Function No	Func category	Funcion name	Priority	Target user	How to use	User benefit
1	Help Making Strategy	Room Sales channel Analysis	High	Business manager	1. User login as a business manager and select the customer source analysis function. 2. User select time period (yearly , monthly or weekly). 3. User will see customer source proportion analysis of room occupancy/conflict rate and sales amount, benefit rate. 4. User can specify analysis in different conditions like date (weekday/holiday), room types and generate analysis. 6. User can change the report to see the comparison with last periods showed with line graph. 7. User will receive some suggestions of current customer source structure.	1. Help business manager to adjust room price, Make room promoting like discount for specific room type for specific customer group, refer to the customer source analysis. 2. Help managers make promoting strategies for specific customer group with reference. 3. Help managers know the general situation of customer structure in this period.
2		Room Occupancy and benefit Analysis	High	Business manager	1. User login as a business manager and select the Room occupancy/conflict rate and benefit analysis function. 2. User select time period (yearly , monthly or weekly). 3. User will see the room occupancy/conflict rate and benefit amount analysis 4. User can specify analysis in different conditions like date (weekday/holiday), room types, room conditions and generate analysis. 5. User can change the report to see the comparison with last periods showed with line graph. 6. user will receive some suggestions base on statistic and comparison.	1. Help business manager to adjust room price, make room promoting like making discount for specific room type, different date(weekday/holiday), With more efficiency and profit. 2. Help managers know the general situation of room occupancy in this period.
3		Sales Sales channel Analysis	High	Sales manager	1. User login as a sales manager and select the customer source analysis function. 2. User select time period (yearly , monthly or weekly). 3. User will see customer source proportion analysis of each products. 4. User can specify analysis in different conditions like date (weekday/holiday), room types and generate analysis. 5. User can change the report to see the comparison with last periods showed with line graph. 6. User will receive some suggestions of current product customer source structure.	1. Help sales managers make marketing strategy such as make discount or promoting products toward different customer groups. 2. Help sales manager decide different product promote strategies for different date(weekday/holiday) and focus on different customer group. According to customer source analysis, managers make decisions with more precise and profit.
4		Product analysis	High	Sales manager	1. User login as a sales manager And select the product analysis function. 2. User select time period (yearly , monthly or weekly). 3. User will see the sales amount, benefit rate and revenue amount for each product category and analysis it's customer source. 4. User can change the report to see the comparison with last periods showed with line graph. 5. User will receive some suggestions of current product analysis statistic.	1. Help sales managers make marketing strategy, like promoting or discount, and find popular products. 2. Better profit to help sales managers adjust product prices and make discount.
5		"Old customer" analysis	High	Customer manager	1. User login as a customer manager and select the "Old customer" rate analysis function. 2. User select time period (yearly , monthly or weekly). 3. User can see the customer amount and "old customer" rate, and the customers' demands and complains from feedback. 4. User can change the report to see the comparison with last periods showed with line graph.	1. Help managers provide better services, according to the feedback. 2. Help managers make promote strategy to retain better relation with customers.
6		Region comparison analysis	Middle	Region manager	1. User login as a region manager and select the region comparison analysis function. 2. User select time period (yearly , monthly or weekly). 3. User can see room occupancy/conflict rate and benefit rate's comparison between each hotels. 4. User can change the report to see different conditions changing rate, like room occupancy rate's growth rate, benefit growth rate of each hotels in last periods. 5. User will receiver some analysis suggestion about the advantages and defects of one hotel.	1. Help region manager find own hotel's defects and features though horizontal comparison. 2. Help hotels share good strategies, Better direction and profit for manager to make decisions.
7	Increasing Efficiency, Simplify Process	Task assignment	High	All managers	1. User as a assigner select one or more other staffs as a group. 2. User assign a task to all the members in this group, define the content and time schedule. Members in this group will receive the schedule of the task when they login the system, and the system will remind the deadline of this schedule. 3. When the member finish the task, they can send a feedback to the assigner. the assigner can see this schedule's process of completeness.	1. Simplify and convenient for managers to assign tasks, Easy to execute manager's strategy. 2. Track a schedule's process.
8		Task schedule manage	Middle	All managers	1. User login and can see the tasks which he assigned. 2. User can see one task's process, and he can edit the task schedule and notify the members again. 3. User can see every member's process of specific task.	1. Simplify task track, let managers track every task. 2. Help managers to remind the members of task group.
9		Group communication	Middle	All managers	1. User login as a topic launcher, select other staffs as a group, and define a topic. 2. Members of the group will receive messages if any member send a message to the group. 3. Members can see all the records, when they login as a member of the group.	1. Simplify internal communication. 2. Avoid absent by recording all the messages.

10	Organization Management	Security permission manage	High	HR manager	1. User login as a HR
					  and select the Security permission manage function.
					2. User input an ID of the staff who he want to manage,
					  HR can see the security permissions of this staff
					  And can change this staff's security permission level.
					3. User will receive notification of behaviors which is beyond one's permission.
						1. Isolated manage service processes. Increase safety.
						  Provided a safer environment for hotel manage system.
						2. Help human resource manager for salary adjustments, facilities upgrades.

11		Staff manage	Middle	HR manager	1. User login as a HR
					  and select the staff record manage function.
					2. User input an ID of the staff who he want to manage,
					  HR can see the record of this staff and the analysis report of staff record.
					3. User will receive notification if the staff has bad performance.
						1. Help human resource manager for salary adjustments, facilities upgrades.

12	Basic Process Management	Customer preference remind	Middle	Receptionist	1. When the receptionist arrange the reservation request of customer.
					  The software will gain a old customer preference report for receptionist.
					  The receptionist can see this customer's service history.
					2. Recall and say hello to the old customers at their birthdays or festivals.
						1. Help receptionist provide better and more personal services.
						  Receptionist can arrange the old customer to the room which they get used to live.
						  Receptionist can provide personal service for each customer.
						2. Customer will get better user experience.
						  Significant to retain customers.

13		Arrange of the booking	Middle	Receptionist	1. User can check the booking status,
					  Or search for specific customer booking or specific booking record.
					2. According to the booking information and the customer preference records,
					  user can arrange the visitor's room.
						1. User can arrange appropriate room efficiently and personally.

14		Submit feedback	Middle	Customer	1. User must select the aspect option like staff complain or food feedback... 2. User need to write the detail of the feedback. 3. User push the button to submit.	1. Easy to submit feedback

15		Order group services	Middle	Customer	1. User must select the date and the room number or customer ID
					  and then choose the group booking function.
					2. User select the service type. including group services
					  (like room cleaning, ordering conference room or dinner...),
					3. User can write group member size and can write more detail for this order.
					4. User push the button to submit, receptionist will contact you and arrange for you rapidly.
						1. Easy and rapid ordering conference room or dinner tables and so on.
						2. System will record user's archives and user's each ordering, make customer analysis.
						  Help provide better services next time.

16		Check in	Low	Receptionist	1. User search the booking record by customer ID or room ID or booking record ID, 2. Make confirmation, and generate the access card for customer.	1. Easy and fast check in.
17		Check out	Low	Receptionist	1. Confirm the customer's full payment (by credit card or cash). 2. Check the extra ordering service like clothes cleaning... 3. Invite customer to collect feedback, and record customer's preference.	1. Easy and fast check out, 2. Collect customer's archive.
18		Reserve	Low	Customer	1. User must select the date, days and the rooms they want to book. The system will check if that time is available or conflict. If available: 2. User need to select some options like breakfast included or not. 3. User can choose pay by credit card or by cash at the door. 4. User push the button to purchase.	1. Easy to book. 2. Easy to check
19		Order services	Low	Customer	1. User must select the date and the room number or customer ID. 2. User select the service type. including services(like booking a pizza, or clothes cleaning...), 3. User can write more detail for this order. 4. User push the button to submit.	1. Easy to order. 2. System will record user's archives and user's each ordering, make customer analysis. Help provide better services next time.

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