21/08/25.

(1) Hotel Management System.

SRS Document.

Problem statement :

Design and implement a robust Hotel m-agement system to streamline core Hotel operations such as bookings, billings, housekee inventory and guest services. Manual proce and outdated tools often lead to double book poor customer experience and data loss. An int-ated HMS is needed to automate daily ta and improve service quality.

SRS :

1. Introduction

1.1 Purpose of the document

This document outlines the software requi-rements specification for the Hotel mangen-ent system. It is intended to communicate the functional and non-functional requi-rements of the system to all stakeholders, including developers, testers, project mana and the clients.

1.2 Scope of the document

This document covers all essential aspects the development of the hotel managem

web application. It Manages hotel opera-tions such as room bookings, check in/check out, guest management, billing, room service, staff allocation and room reporting.

1.3 Overview

This document provides a comprehensive overview of Hotel Management System outlining its core functionalities, user requirements and system behaviour. It covers functional and interface requirements, performance expectation, design constraints including non functional requirements.

2. General Description

2.1 Product Functions
- Manages customer reservations and bookings
- Register guest check-ins and check-outs
- Allocate and track room availability.
- Manage billing and payment processing.
- Generate Reports for management.
- Manage staff and housekeeping schedules.
- Send notifications for booking, cancellation and booking.

2.2 User characterstics
- Receptionists : Manage bookings, check-ins & check-outs.

- Managers : View reports, manage staff, set pricing.
- House keeping staff : View room cleaning sche- dules
- Guests : Book room online, recieve invoices
- Admins : configure system settings, manage user roles

3. Functional Requirements

FR1. Booking Management : The system shall allow guests to book rooms online, display real-time room availability and send booking confirmation emails.

FR2. Guest Management : The system shall store and manage guest information.

FR3. Billing : The system shall automatically generate invoices and support various payment methods.

FR4. Room Management : Admins shall be able to add, update, or delete room types and amenities.

FR5. Notifications : Guests shall receive auto- mated notifications for booking confirmation.

4. Interface Requirements

4.1 User interface : The system shall have a responsive web-based interface accessible both on desktop and mobile.

4.2 Hardware Interfaces : The system shall support original integration with POS devices for payments and barcode scanners for efficient guest check-in.

5. Performance Requirements

- The system shall support up to 500 concurrent users.
- The avg. page load time should not exceed 2 seconds.
- The system shall ensure 99.9% uptime per month.
- Daily data backups shall be performed automatically.

6. Design constraints

- Must be developed using open source technologies.
- Must comply with data privacy laws.
- Must follow responsive design standards.
- Must support localization.