**Workshop seminar 2**

**Comp201 Software Engineering**

**Software Engineering Requirements**

**Review Questions**

**Consider a**

**Hotel Booking System.**

**What stakeholders would there be?**

**Start to write some requirements, each requirement should start with:**

**The system should be able to:**

**For each requirement there needs to be:**

**A relevant user of the system or an external system.**

**List all possible users of the system first, here is an example, hotel receptionist.**

**To start you off consider the following:**

**The hotel booking system should work with multiple hotels and the software should be easily adapted to book other resources (for example table booking system for restaurants). This second criteria will be relevant when we consider, Maintainability (see lecture 1, slide 19), this will be part of more the software design than requirements, but is a broad requirement of the software itself.**

**Delivery**

**List 5 stakeholders/users.**

**List 5 requirements.**

**Consider business rules of system (who can do what function, with what limits).**

**Receptionist, hotel owner, guest, tax inspector, accountant, marketing team, hotel cleaning staff, hotel manager**

**Requirements**

1. **Search for hotel, room with given criteria, location, price, pool, air conditioning, pet friendly etc. etc. (Guest)**
2. **Make booking request (Guest)**
3. **Confirm booking request (Receptionist)**
4. **Delete booking (Receptionist)**
5. **Check guest in (Receptionist)**
6. **Check current room occupancy (Cleaner)**
7. **Mark room as cleaned (Cleaner)**
8. **Generate guest checkout invoice (Receptionist)**
9. **Allow secure login (Receptionist, Owner, Cleaning staff)**
10. **Make meal booking request (breakfast, lunch dinner) with dietary requirements section (e.g. vegetarian, allergies) (Guest, Receptionist)**
11. **Generate end of year account receipts (Accountant, tax inspector)**
12. **Control marketing and loyalty scheme (discount for multiple stays)**
13. **Generate cleaning rota (Cleaning staff)**
14. **Show meal bookings**

**This list will be added to add the project moves forward, build your requirements up iteratively.**

**Business rules**

**Guests can request a booking, ony receptionist can confirm booking. Guest can cancel booking up to 3 days before stay. If after 3 days before stay a cancellation charge of 1 day’s stay is levied. Cleaning rota will be organised so that rooms that are booked for that day and need cleaning are cleaned first. Meal booking requests for special requirements have to be confirmed by the kitchen staff, before being confirmed to the guest.**

**Receptionist can see the name of the guests and their postcode but not other contact details, only the manager can see these, this is to maximise guest privacy.**

**Depending on current pandemic regulations room will be left unoccupied for 24 before being able to be cleaned and occupied again, to prevent virus transmission.**