<Hotel Website>

Software Requirements Specification

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# Revision History

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# Document Approval

The following Software Requirements Specification has been accepted and approved by the following:

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# 1. Introduction

## 1.1 Purpose

The purpose of this Software Requirements Specification (SRS) is to define the requirements for a hotel website that provides a user-friendly interface for users to view hotel information, create accounts, make room bookings, and handle reservations. This document is intended for the development team, stakeholders, and other project contributors.

## 1.2 Scope

The website is intended to offer:

1. An overview of the hotel, including services, payment methods, and reservation options.

2. A user account system with registration and login capabilities.

3. A booking system that allows users to reserve and cancel rooms.

## 1.3 Definitions, Acronyms, and Abbreviations

* **UX (User Experience)**  
  The overall experience a user has when interacting with the website. It covers factors like usability, navigation, accessibility, and how easy it is to accomplish tasks such as booking a room.
* **UI (User Interface)**  
  The visual elements of the website—what the user interacts with, such as buttons, forms, images, and layout. UI design focuses on making the website easy to use and aesthetically pleasing.
* **Booking Engine**  
  A tool or software integrated into the website that allows guests to make reservations directly from the hotel’s website. This system processes availability, rates, and payment.
* **Booking Confirmation Page**   
  The page displayed after a user completes a booking, confirming the reservation details such as dates, room type, price, and confirmation number.
* **API (Application Programming Interface)**  
  A set of protocols and tools for building software applications. It allows different systems (like a hotel’s booking engine and PMS) to communicate with each other.
* **B2C (Business to Consumer)**  
  refers to the transaction model where businesses (hotels) sell directly to consumers (guests). Most hotel websites follow a B2C model, allowing guests to book directly.
* **B2B (Business to Business)**  
  Refers to transactions between businesses. In the hotel industry, B2B might involve partnerships with travel agents, tour operators, or corporate clients for group bookings.

## 1.4 References

* **Hotel Branding Guidelines Document**:

A document that outlines the hotel’s branding standards, including colors, logos, and visual style. This will guide the design elements to ensure consistency with the hotel’s brand identity.

* **Industry-Standard UX and UI Guidelines for Responsive Web Design**:

These guidelines set the standards for user experience (UX) and user interface (UI) to ensure the website is usable and visually appealing across devices of different sizes.

## 1.5 Overview

This SRS document details the functional and non-functional requirements for the website, the specific features it will provide, and the constraints under which it will operate.

# 2. General Description

## 2.1 Product Perspective

The hotel website will serve as a standalone platform and primary online presence, designed to attract potential guests by offering an easy-to-navigate, visually appealing, and informative experience, allowing guests to view, book, and manage reservations with payment processing.

## 2.2 Product Functions

The website will offer the following key functions:

### 2.2.1 User Account Management: Account creation, login, and profile management.

### 2.2.2 Room Booking System: Functionality to browse rooms, view availability, book, and cancel reservations .

### 2.2.3 Hotel Overview: Information on hotel services, payment options, and reservation processes.

### 2.2.4 Contact and Support: Contact forms, and Frequently Asked Questions (FAQ).

## 2.3 User Characteristics

### 2.3.1 Guests: Individuals looking to book rooms or inquire about the hotel

### 2.3.2 Hotel Staff: Authorized staff may require backend access to manage content, bookings, and customer queries.

## 2.4 General Constraints

- The website must be accessible on desktop, tablet, and mobile devices.

- The design must align with the hotel's branding.

## 2.5 Assumptions and Dependencies

- It is assumed that a payment gateway (e.g., Master Card) will be integrated for online bookings.

- The website is expected to interface with a backend reservation system.

# 3. Specific Requirements

## 3.1 External Interface Requirements

### 3.1.1 User Interfaces

- Navigation: Clean and simple navigation bar with sections for hotel overview, booking, account, and contact.

- Booking Page: An intuitive interface with a calendar view to select dates, available rooms, and prices.

- Responsive Design: Must be fully functional on all devices and screen sizes.

### 3.1.2 Software Interfaces

- Integration with payment gateway and a backend system for room availability and reservation.

### 3.1.3 Communications Interfaces

- The website may support email notifications for booking confirmations and cancellations.

## 3.2 Functional Requirements

### 3.2.1 User Account Management

1. Registration: Users can create an account by providing personal information.

2. Login: Registered users can log in to view their booking history.

3. Profile Management: Users can update their personal information.

### 3.2.2 Room Booking System

1. Room Browsing: Users can view available rooms, features, and prices.

2. Booking Functionality: Users can select dates, view available rooms, and confirm bookings with payment.

3. Cancellation: Users can cancel reservations and receive a confirmation.

### 3.2.3 Payment System

1. Payment Options: Provide a secure payment gateway for credit card and online payments.

2. Refund Processing: Handle refund requests for cancellations.

## 3.3 Non-Functional Requirements

### 3.3.1 Performance: Pages must load within few seconds on standard internet connections.

### 3.3.2 Reliability: Booking functionality should be available most of the time.

### 3.3.3 Security: Ensure secure transactions, account security, and data protection.

### 3.3.4 Maintainability: The website’s content management system should allow easy updates.

## 3.4 Design Constraints

The website design must adhere to hotel branding, including colors, logos, and imagery that convey the hotel’s unique ambiance.

## 3.5 Logical Database Requirements

1. User Data: Store user profiles, booking history, and payment details securely.

2. Room Data: Track room types, availability, and pricing.

3.Hotel Staff Data: Store staff profiles.

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# 5. Change Management Process

All changes to this SRS must be submitted in writing and approved by project stakeholders.

Minor updates can be approved by the lead software engineer, while major changes require stakeholder review.

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A. Appendices

A.1 Sample meeting notes and design guidelines

**1. Sample Meeting Notes**

**Meeting Objective**: Discuss development goals and features for the hotel website.

**Participants**: Development team, project manager, and hotel representatives

**Meeting Summary**:

* **Room Booking System**: Emphasis on a user-friendly interface for viewing and booking rooms, as well as easy reservation cancellation options.
* **User Interface (UI)**: Requirement for a simple, intuitive navigation that makes main sections easily accessible (account registration, booking, support).
* **Security and Payment**: Integration of a secure payment gateway and a clear process for handling refund requests on cancellations.
* **Design Standards**: Agreement on design elements that align with the hotel's branding, such as color schemes and typography.

**2. Design Guidelines**

Since the website should match the hotel’s brand identity, design guidelines include:

* **Color Scheme**: Consistent use of colors specified in the hotel’s branding guidelines.
* **Visuals**: High-quality images reflecting the ambiance of the hotel, such as suites, dining areas, and amenities.
* **Responsive Design**: Ensure that the design works smoothly on all devices (desktop, tablet, mobile).
* **Content Layout**: Use clear fonts for readability, with straightforward, uncluttered page layouts.

A.2 Relevant marketing materials for the website

**1. Online Advertisements**

**Description**: Sample advertisements for social media platforms, such as Facebook and Instagram, to promote the website.

**Content**:

* **Hotel Room Images**: High-quality images of rooms and amenities to convey a unique experience.
* **Special Offers**: Graphics and promotional text for deals, such as discounts on extended stays or complimentary breakfasts.

**2. Marketing Copy**

Brief promotional texts for the website, showcasing key hotel features, services, and payment policies. These materials should convey the hotel’s unique offerings, create a welcoming tone for guests, and encourage direct bookings.