**3. Introduction:**

**3.1: Purpose:**

The goal of this document is to explicitly describe the functional and non-functional requirements of the Hotel Management System being designed as part of the ITSE course project. This Software Requirements Specification (SRS) is a formal contract between the development team, the instructor (as the client), and any future stakeholders who might review or extend the system.

This SRS assists in ensuring that the same requirements and functionalities are known to all the team members. It gives a foundation to the developers from where they can begin their work with clarity, ensures that the testers are aware of what should be tested, and keeps the project on track with its goals. The document will also prove useful in the future if any upgrades or modifications are needed because it has all the basic details.

This system is meant to automate and simplify major hotel functions It allows them to check room availability, book rooms, order food, request room service, and check out — all in one place. For the admin or hotel staff, it provides tools to manage rooms, handle food menus, and view customer requests efficiently. The idea is to cut down on manual work, reduce errors, and create a smoother, more convenient experience for everyone involved in running or staying at the hotel.. The document contains extensive use cases, diagrams, assumptions, and user interface descriptions. Through the creation of this SRS, we seek to avoid misunderstandings, handle expectations, and provide a seamless development process from beginning to end.

As our system is for human resources, the SRS ensures we keep our priorities in line with their speed, reliability, simplicity, and structured recordkeeping. Any feature we design will be directly based on what's outlined here, so this document is essentially the basement of the entire project.

**3.2: Scope:**

Hotel Management System (HMS) created for the purpose of this project is a desktop application designed to assist hotel staff in performing daily activities in a systematic and effective manner. The overall aim is to transition regular hotel operations from paper-based or manual systems to a computerized system that is more efficient, reliable, and manageable.

This is a single-branch-only system intended to be used in a single hotel branch and is not targeted for chain hotels or multiple locations. The design is aimed at producing a simplified but working simulation of an actual hotel front desk system. It is being designed as a course project under time and academic limitations, so the scope is narrowly defined to encompass all significant operations without exceeding what can be reasonably developed and tested within the semester.

The primary features included are:

**Customer Management:**

Staff can check in or out, and edit or insert new customers. All relevant information, including ID, contact information, and room assignment, will be stored in the system.

**Room Booking and Availability:**

Users will be able to display real-time room status (available, booked, under maintenance), assign rooms to customers, and cancel bookings if needed.

**Staff Records Management:**

Admin users also have access to a part where they can add new employees, set roles (e.g., receptionist, housekeeping), and view active workers.

**Billing and Payments:**

Whenever a client checks out, the system will automatically compute their total billings based on their length of stay and services consumed. Payment status (e.g., Paid, Pending) will be manually input by employees.

**Login System:**

Admin and Receptionist will have independent login access. Admin-level users can add rooms, maintain staff, and modify some settings.

**Report Generation:**

The system will automatically prepare daily reports comprising number of customers served, rooms booked, and earnings. Admins can see the reports for improved decision-making.

**View Menu and Food Ordering:**

Guests are able to browse the hotel food menu via the system interface. Receptionists can place orders for guests, and the charges will be billed to their room for payment at check-out time.

**Service Requests:**

Guests may request extra services like laundry, housekeeping, or maintenance. These requests will be entered against their room record and forwarded to the concerned staff for follow-up.

The aim is to design a system that is practical and realistic, with emphasis on the primary processes that take place at a hotel's reception and admin desk. The features have been selected according to feasibility, complexity, and relevance from an academic perspective, in consultation with the team and instructor.