

Problem Statement:

Hotels struggle with manual processes for reservation, check-ins and billing. They need a software soln. to streamline operation & improve efficiency.

Introduction:

* Purpose of this Document:

To provide a detailed overview of the software requirement for hotel management. It's like a guide that helps everyone involved understand what the software should do.

* Scope of this document

This document outlines the features and functionalities of the hotel management software. It specifies what tasks the software will automate, such as reservation, check-ins and billing.

* Overview

Hotel management system is a tool for proper management and ease of management for customers and staff.

* General description

The hotel management software is a powerful tool that helps hotels streamline their operations and enhance guest experience. It automates various tasks such as managing reservations, handling check-in and checkouts, processing payment, and maintaining inventory. By centralizing these processes, the software improves efficiency, reduces errors, and allows hotel staff to focus on delivering exceptional service to guests.

Utilization user community includes hotel staff and guest with varying levels of access and privileges.

* Functional Requirements:

Room Booking:

User can select / search for available room based on criteria such as date, room type, and occupancy.

User can search / select rooms and proceed with the booking process providing necessary details.

Front desk staff can check-in guest, assign rooms, and issue room key.

Guests can check out, settle out bills and receive invoices.

Inventory Management

System automatically update room availability based on reservation and housekeeping status.

Staff can track inventory levels for amenities, supplies and maintenance.

Billing:

Generates invoices for room charges, additional services and taxes.

Integrates with payment gateways for secure transactions.

Interface Requirements:

→ User Interface

Intuitive interface for staff and guest, accessible via web browsers or mobile apps.

Payment Integrations

Integration with payment gateways for secure online payment.

communication

Email notification for booking confirmation, reminders and feedback request.

Performance Requirement:

Response time: System should respond promptly to user request with minimal latency.

Availability:

System should be available 24/7 with scheduled maintenance windows communication advanced

advanced:

Scalability:

Ability to handle peak loads during high demand periods.

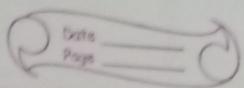
6. Design constraints:

→ Hardware / Software limitations

Compatibility with existing hardware & software infrastructure

67

8



support for multiple performance / platforms

→ Regulatory compliance :

compliance with data protection regulations.

7 Non-functional Attributes:

In this, non-functional attributes are explained that are required by software system for better performance. An example may include security, portability, reliability, Reusability.

8 Preliminary Schedule & Budget

In this, initial version and budget of project plan are explained which include overall time duration required and overall cost required for development of project.

Schedule :

Estimate timeline for development, testing and deployment phase.

Budget :

Cost estimate for development resource, software licenses and infrastructure.