

# Software Requirement Specification (SRS)

## 1. Introduction:

### 1. Hotel Management System

#### Problem Statement:

Traditional hotel management processes often rely on manual methods, leading to inefficiencies, errors, and delays. To address these challenges, there is a need for a comprehensive Hotel Management System (HMS) that automates various tasks including reservation management, guest services, billing, inventory control, and reporting.

The goal is to develop a robust HMS that enhances operational efficiency, improves guest satisfaction, and enables hotel staff to focus on delivering exceptional service.

## 1. Introduction:

- 1.1 Purpose of this Document: To provide a comprehensive understanding of the requirements and functionalities of the Hotel Management System.

1.2. Scope of this Document: Describe the intended users, features, and benefits of the HMS, along with development cost and time estimates.

1.3. Overview: Gives a brief summary of the HMS, outlining its primary functions such as room booking, check in/out, and billing.

## 2. General Description:

The Online hotel management system is a new

self contained software product which will be produced by the developer in order to overcome the problems that have occurred due to the current manual system. The proposed system will give to provide an easy access to the system and it will allow user friendly function with attractive interface. The system will give better options for the problem of handling large scale of physical file system, errors occurring in calculations and all the other required tasks that has been specified by the client. The final key features include :-

- \* Reservation Management
- \* Check-in / Check-out Management
- + Billing and Invoicing
- + Room Inventory Management
- \* Guest Profile Management.

### 3. Functional Requirements

- \* Ability to create, modify, and cancel reservations.
- \* Check-in / Check-out Management
- + Billing and Invoicing  
Generation of accurate bills and invoices
- \* Room inventory management.  
Tracking of room availability and occupancy
- + Guest profile management.  
Storage and retrieval of guest information.
- \* Reporting and Analytics.  
Generation of various reports (occupancy, revenue, etc.)

### 4. Interface requirements :- The HMS will interact with users through :



- \* Graphical User Interface (GUI) for hotel staff
- \* Web-based interface for online reservation
- \* Mobile application for guests.

## 5. Performance Requirements

- \* Response time for user actions: < 2 seconds
- + System uptime: 99.9%
- \* Concurrent user support: Minimum 100 users
- + Data processing speed: Real-time updates.

## 6. Design Constraints

- \* Use of secure protocols for data transmission
- + Compatibility with existing hardware and software infrastructure
- \* Compliance with industry standards and regulations

## 7. Non-Functional Requirements

- \* Security: Encryption of sensitive data, role-based access control.
- \* Portability: Compatibility with multiple devices and platforms.
- \* Reliability: Minimal downtime, data backup and recovery mechanisms.
- \* Reusability: Modular design for future enhancements.
- + Application compatibility: Integration with third-party services.
- + Data integrity: Data validation and error handling mechanisms.

- \* Scalability capacity: Ability to handle increasing workload.

## 8. Preliminary Schedule and Budget: The development of the HMS is estimated to take 6 months with a budget of \$100,000. This includes analysis, design, development, testing and deployment phases.