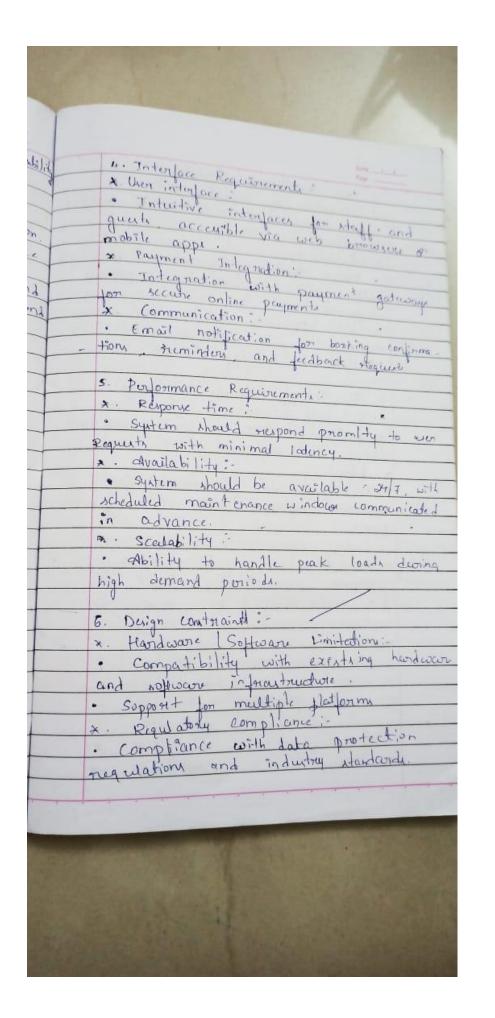
- Inventory management :- Tracks room availability, housekeeping status and amenities
- Billing :- Generates invoice, processes payments, and manage accounts.
- Importance : Enhances guest satisfaction, increases revenue, and optimize resource utilization.
- User community :- Includes hotel staff and guests, with varying levels of access and privileges

3. Functional Requirements :-

*. Room Booking :-

- User can search for available rooms based on criteria such as data, room type, occupancy.
- User can select rooms and proceed with the booking process, providing necessary details.

*. check-in/out

- Front desk staff can check-in guests, align rooms and issue room keys.

*. Inventory management :-

- System automatically updates room availability based on reservation and housekeeping status.
- Staff can track inventory levels for amentities, supplies and maintenance.

*. Billing :

- Generates invoices for room charges additional service, and taxes.
- Integrates with payment gateway for secure transactions

4. 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 notification for booking confirmations, reminders, and feedback request.

5. 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.

6. Design constraints :-

* Hardware / Software limitations:-
  - Compatibility with existing hardware and software infrastructure.
  - Support for multiple platforms

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

7. Non - Functional Attributes:
- Encryption of sensitive data.
- Role - based access control to restrict unauthorized access.

x Reliability:
- System should be robust and resilient with failover mechanisms to prevent downtime

x. Usability:
- Intuitive user interfaces, with clean navigation and helpful topics.

8. Preliminary Schedule and Budget.
x. Schedule:
- Estimated timeline for development, testing, and deployment phases.

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