Hotel Manager

Version 1.0

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| <10/03/2022> | <1.0> | <details> | Stef Paula |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Table of Contents

1. Introduction 4

1.1 Purpose 4

1.2 Scope 4

1.3 Definitions, Acronyms, and Abbreviations 4

1.4 References 4

1.5 Overview 4

2. Positioning 4

2.1 Problem Statement 4

2.2 Product Position Statement 4

3. Stakeholder and User Descriptions 5

3.1 Stakeholder Summary 5

3.2 User Summary 5

3.3 User Environment 6

4. Product Requirements 6

# Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of the Hotel Manager Application. It focuses on the capabilities needed by the stakeholders and the target users, and **why** these needs exist. The details of how the application fulfills these needs are detailed in the use-case and supplementary specifications. The purpose of thisdocument is to shortly describe the features that will be achieved by this application and it specifies the different users, stakeholders and requirements of the applications. This application has the purpose to simplify different tasks that are realized by hotel employees who interact with clients or manage the hotel.

# Positioning

## Problem Statement

|  |  |
| --- | --- |
| The problem of | managing the bookings, rates and different issues at a hotel |
| affects | employees of the hotel (administrator and receptionist) |
| the impact of which is | that it makes booking a hotel difficult for both receptionist and client, and it complicates the running of a hotel |
| a successful solution would be | implementing a Hotel Manager Web Application through which the employees can keep track of bookings, rates and other issues |

## Product Position Statement

|  |  |
| --- | --- |
| For | hotel employees |
| Who | are looking for an easy way to manage the hotel |
| The Hotel Manager App | is a web application |
| That | provides a solution to simplify the management of bookings, rates and other operations, which, by default, will also make things easier for the clients; also helps the administrator to keep track of the issues and employees |
| Unlike | other Hotel Manager applications |
| Our product | offers a simple and user-friendly solution for multiple types of employees. |

# Stakeholder and User Descriptions

This section provides a profile of the stakeholders and users involved in the project, and the key problems that they perceive to be addressed by the proposed solution.

## Stakeholder Summary

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| People/ potential clients  Hotel owner | This is a very diverse group of stakeholders of different ages and occupations  This stakeholder who owns the hotel for which the product is created | These stakeholders are constantly looking for an easy and fast way to book a hotel, so they will choose a hotel that can offer more details about the booking. It will ensure that there will be a market demand for the product.  It will monitor the progress of the project and approve fundings |

## User Summary

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| Administrator | The administrator will manage the user accounts and the issue reports. | produces reports  coordinates user accounts | Hotel manager/ Employee that has the most responsibilities (organize other employees, manage problems etc.) |
| Receptionist | The person which will interact the most with the client and will manage the bookings, issues etc. | - Calculate room rates.  - Book rooms for clients.  - Cancel room bookings.  - Issue invoices. | Employees of the hotel that have that usually interact the most with the client and its demands. |

## User Environment

The number of people involved in completing a task is not necessarily fixed, the task can be done by one or more people, depending on the issues that appear. A task shouldn’t take to much time to be completed, but again it can change based on the customer demands.

# Product Requirements

This application can run on any platform as long as there is an internet connection and a browser.