**Clients Requirements**

**Requirements expansion**

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| Requirement | Expansion |
| Customers | |
| View a description of the hotel, facilities, the rooms and room rates and links to facilities and attractions in the area | * Page for hotel descriptions * All description and detail pages should be able to return to home page * Room rates should be retrieved from the database * Amount of rooms available should be retrieved from the database |
| Complete a booking form which allows them to book one or more rooms for one or more nights | * Booking form that contains:   + Check in and check out date   + Number of rooms   + Number of people * Restrict double bookings on a room |
| View suitable information and alternative options if any rooms requested are not available | * List of hotel rooms that are available if form submission fails |
| Complete a payment form | * Payment form that contains:   + Card type   + Card number   + Card expiry * Restrictions should be placed on card number and card expiry |
| Hotel reception | |
| Check hotel guests in and out of their rooms | * Obtain room number, check-in and check-out date by either: customer name, card number, email or booking reference |
| Take and view payments made by customers as they check out | * Update the database on amount outstanding * Change the status of the room |
| Cleaners | |
| View checked out rooms | * Get a list of rooms that are checked out |
| Change the status of a room from ‘checked out’ (C) to ‘available’ (A) or ‘unavailable’ (X) | * Obtain the status of a room by providing room no * Change the status of a particular room |

**MoSCoW analysis**

**Key**

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| Abbreviation | Category |
| A | Accessibility requirements |
| C | Customer requirements |
| DB | Database requirements |
| P | Performance requirements |
| R | Reception requirements |
| S | Staff requirements |
| UI | User Interface requirement |
| US | Usability requirements |

**Must**

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| UI\_1 | Colour and structure of website must be consistent across pages |  |
| UI\_2 | Design of mobile and desktop site must be similar |  |
| C\_1 | Booking form |  |
| US\_1 | All multimedia content must contain alt texts |  |
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**Should**

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|  | Booking form should be visible across the home page |  |
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**Could**

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**Won’t**

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|  | Log-in for different users |  |
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