WEEK - 1

i) SRS document for Hotel Management System

1. Introduction :

1.1 Purpose of this document ⇒

This document outlines the Software Requirements Specifications for the Hotel Management System, aiming to enhance the efficiency of system and user experience by defining necessary and sufficient functionalities.

1.2 Scope of the document ⇒

In order to improve service delivery and customer satisfaction, HMS streamlines hotel operations, including booking, customer interaction, invoicing & reporting.

1.3 Overview ⇒ The hotel management system enhances efficiency by booking rooms, handling payments, manging customers and providing the features like booking, with user-friendly interfaces to give a good visitor experience.

2. General Description :

* **User Objectives ⇒**

→ Streamlining the check-in and check-out process

→ Access customer profiles & history for personalised service.

* **User Characteristics** ▸
This is an easy to use interface for both customers & staff, so they should be familiar with computer operations.

* **Features** ▸ It has a user-friendly dashboard for quick access to functionalities with an integrated payment gateway and automated notifications for reminders.

* **Benefits** ▸ Reduces The system reduces manual errors to a great extent and saves time.

* **Importance** ▸ This system is important as it reduces administrative burdens and increases profits.

3. Functional Requirements :-

* Room Management [Add/delete/Update room details]
* Booking System
* Check-in / Check-out
* Customer & Staff profiles
* Payment gateway
* Notifications for reminders.

4. Interface Requirements :

* User Interface which is easy to use.
* Use of APIs and Data Exchange must be supported.

5. Performance Requirements :-

* The system must have a response time of not more than 2 seconds.
* It should be able to support large no. of users, without performance degradation.
* The system must be scalable, so that new hotels can be added.

6.) Design Constraints :-

* The front-end part must be developed to ensure ease of use to the users and satisfiability to the client. So, usage of HTML, CSS, JavaScript is preferred, with compatible backend languages.
* It must be compatible to different web browsers

7. Non-Functional Attributes :-

* Implement SSL encryption for data transmission & include restricted access to increase "security".
* The system should be fail-soft & handle exception properly to ensure "robustness".
* Data integrity measures to prevent data loss.
* Include responsive design to ensure usability across screens of different sizes.

8. Preliminary Schedule & Budget :-

* 6 months for full implementation.
* Approximate budget required : $150,000

* Phases [estimate] +

→ Requirement Gathering : 4 weeks

→ Design : 6 weeks

→ Development : 8 weeks

→ Testing : 4 weeks

→ Deployment : 2 weeks.