

=> SRS Document Hotel Management System

• Functional Requirements:-

1. Booking Services:

- Book the room and see the room's availability
- Modify and cancel room's booking.

2. Room Services:

- Give the good room services for every customer
- It should be neat and tidy.

3. Customers ^{Management} ~~Services~~:

- Maintain customers database.
- Track customers in ^{coming} going and out going.
- Track customers stay history.

4. Staff Management:

- Assign tasks to reception, housekeeping.
- Manage all the employees schedules.

5. Supplies Management

- Track every supplies for hotel.
- Generate low-stocks alert and purchase orders for requirement.

6. Feedback and review Systems

- Allow guests to leave feedback & reviews on their stay
- Track & respond to guests reviews.

7.

Non-Functional Requirements:-

1. Performance:

- System should handle multiple reservations simultaneously without lag.
- Fast response time for all the enquires.

2. Security:-

- Implement strong data encryption for user data.
- Secure user authentication with multi-factor authentication options.
- 3. Usability
 - Easy to use interface for both customers and hotel staff.
 - Provide multilingual support for international customers.
- 4. Maintainability
 - Log errors and track them for quick resolutions.
- 5. Accessibility
 - Ensure the system is accessible to users with disabilities.

• Problem Statement:

Managing hotel operations such as reservation, billing, room service and housekeeping manually or through fragmented systems lead to inefficiencies, errors and poor customer experiences.

Therefore, there is a need for a comprehensive Hotel Management System that streamlines hotel operations, reduces manual workload.

• Scope:-

1. Booking and Reservation
2. Customer Management
3. Check-in and Check-out
4. Room and Inventory Management
5. Billing and Payments.
6. Staff Management
7. Reports and Analytics

• Domains-

The domain for this project is the Hospitality Industry, specifically focusing on Hotel Management. It aims to streamline day-to-day operations in hotels, motels, resorts, and other accommodation establishments.

• Interface Requirements

- i) User Interface
- ii) Hardware Interface
- iii) Software Interface

• Design Constraints

- i) Scalability
- ii) Technology
- iii) Platform
- iv) Security

• Preliminary Budget

- i) Software Development = \$25000
- ii) Hardware = \$12000
- iii) Testing = \$5000
- iv) Training = \$3000
- v) Total = \$50000