Hotel Reservation System

# Introduction

1.1 **Purpose**

This System is for hotel reservation and make it as easy on customers as possible to book rooms, it aims to provide an efficient and convenient way of interaction between customers and the hotel system, by hosting the service online.

## Intended Audience

This document is intended to be read by developers, project managers, users, testers, and documentation writers

## Product Scope

This web app will be used by the admin, the receptionist and the end users.

The system provides an easy-to-use web application for the admin to make a full control of his hotel such as adding rooms to the online system and all of its specifications and appointing a receptionist.

The scope of this system also includes giving services to the user to register in the hotel system, make booking, modify all of his bookings, extends his stay and/or cancel his booking. Moreover the system should provide to the user a full vision of the various types of rooms and meal plans exists in the hotel system.

Also the system provides services to the customers who don’t have an account in the system to make a reservation through the system’s receptionists, the receptionist should also make it easy for the customers to check in and out and facilitate all of the customer’s procedures throughout his stay.

## Operating Environment

1. Web Application Interface (Front End)
   * The User use it for interact with the App.

2. Admin Interface (Back End)

* + - The admin use it to control the system.

3. The WAMP Server Program

* + Stores the data on offline database in of the connection lost with the server.

4. Server

* + The main database while the system is online.

5. Software interfaces

* + - Any web browser except the internet explorer.

**Functional Requirements:**

1. Register :

* Customer should fill all needed info, including his name, ID and his e-mail.

And press the Submit button.

1. Login:

* Customers should enter their username and password to login.

Press on the login button.

* Invalid username or password, error message will be displayed.
* Customer only can be able to check on Remember me for a month, he can continuously login to the website without

Entering his password and username.

1. Logout:

- Press the logout button and the system logs out.

1. Verification Mail :

* A verification mail should be sent to the customer mail once he Register on the website.

1. Search Page :

* Customer should specify his requirements:
* Check in Date
* Check out Date
* Number of Rooms from each type
* Type of Board
* Then submit his data

1. Profile page :

* Customer should be able to see all his personal info and update it.
* Customer should be able to see all his bookings, modify it and cancel it.
* Customer should be able to extend his check out date if available.

1. Feedback Page :

* Customer can comment on our Feedback Page, which will be seen only by the admin.

1. Alert:

* System should send an alert e-mail to the customer exactly one day before his check in date.
* System should cancel a customer reservation if he didn’t come on his check in day.

1. Daily Reservations page :

* Receptionist only could be able to access this page.
* Receptionist could be able to see all bookings that has a check in on this day.
* Receptionist should verify customer using his ID.
* Receptionist should activate Customer reservation so it won’t be canceled on the other day.

1. Outsider Bookings :

* Receptionist should specify Customer (who didn’t book on the website) specification.

1. All bookings Page :

* Receptionist should be able to search for a particular Guest, using his ID/Room’s number.
* Receptionist should be able to view all system bookings.
* Receptionist should use the Billing and invoices button beside the checked out customer, Customer should pay in

Cash.

1. Admin main Page:

* Admin should be able to add, update and delete Receptionists.
* Admin should be able to add, update and delete Rooms.

1. Forget Password :

* Customer enter his user name.
* System should send new password to the username’s E-mail.

**Non Functional Requirements:**

1. Authentication :

* Receptionists should authenticate themselves using their Hotel ID card.
* Admins should authenticate themselves using their “Admin” Username and password.

1. Performance :

* System is online and available on all platforms that can access the internet.
* System speed is dependable on the organization modem for internet.

1. Security :

* Customer’s data is not available for anyone except users of the system whom should be authenticated using their IDs.
* System uses a certain cryptographic technique.

1. Data Safety :

- System is durable, in case of system failure system has a backup and recovery.

- System has a backup twice a week.

1. Ease of use:

* System should be easy to use for new users and Customers.