**CSC4350 Rationale:**

**Hotel Management System (HMS) for B.F.L.O.P Hotel.**

The HMS is more beneficial and efficient than the manual book-keeping records or hand-written records that have previously been used by the B.F.L.O.P Hotel. By automating these tasks the hotel will need fewer administration staff, greatly reduce human error, and will noticeably reduce overall expenses, thereby increasing profit margins.

This Software Requirements Specification (SRS) will provide a detailed description of what is to be expected of the HMS to be constructed. This SRS will provide the foundation for the project. From this SRS, the HMS can be designed, constructed, and finally tested.

This SRS will be used by the developer team whose is constructing the HMS and by hotel end users. Our project team will use the SRS to fully understand the capacity of the HMS to construct the most appealing software. The hotel end users will be able to use this SRS as a “beta test” to see if the developer team will be creating the system to their expectations. If it is not to their expectations the end users can give details on how to change it or how they want it and the developer team will change to meet their expectations.

**HMS - Requirements:**

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| **Function 1** | **Make Reservation** |
| Input | Check-in date, Check-out date, number of nights, type of room, board basis, number of people; (adults or children). Confirm reservation. |
| Output | Room availability, Pricing information, confirm reservation, update schedule |
| Rationale: | Managing reservations is a top priority for any hotel and should be convenient and easy. All reservations should be recorded on a reservation schedule. |

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| **Function 2** | **Search room availability.** |
| Input | Room type, Check-in, Check-out |
| Output | Room availability based on input criteria. |
| Rationale: | It is important to eliminate double booking. This function will allow the user to see the availability of a specific room type for a given time-period. |

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| **Function 3** | **Pricing and Payment** |
| Input | Room type, check-in date, check-out date, services required, Credit Card details, |
| Output | Dynamically calculate pricing based on base price, date of booking, special offers. Accept customer payment method |
| Rationale: | Prices booked on short notice should be higher than prices booked in advance. Special offers and discounts should be accounted for. This function will also let the HMS take payment from the customer with different type of payment methods. |

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| **Function 4** | **Manage Customer Accounts** |
| Input | First Name, Last Name, Address, Phone number,  Email address |
| Output | Accounts Database Record, Accounts Database successfully stored |
| Reason | It is important to maintain records of all hotel guests. This function will allow HMS to store data for the customer and manage it if it needs changing. |

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| **Function 5** | **Manage rooms** |
| Input | Requires housekeeping, Out of Order, item broken/missing |
| Output | Database Record, Database successfully stored |
| Rationale: | Rooms must be kept functional and well maintained to attract customers. This function allows rooms to be updated in the system as requiring room service, out of order, broken/missing items. This is important for housekeeping staff to track room status. |

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| **Function 6** | **Set Rates** |
| Input | Base room rate per night/per person. Service rates. Multipliers for advanced notice. Discounts offered |
| Output | Database Record, Database successfully stored |
| Rationale: | The hotel market is competitive and dynamic. This function will allow the end user to set and manage rates for different type of rooms, giving the user more control. |

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| **Function 7** | **Manage staff accounts.** |
| Input | Username, Hotel code, password, add member, |
| Output | Database Record, Database successfully stored |
| Rationale: | Hotels have many staff members and high turnovers. This function will let HMS add and manage staff members and allow them to set up username and password. |

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| **Function 8** | **Account History** |
| Input | A place in the system to store all the previous data for all the guest that have stayed in the hotel |
| Output | Database Record, Database successfully stored |
| Rationale: | This function is important for the HMS because it will allow all data and user activities to be stored in the system so it can be accessed in the future for various reasons. |

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| **Function 9** | **Password and Security** |
| Input | Account type. Username. Password. |
| Output | Allow or deny user access. Database Record, Database successfully stored |
| Rationale: | Each user should have protected user accounts so that all staff member activity can be sourced and so that customer personal information is protected. Staff members should only have access to the hotel departments they work in. |