

Week -1

SRS Document

I Hotel Management System.

Problem statement.

Managing hotel bookings, check-ins, and services manually is time-consuming and error-prone. An automated system is needed for efficiency & accuracy.

1) Introduction

1.1) Purpose

To develop a hotel management system that simplifies reservations, check-ins, check-outs, and billing.

1.2) Scope

- Online booking & cancellation
- Room allocation & availability tracking
- Customer record management
- Payment & billing system.

1.3) Overview

The system reduces manual work, improves customer experience, and provides real-time room management.

2) General Description

The Hotel Management system is a web-based application that automates daily hotel operation enabling staff to manage customers, rooms, & serve efficiently.

3) User classes and characteristics

- Admin: Manage rooms, staff, & overall ops.
- Receptionist: Handle bookings, check-in & billing
- Customer: Make reservation, check availability, & request service.

4) Functional Requirement

- Room booking, cancellation, & status update
- Check-in & check-out process management
- Billing & invoice generation
- Customer record maintenance
- Staff management

5) Interface Requirement

- Web-based user interface
- Mobile friendly design
- Secure login for Admin, Receptionist, Customer

6) Performance Requirements

- Handle multiple bookings simultaneously
- Quick Response (< 2 seconds for main ops)
- Support at least concurrent users

7) Design Constraints

- Must run on standard web browsers
- Database : MySQL / PostgreSQL
- Programming : Java / JSP / Python or equivalent

8) Non-functional Requirement.

- Security : Encrypted ~~data~~ data & secure login
- Reliability : 24/7 availability
- Usability : Simple, user-friendly interface
- Scalability : Easy to expand for multiple branches

9) Schedule & Budget.

- Schedule : 3-4 months for full development
- Budget : Approx 2 lacs - 3 lacs & depending on features & scale