Requirement Analysis Document

HOTEL AUTOMATION SOFTWARE(HAS)

Team 8 : Dev

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Introduction:

This document has the requirements of Hotel Automation Software(HAS). The HAS tool is used by Hotels. By using the HAS Tool, Hotels provide a better facilities for customers for their accommodation.

Purpose:

The purpose of this document is to gather the requirements that are needed for implementing the Hotel Automation Software(HAS). It also focuses on various aspects such as scope and visibility of different users ,overview on performance of different users.

The purpose of HAS is to provide efficiency to the Hotels in maintaining customer accommodation and maintain the data of the particular customer or user up to the date. It provides an online visibility of the status of an customer.

Intended Audience:

The intended audience will be the Hotel Administration who want to accommodate the customers of the Hotel.

Stakeholders:

Client: Hotel administration

Users: individuals who use the HAS (Customers, Manager, Food Manager, Receptionist)

Product Vision

Vision Statement:

The product vision is to develop a HAS Tool, which is user friendly and easily accessible. This HAS Tool helps to manage accommodations of customers of the hotel.

Technologies:

Mongo DB, Express Js , React js , Node Js

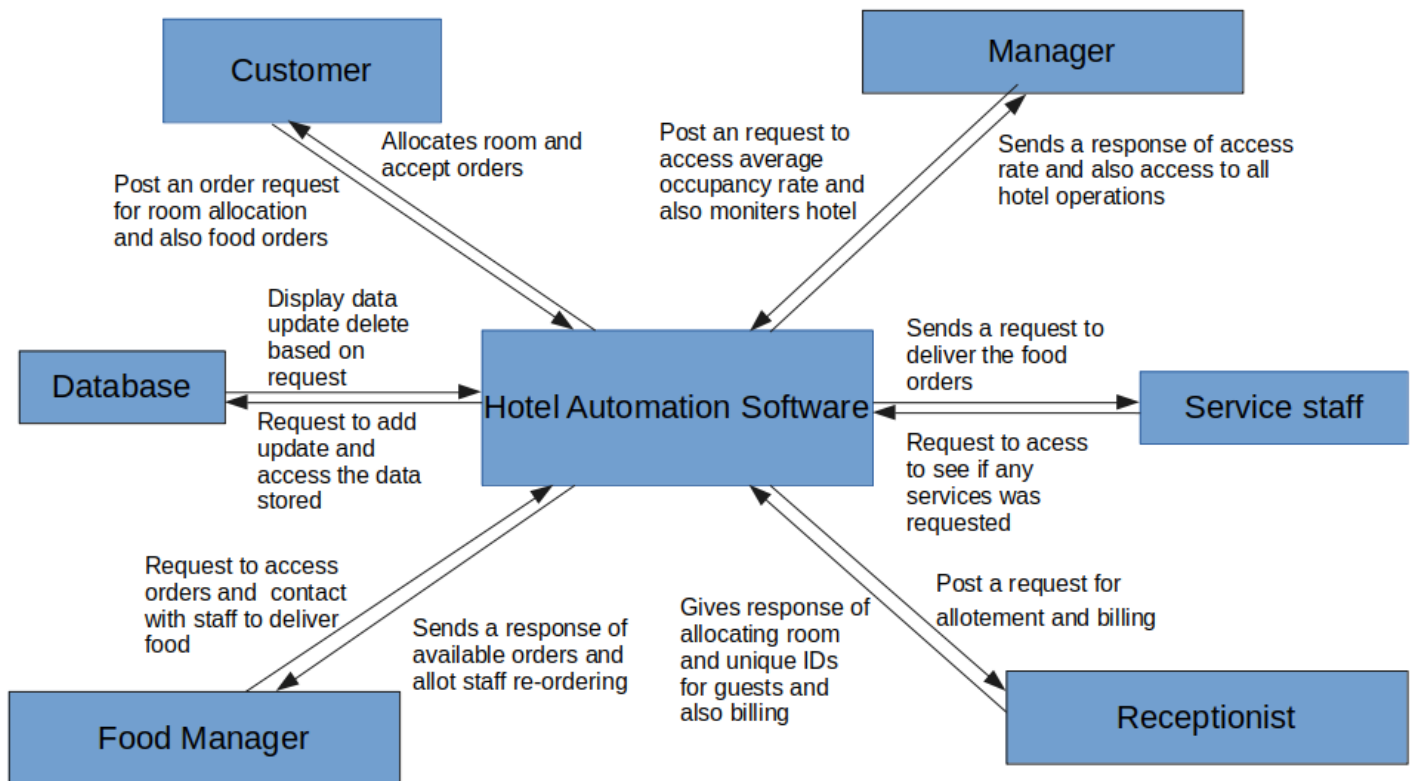## System in Context:

HAS Tool is a multi-user system which provides Information about customers accommodation in the hotel. It gets details from the customers and also accepts queries and provide solutions. It aims to provide basic visibility to give a clarity to the customers. It provides the status of rooms to users, support customer and manager. It allows manager to change the status of rooms.

Requirement Analysis Document

--HOTEL AUTOMATION SOFTWARE(HAS)

Context Diagram:

Customer

Manager

Allocates room and accept orders

Post an order request for room allocation and also food orders

Post an request to access average occupancy rate and also moniters hotel

Sends a response of access rate and also access to all hotel operations

Display data update delete based on request

Sends a request to deliver the food orders

Database

Hotel Automation Software

Service staff

Request to add update and access the data stored

Request to acess to see if any services was requested

Request to access orders and contact with staff to deliver food

Sends a response of available orders and allot staff re-ordering

Gives response of allocating room and unique IDs for guests and also billing

Post a request for allotement and billing

Food Manager

Receptionist

Requirements:

End Users:

- Customer

- Receptionist

- Manager

- Food Manager

Customer

Hotel View Page:

Home Page Description

The Home Page provides an overview of the hotel, featuring a detailed description of amenities, services, and facilities, along with high-quality images and customer reviews. It includes sections on room types and rates, contact information, and an interactive map. The page also features a Login button, allowing users to securely log in to their accounts.

The page also features a Login button, allowing users to securely log in to their accounts. The login process includes options for various roles such as customer, manager, receptionist, and food manager, with additional choices for room booking or post-check-in activities for customers.

Booking Functionality: When selecting the booking option, users can view available rooms, book rooms, and find which rooms are not allocated.

Check In Functionality: Upon checking in, users receive a unique ID that allows them to order food and access additional services provided by the hotel during their stay.

When a user comes offline and needs assistance, they can interact directly with the receptionist for various hotel functionalities. The receptionist can provide the following services:

Room Booking: The receptionist can assist in booking rooms, checking room availability, and finding the best options based on the user's preferences and requirements.

Check-In and Check-Out: The receptionist facilitates the check-in process, providing necessary information and a unique ID for the guest. They also handle check-out procedures, ensuring a smooth departure experience.

Receptionist:

Receptionist Functionalities

The receptionist plays a crucial role in ensuring the smooth operation of the hotel and providing excellent customer service. Here are the detailed functionalities of the receptionist:

1. **Guest Check-In and Check-Out:**

   - **Check-In:** Assist guests with the check-in process by verifying reservations, assigning rooms, and providing key cards. Ensure that all necessary information is recorded, and the guest receives a unique ID for their stay.
   - **Check-Out:** Manage the check-out process, including settling bills, collecting key cards, and updating the room status in the system.

2. **Room Booking and Management:**

   - **Booking Assistance:** Help guests with room reservations, checking availability, and making bookings through the hotel management system. Ensure that all guest preferences and requirements are met.
   - **Room Allocation:** Manage room assignments and update the system to reflect current occupancy status. Coordinate with housekeeping to ensure rooms are ready for new guests.

3. **Billing:**

- **Bill Preparation:** Prepare and provide detailed billing statements for guests, including room charges, food orders, and any additional services utilized during their stay.

- **Payment Processing:** Process payments at check-out, including cash, credit/debit cards, and other payment methods. Ensure that all transactions are accurately recorded.

- **Invoice Management:** Handle any billing inquiries or disputes, ensuring that guests understand their charges and resolving any issues promptly.

The receptionist ensures that guests have a pleasant and seamless experience during their stay, handling a wide range of tasks and providing essential support to both guests and hotel operations.

Food Manager:

Food Manager Functionalities

The food manager is responsible for overseeing the hotel's food and beverage operations, ensuring that guests receive high-quality meals and exceptional service. Here are the detailed functionalities of the food manager:

1. **Managing Food Orders:**

   - **Order Monitoring:** Review and track all food orders placed by guests through the hotel management system. Ensure that each order is prepared and delivered promptly and accurately.
   - **Order Coordination:** Coordinate with the kitchen staff to prioritize and manage the preparation of food orders. Address any issues or special requests related to food orders.

2. **Menu Planning and Management:**

   - **Daily Menu Planning:** Decide and create the daily menu, taking into account seasonal ingredients, guest preferences, and dietary requirements. Ensure that the menu is diverse and appealing to guests.
   - **Menu Updates:** Regularly update the food menu on the hotel's website and management system. Ensure that the latest menu is available to guests both online and offline.
   - **Special Menus:** Plan and create special menus for events, holidays, or themed nights. Coordinate with other departments to promote these special menus.

The food manager plays a crucial role in enhancing the dining experience for guests, managing the kitchen operations, and maintaining high standards of food quality and service.

Manager:

The hotel manager is responsible for overseeing the overall operations of the hotel, ensuring that all departments work efficiently and provide excellent service to guests. Here are the detailed functionalities of the manager:

1. **Overall Hotel Management:**

   - **Operational Oversight:** Supervise daily operations across all departments, including front desk, housekeeping, food and beverage, maintenance, and security.
   - **Staff Coordination:** Coordinate with department heads to ensure smooth communication and cooperation. Address any inter-departmental issues and facilitate team meetings.

The manager plays a pivotal role in the success of the hotel, overseeing all aspects of operations, ensuring guest satisfaction, and driving financial performance. Their leadership and strategic vision are essential for maintaining high standards and achieving the hotel's goals.

Non-Functional Requirements:

Reliability:

   User should get appropriate information about his room and Hotel.

Usability:

   This tool should has user friendly GUI. User can use it effectively.

Availability:

   User should get information 24x7. User can access this tool any time.

Accessibility:

   This tool support multi-user accessing. Any user can access the system from different places to use the tool.

Performance:

User should have fast access to get the information from the help center. User should retrieve the information from help center database very quickly.

Security:

As it is a web based application it should be more secure in order to save help centers confidential data from hackers.

Platform Compatibility:

This tool has to work on any kind of operating system without modifying it.