

# 1) Hotel Management System [HMS] Software Requirements

## Specification [SRS]:

- Goal: Develop a Software Interface for HMS.

### 1. Introduction:

→ Purpose of this doc.: To provide a comprehensive understanding of the requirements & functionalities of the HMS.

→ Scope of this doc.: Describes the intended users, features and benefits of HMS, along with development cost & time estimates.

→ Overview: Gives a brief summary of HMS, outlining its primary functions such as room booking, check-in/out & the billing.

### 2. General Description:

- Objective: To automate & streamline hotel operations, improving efficiency & guest experience.

- User Characteristics: Front desk staff, housekeeping, guests.

- Features:

- Room booking: Allows guests to book rooms online.

- Check-in/out: Facilitates check-in/out process for guests.

- Inventory Management: Keeps track of available room, cleaning status & supplies.

- Billing: Handles invoices, payments & accounts.

- Importance: Makes guests happier, earns more money, & uses resources better.

- User Community: Hotel staff & guests, with varying levels of access & privileges.

### 3. Functional Requirements:

- Room Booking

- Billing

- Check-in/out

- Inventory Management

#### 4. Interface Requirements:

- User Interface: Intuitive interfaces for staff & guests, accessible via web browsers or mobile apps.
- Payment Integration: Integration with payment gateways for secure online payments.
- Communication: Email notifications for booking confirmation, reminders & feedback requests.

#### 5. Performance Requirements:

- Response Time: System should respond promptly to user request.
- Availability: System should be available 24/7, with the scheduled maintenance windows communicated.
- Scalability: Ability to handle peak loads during high-demand periods.

#### 6. Design Constraints:

- Hardware / Software Limitations.
- Compatibility with existing infrastructure.
- Support for multiple platforms.
- Regulatory Compliance.
- Compliance with data protection regulations & industry standards.

#### 7. Non-functional Attributes:

- Encryption of sensitive data.
- Role-based access control.
- Reliability: Robust & resilient system with failover mechanisms.
- Usability: Intuitive user interfaces.
- Scalability: Architecture should support growth in user base & transaction volume.

### 8. Preliminary Schedule Budget:

- Schedule: Estimated timeline for development, testing & deployment.
- Budget: Cost estimates for development resources, licenses & infrastructure.

HMS can range from \$20,000 to \$100,000.

More advanced systems with extensive features & customised options can cost upwards of \$100,000 to several 100 thousand dollars.