Dictionary of Terms Used:

* HMS – Hotel Management System
* Requirements Traceability Matrix types:
* SW - software
* HW - hardware
* A - action
  + U – general user
  + C – customer
  + S - staff
  + M - management
  + B – bar staff
  + R – restaurant staff
  + G – gym staff
  + S – spa staff
  + H – housekeeping staff
  + C – concierge staff