

5/2/24

Lab - 1

Hotel Management system

Problem statement:

The Hotel Management System is a tool for booking rooms of Hotel through online process by the customer. It can maintain customer details and automate the process of billing. The customer can see the room, cost, facilities etc before booking and there is complete transparency between the customer and their service.

Software Requirement specification (SRS)

1) Introduction:

1.1) Purpose of this document:

This Hotel management system software requirement specification's main objective is to provide a base for the foundation of the project. It gives a comprehensive view of how the system is supposed to work and what is to be expected by the end users.

It provides a blueprint to upcoming new developers and maintenance teams to assist in maintaining and modifying this project as per required changeability.

1.2) Scope of this document:

The world is changing so as the scope of hotel management. Today, hotel management is not only confined to hotels but

had gone deep into tourism, catering, airlines, clubs, etc. making it a very promising career option. It has 3 end users, Customers, Receptionist & Hotel manager. It consists of Booking Management system, DBMS server, and Report Generator. It simplifies everyday process of hotel. Some Transactions, quick retrieval of information, ease of use, quick recovery of errors, fault tolerance are some benefits.

1.3) Overview:

This Hotel Management system will improve the efficiency and accuracy of hotel operations, leading to enhanced guest satisfaction & improved revenue management.

2) General Description:

Objective: The objective is to create a user-friendly system that streamlines hotel operations & enhances the guest experience.

User Characteristics:

- i) Hotel manager: have every access to hotel system. Manager is solely responsible for managing hotel resources and staffs. They can view any report, customer information, booking information, and room information, analyze them & take the decision accordingly.
- ii) Receptionist: sole purpose is to provide the quality customer service. They'll have lesser access than manager.

They can manage booking details, search for room availability, add customer, confirm booking, and update the booking details.

ii) Customer: vital part of system. They have access to view the vacant room information and price range. They can confirm or cancel bookings. Have access to customer service desk portal to forward their enquiry.

Features:

- Allows typing for customer information
- Has fixed rate for rooms.
- when

System will include modules for room reservations, guest check-in / check-out, room service ordering, billing and reporting.

Benefits:

The system will reduce manual errors, improve efficiency, and provide better guest service.

3) Functional requirements

- Allow users to register / login
- Allow users to make room reservations
- Allow users to manage room service orders
- System will generate bills for guests i.e. Payment management system
- Manager Access
- Receptionist access

4) Interface Requirements

- Integration with payment gateways
- Intuitive booking interfaces, easy navigation

5) Performance requirements

- able to handle a large number of concurrent users.
- Respond to user actions within reasonable time frame
- Backup / recovery mechanisms to prevent data loss.

6) Design constraints

- Designed to comply with industry standards & regulations
- scalable to accommodate future growth

7) Non Functional Attributes

- Security
- Portability
- Reliability
- Reusability
- Application compatibility
- Data integrity
- Scalability
- Capacity

8) Preliminary schedule & Budget:

- Estimate 6 months to complete
- Budget: \$100,000, including development, testing & implementation costs

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