

Hotel Management System

Problem Statement:

The problem statement is to develop a hotel management system that can handle room bookings ^{and} reservations efficiently and also fulfill user's requests successfully.

Software Requirements Specification

1. Introduction:

1.1 Purpose of this document:

The purpose of this document is to highlight the system's functionalities, limits, budget and requirements.

1.2 Scope of this document:

This document highlights all the features provided by the hotel management system that are room reservations, payments, room service requests, generation of bills and reports.

1.3 Overview:

The hotel management system is built to allow hotels to handle user's requests easily and efficiently which is available at any time which also makes the user's life simpler.

2. General description:

The hotel management system will ^{be able to} allow guests to make online bookings, manage online payments and also generate reports and bills. This system is being built for hotel staffs and guests.

3. Functional Requirements:

- The system will be able to allow users to check room availability and make reservations accordingly.
- The system will allow users to make online payments and send a copy of the transactions through e-mail or SMS.

→ The system will also allow guests to make room cancellations and handle refunds.

4. Interface Requirements: The software can communi-
cate with users through mobile, desktop and e-mail (for booking confirmations, payment confirmations, bookings cancellation).

5. Performance Requirements: This software should be reliable and be able to handle any number of requests efficiently. The system should maintain a fast response time.

6. Design Constraints: The system should be built in such a way that it can handle modifications in the future and also the latest technologies should be used.

7. Non-Functional Attributes:

→ The system should be able to handle secure transactions and also ensure confidentiality.

→ The system should be reliable and available at all times.

→ The system should be user-friendly and easy to use.

8. Preliminary ^{Schedule} and Budget:

The system development will take 8 months and a budget of 5,00,000/- for successful completion.