

# Hotel Management System

## Introduction:

### Purpose of this document:

This document aims to outline the functional and non-functional requirements of a Hotel Management system. It provides a roadmap for the development team, ensuring the project aligns with customer needs and expectations.

### scope of this document

The system is designed to manage hotel operations such as reservations, check ins/check-outs, room availability, and billing. This document also highlights the development costs and the estimated time for completion.

### Overview

This system will automate room bookings, billings and other essential hotel service. It will enhance efficiency by reducing manual tasks and improve customer experience through online booking.



## General description

The system will allow hotel staff to manage bookings, customer check ins, room assignments and payments. It also offers features like reporting and analytics to track hotel performance. Users include receptionist, hotel managers and administrators.

## Functional Requirements

- Room booking and availability management
- Guest check in / check out
- Billing and invoicing systems
- Staff and inventory management
- Report generation (daily revenue, room occupancy)

## Interface Requirements

- A user friendly graphical user interface for staff
- Integration with third-party payment gateway
- Database to store customer, room and billing information



## Performance Requirements

- The system must handle up to 100 concurrent users.
- It should process booking transactions within 3 seconds
- Error rate must remain ~~low~~ below 1%.

## Design Constraints

- The system must use existing hotel management hardware.
- The software should comply with local tax regulations.
- Cross platform compatibility.

## Non Functional Attributes

- Highly secure maintenance of customer data
- 99.9% Reliable
- Easily scalable for adding more rooms or branches

## Preliminary Schedule and Budget

- Development will take approximately 6 months
- Estimated budget: ₹4,00,000