

## 1. Hotel Management System

### 1. Introduction:

1.1 Purpose of this document: Aim of this document is to outline services provided by hotel management system.

1.2 Scope of this document: In this, hotel reservations, housekeeping, billing, customer services.

1.3 Overview: system is used to provide a centralised platform to manage all hotel operations efficiently.

2. General Description: System allows staffs and customers to interact through user-friendly interfaces.

### 3. Functional Requirements:

- Room reservations: allows user to book rooms
- Check in / check out: manages customer check in and check out
- Housekeeping: assigns and manages housekeeping

### 4. Interface Requirements: Software interfaces are,

- User Interface: web based dashboard
- System interfaces: system integrates third party payment gateways and tools.

5. Performance Requirement:

- system should be able to handle upto 500 concurrent users
- system should respond to user actions within 2 seconds

6. Design Constraints: It should be compatible with Windows and Linux platforms.

7. Non Functional Requirements:

- Security: should have secure payment gateway
- Portability: should work across multiple devices
- Scalability: must scale to manage 1,000 rooms in a hotel.

8. Preliminary schedule and budget  
Development might take upto 6 months,  
with estimated budget of \$100,000.