

~~SES document for hotel management system~~

Software requirements specification for hotel management system (iv)

1. introduction

1.1 purpose:

the purpose of this document is to define requirements for a hotel management system, outlining the functionalities required for efficient hotel operations such as reservations, check-in/check-out, billing and guest management.

1.2 scope:

the system will cater to both hotel staff and customers, managing room bookings, customer profiles, billing and staff management. This will optimize day to day hotel operations, reduce manual labour, and provide guests with a seamless experience. The system is scalable for small to large hotel chains.

1.3 overview:

the hotel management system will include modules for front desk operations, room management, customer relationship management (CRM), housekeeping and billing. It will be accessible through desktop (or) mobile devices ensuring ease of use for hotel employees.

2. General description

2.1 product perspective

the system integrates with existing hotel infrastructure and online booking platforms providing a centralized system for managing hotel operations.

2.2 user characteristics:

users will include hotel staff (front desk, housekeeping, managers) and customers (for online booking and inquiries). The interface will be user-friendly for non-technical users.

2.3 system constraints:

the system must be available 24/7, support multiple users, and handle high traffic during peak seasons.

3. functional requirements:

(i) room booking and reservation management

(ii) customer check-in/check-out process

(iii) invoice generation and billing

(iv) housekeeping status tracking

(v) customer profile and history management

(vi) Online booking integration

4. Interface requirements:

- (i) graphical user interface (gui) for hotel staff
- (ii) web based interface for customers
- (iii) integration with external booking platforms

5. Performance requirements:

- (i) must handle atleast 1000 users
- (ii) give response in time for users
- (iii) update information on room availability

6. design constraints

- (i) system should working in ~~existing~~ existing hardware of pc
- (ii) software should be able to adapt future changes

7. non functional attributes:

- (i) security: the information of customers, staff should be encrypted. the payment details should not be shared
- (ii) scalability: it ~~shall~~ it should be able to be used in different branches of hotel
- (iii) reliability: information should be updated in all branches

8. preliminary schedule and budget:

- (i) time required: system should be developed in 6 months

Software requirements specification for credit card processing

1. introduction:

1.1 purpose:

the purpose of this document is to outline the functional and non functional requirements for a secure credit card processing system, which facilitates transactions between merchants and card holders

1.2 scope:

the system will support multiple card types (visa, mastercard) and offer real time processing, fraud detection, and reporting tools; it is designed for integration with e-commerce platforms