Linnéuniversitetet
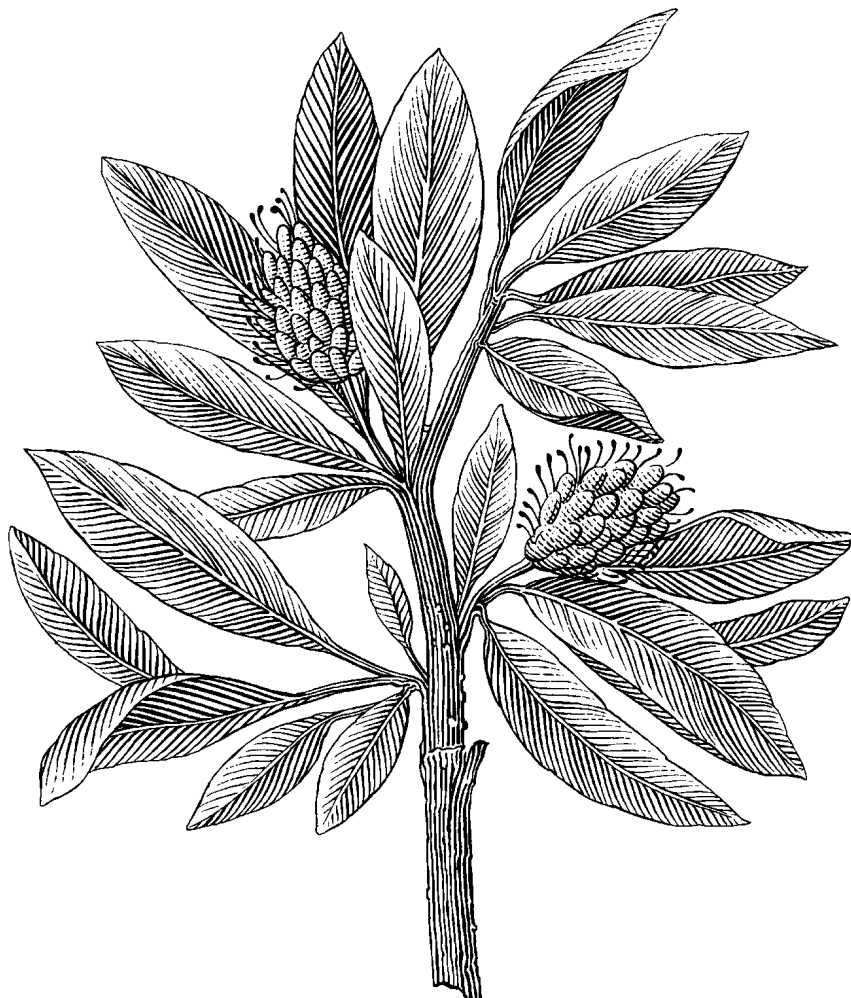Kalmar Växjö

2DV603 – Assignment 1
Requirements Engineering

Hotel Reservation Management System
Domain Analysis Model

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1. Introduction

The "Hotel Reservation Management System" is a system that will manage the front-desk activities of the "Linnaeus Hotel". The motivation for developing this system is to serve the guests faster and provide high-quality service. The system will help the hotel to get current information about the rooms and guests at any time quickly.

2. General knowledge about the domain

The system will replace the existing paper-based system that is used currently at "Linnaeus Hotel". This system will be able to accept reservations, to record information about the hotel guests, to verify room availability, and to allocate rooms to guests. Using an automated system will be more time efficient for the guest service.

3. Customers and users

The customer for this system will be the hotel management department and the users are the hotel front-desk clerks

4. Tasks and procedures commonly performed

- Check rooms availability
- Make room reservations
- Cancel reservations
- Enter guests' information
- Guests check-in
- Guests check-out
- Check guests' account and print his or her bill

5. Competitive software

Many hotel management software has been released that they vary in the features they provide. Cloudbeds, Frontdesk Anywhere, and Hotello are some of the common software used currently.