

23/9/24

DATE	/	/
PAGE		

Hotel Management System

1) Introduction:

Purpose:- The purpose of this document is to provide a detailed description of the Hotel Management System. This serves as a guide to understand system's functionalities and performance requirements.

Scope:- It will facilitate management of hotel operations like reservations, check-in, check-out, billing and room management.

Overview:- It is designed to ensure smooth functioning of hotel operations, improve customer service and enhance overall efficiency.

2) General Description

Objectives of the user include:-

- ★ User management - Allow administrators to manage user roles and access levels.
- ★ Reservation management - Enable guests to book rooms and allow easy modification.
- ★ Automate the billing processes.
- ★ Provide insights into hotel performance by reports.

User characteristics include:-

- ★ Admin - Require access to all functionalities.
- ★ Hotel Staff - Need tools for day-to-day operations and guest interactions.
- ★ Guests - Need a user-friendly interface for making reservations.

Features are:-

- ★ User-friendly interface - Simplify booking process, allow easy modification, enhancing guest satisfaction.
- ★ Real-time availability - Provides accurate data regarding room availability to prevent clashes.
- ★ Comprehensive reporting - Helps in decision-making through detailed analytics.

It is crucial for improving efficiency, reducing errors and enhancing guest experience.

3) Functional Requirements:-

- ★ User Authentication - User must log in and log out with secure credentials to access the system.
- ★ Room management - Staff can add or delete a room from availability list, and can add prices to the rooms.
- ★ User experience reports - Reports based on user experience that help in enhancing user experiences.
- ★ Billing system - Calculating total charges based on duration of stay.
- ★ Room booking - Allows users to choose a desired

4) Interface Requirements:-

- ★ A database for storing user credentials, details of rooms available.
- ★ AI for booking applications to access data regarding rooms and facilities available.

5) Performance Requirements:-

The software must sustain multiple users at a time.

Response time must be less to enable faster process

6) Design constraints

The software must comply with data protection rules. The system must handle vast number of users.

7) Non-functional attributes :-

- ★ Security - It must not leak data of users.
- ★ Portability - It must run on various systems.
- ★ Scalability - It must be scalable to allow multiple users to access the software.
- ★ Reliability - It must provide accurate data with respect to the rooms available.

8) Preliminary Schedule and Budget :-

Requirements identification : 3 weeks

Design : 5 weeks

Development : 3 weeks

Testing : 4 weeks