

Generate SRS

- Hotel Management System
- Credit Card Processing System

Hotel Management System

Software Requirement System

## 1. Introduction

### 1.1 Purpose of this document

The main objective of the Hotel Management SRS is to provide analysis of requirements of Hotel Management system.

### 1.2 Scope

The scope of hotel management keeps on expanding. It involves guest reservation, room service, restaurant management.

Hotel Management will have three end-users: Customer, Receptionist and Hotel Manager.

Customer will be provided the option to check for availability of rooms and book reservation.

Hotel Management System will consist of Booking Management system, DBMS, menu and Report Generator.

## 2. Problem Statement:

The Hotel Management System is a tool for booking rooms of hotel by the customers online by app or web. It provides management tools and easy access to customer information. It can also require the management of restaurant of the hotel. The objective of the Hotel Management System is to simplify every day process of hotel. The goal of the project is to provide automation of everyday services to customers such which will replace traditional



method of managing large customer information in physical file. It will help provide automation of service such as checking of availability of rooms, booking and reservation of rooms and secure transaction involving payments.

### 3. Functional Requirements:

Functional Requirements can be divided with respect to:

#### 3.1 Customers:

3.1.1 Customer should be able to check availability of rooms

3.1.2 Customer should be able to register his/her details including name, address, contact details, government id

3.1.3 Customer should be able to reserve/book rooms, depending on availability

3.1.4 Customer should be able to make payment securely

#### 3.2 Hotel Managers:

3.2.1 ~~Customer~~ Hotel Managers should be able to see available information on the staff present along with their contact details

3.2.2 Hotel managers should manage the schedule and attendance of staff

3.2.3 Hotel managers should monitor the services provided to the customers.

### 4. Non-Functional Requirements:

4.1. Ease of access: Customer should be conveniently check the availability of information rooms, make registration and, book rooms and make payment



4.2 Reliable: The information regarding availability of rooms should be consistent and there should be no conflict in reservation of rooms. Payments and transactions should be recorded and reflected.

Speed:  
4.3 The services provided should be fast. There should be no delay in validation of customer registration, reservation, and payment for room.

4.4 Accuracy: The data provided to customers should be accurate in all cases.

4.5 Robustness: In case of failure of transactions the system should maintain consistency of data.

4.6 Security: Customer data should always be confidential especially the contact information.

## 5. Domain Requirements:

4.1 Security: All external communication between data server and client must be encrypted. Payment process should use HTTP over secure protocol to secure payment transaction.

4.2 Safety: Database should be backed up every hour.

4.3 Capacity Requirements: Not more 10,000 members to be registered. System must handle <sup>at least</sup> 20 transactions during peak hours.