

Hotel Management SystemFunctional Requirements:Problem Statement:Accommodation ofProblem Statement:

In today's competitive industry, hotels face numerous operational challenges that affect guest satisfaction and overall profitability. Many hotels still rely on outdated systems or manual processes to manage reservations, guest check ins, room availability, billing and maintenance. This can lead to:

- 1) Poor guest experience
guest can face late check in, check-outs.
- 2) Inefficient Resource management.
Hotel room service products like soaps, shampoo, towels and daily amenities.

Scope:

- 1) ^{managing} Accommodation of customers and managing reservations
guest check ins / check outs, billing and staff scheduling.
It will integrate external booking platforms, support multiple payment methods and efficient resource management.

Functional Requirement:

- 1) Check in / check out Management for customers
- 2) Billing Management
- 3) Staff "
- 4) Payment gateways
- 5) Feedback System

Non-functional requirement :

- 1) Scalability → system must support hotel expansion, accommodating additional rooms, users without degradation.
- 2) performance → should be able to handle large amounts of users.
- 3) security - secure login for staff / customers.
- 4) reliability
- 5) Usability
- 6) Maintainability
- 7) Availability