23/9/24

1] SRS for Hotel Management System

1. Introduction

1.1) Purpose:

The purpose of this document is to define the requirements for a Hotel Management System, outlining the functlonalities required for efficient hotel operations.

1.2) Scope:

The system will cater both hotel staff and customers, managing room bookings, billing, etc. This will optimize day-to-day hotel operations, reduce manual labor and provide guests with better user experience.

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 and 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

- Room booking and reservation management
- Customer check-in /check-out process.
- Invoice generation and billing.
- Housekeeping status tracking
- Online booking integration
- Customer profile and history management

4. Interface Requirements

- Graphical User Interface (GUI) for hostel staff.
- Web-based interface for customers.

5. Performance Requirements

- Response time should be less than 2 seconds.
- Must handle atleast 500 customers.

6. Design Constraints

- The software should adapt to future technology
- Must be compatible with existing hotel hardware.

7. Non-Functional Attributes

- Security - secure data handling for sensitive data
- Scalability - scale across all hotel branches.
- Reliability - must be reliable

8. Preliminary schedule & Budget

overall time required - 6 months

overall cost required - ₹80000