

User Requirements

User Levels:

1. **Frontdesk/Receptionist**
2. **Managers**
3. **Administrator**
4. **Housekeeping**
5. **Guest/Client**

User Requirements:

Frontdesk/Receptionist:

1. **Efficient Check-in:** Ability to check-in guests quickly and easily.
2. **Room Assignment:** Assign rooms to guests upon check-in.
3. **Notification Handling:** Ability to view and manage email notifications related to reservations and guest requests.

Managers:

1. **Reporting:** Access detailed reports on occupancy rates, revenue, and other key metrics.
2. **Performance Metrics:** Track staff performance and efficiency in managing reservations and guest interactions.

Administrator:

1. **User Management:** Ability to add, edit, or remove user accounts with different access levels.
2. **Statistics Dashboard:** View graphical representations of occupancy trends and financial performance.
3. **System Configuration:** Customize system settings, such as room rates, availability rules, and email templates.

Housekeeping:

1. **Room Status Updates:** Receive notifications when rooms are vacated and require cleaning.
2. **Maintenance Requests:** Handle guest requests for room maintenance or repairs promptly.
3. **Communication Channels:** Ability to communicate with front desk staff for room status updates and guest requests.

Guest/Client:

1. **Reservation Access:** View reservation details, including check-in/check-out dates, room type, and rate.
2. **Modification/Cancellation:** Ability to modify or cancel reservations .
3. **Special Requests:** Submit special requests, such as room preferences or additional amenities.
4. **Feedback Submission:** Provide feedback on their stay and overall experience through the system.