

User Requirements User Levels:

1. Front desk/Receptionist
2. Managers
3. Administrator
4. Housekeeping
5. Guest/Client
- 6.Accounting
- 7.Facility Management

User Requirements

Front desk/Receptionist:

- 1.1. Efficient Check-in: Ability to check-in guests quickly and easily.
- 1.2. Room Assignment: Assign rooms to guests upon check-in.
- 1.3. Notification Handling: Ability to view and manage email notifications related to reservations and guest requests.
- 1.4.Handle Guest Complaints: Provides front desk staff with tools to record, track, and resolve guest complaints effectively, ensuring timely follow-up and guest satisfaction.

Managers:

- 2.1. Reporting: Access detailed reports on occupancy rates, revenue, and other key metrics.
- 2.2. Performance Metrics: Track staff performance and efficiency in managing reservations and guest interactions.
- 2.3.Monitor Occupancy and Revenue: Provide management with real-time insights into occupancy rates
- 2.4.Marketing:Integrate with various marketing channels(including social media, online advertising platforms, and email.
- 2.5.Market Segmentation: Supports guest segmentation based on preferences, booking history and demographics

Administrator:

3.1. User Management: Ability to add, edit, or remove user accounts with different access levels.

3.2. Statistics Dashboard: View graphical representations of occupancy trends and financial performance.

3.3. System Configuration: Customize system settings, such as room rates, availability rules, and email templates.

3.4. System Automation Reservation Calendar: Ability to provide administrator automatically with reservation

Housekeeping:

4.1. Room Status Updates: Receive notifications when rooms are vacated and require cleaning.

4.2. Maintenance Requests: Handle guest requests for room maintenance or repairs promptly.

4.3. Communication Channels: Ability to communicate with front desk staff for room status updates and guest requests.

Guest/Client:

5.1. Guest Account creation: Ability to create account with his personal credentials

5.2. Reservation Access: View reservation details, including check-in/check-out dates, room type, and rate.

5.3. Modification: Ability to modify reservations

5.4. Special Requests: Submit special requests, such as room preferences or additional amenities.

5.5. Feedback Submission: Provide feedback on their stay and overall experience through the system.

5.6. Cancellation: Guests should be able to cancel the reservation within the policy time constraints to the reserved date.

5.7. Check Availability: Guests can check availability of rooms at certain dates

Accounting:

6.1. Manage Billing and Invoicing: Facilitate accounting staff in generating invoices, tracking payments, and managing billing accounts for guests, corporate clients, and third-party bookings.

Facility Management:

7.1. Schedule Maintenance and Renovations: Facilitate facility managers in scheduling and coordinating maintenance activities, renovations, and upgrades for facilities and infrastructure.