

Hotel System

Functional Requirements:

ID	Requirement	MoSCoW	Justification
F1	The system must store guest details (name, phone, email, ID).	Must	Needed for booking and record keeping.
F2	The system must allow room booking and cancellation.	Must	Core hotel function.
F3	The system must record room types, prices, and availability.	Must	To manage room inventory.
F4	The system must process guest check-in and check-out.	Must	Main part of hotel operations.
F5	The system must track payments and invoices.	Must	Needed for financial accuracy.
F6	The system should allow online booking through a web portal.	Should	Improves user convenience.
F7	The system must store employee details and their roles.	Must	For staff management and access control.
F8	The system should generate daily occupancy and income reports.	Should	Helps management monitor performance.
F9	The system must allow assigning rooms automatically based on availability.	Must	Avoids manual errors.
F10	The system must keep track of services (restaurant, spa, etc.) used by guests.	Must	For billing and guest records.
F11	The system could send confirmation emails or SMS after booking.	Could	Enhances customer experience.
F12	The system should handle group bookings.	Should	Useful for tour operators and companies.
F13	The system must manage loyalty points for regular guests.	Must	Encourages repeat customers.
F14	The system could store guest preferences (like room view or floor).	Could	Adds personalization.
F15	The system must secure guest data and restrict access by user roles.	Must	For data protection.
F16	The system should allow exporting financial data to Excel.	Should	Helps accountants handle records.
F17	The system must back up data automatically.	Must	Prevents data loss.
F18	The system must show real-time room availability.	Must	Avoids double booking.
F19	The system could allow late check-out requests.	Could	Adds flexibility for guests.
F20	The system won't handle external travel bookings (like flights).	Won't	Out of hotel system scope.

Non-Functional Requirements:

ID	Requirement	MoSCoW	Justification
NF1	The system must respond within 3 seconds for main operations.	Must	Ensures smooth user experience.
NF2	The system must store data securely with encryption.	Must	Protects guest information.
NF3	The system should support up to 500 active users at once.	Should	For medium-sized hotels.
NF4	The system must run 24/7 with automatic recovery after failure.	Must	Hotel runs all day.
NF5	The system could support multiple languages.	Could	Useful for international guests.