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# **SOFTWARE REQUIREMENTS SPECIFICATION**

**for**

## **Hotel Reservation Systems**

**Version 1.0 approved**

**Prepared by Roomify**

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# Revision History

Name	Date	Reason For Changes	Version
Roomify	2024-11-13	Phase1	1.0

# 1 Introduction

## 1.1 Purpose

This SRS was written to describe the software functional and non-functional requirements for version 1.0 of the Hotel Reservation System (HRS). The target audience for this document is the project team members who will create the Hotel Reservation System and verify the progress. Unless otherwise noted, the requirements stated here are priority.

## 1.2 Document Conventions

In this SRS written for the Hotel Reservation System, Headers were preferred to be written larger and bolder. Priority, it is considered that detailed needs are likewise subject to the same priority as higher-level requirements. On the other hand, circumstances in which every need statement has a priority will be detailed separately.

## 1.3 Intended Audience and Reading Suggestions

**Intended Audience and Reading Suggestions** This SRS document is prepared for various stakeholders involved in the hotel reservation system development project. Below is a description of the intended audience for this document and how each group can benefit from it:

- **Developers:** The functional and technical requirements sections are intended for developers who will build the system. Developers should focus on the "System Features" and "External Interface Requirements" sections.
- **Project Managers:** Project managers can review the "Introduction" and "Overall Description" sections to understand the project's scope and requirements, which provide a broad overview of the work needed to complete the project.
- **Testers :** Testers responsible for verifying the system should focus on the "System Features" and "Non-Functional Requirements" sections to understand the functional requirements of the system.

- **Users** : End users of the system should refer to the "External Interface Requirements" section, which describes the system's user interface and user experience elements.

For an effective understanding and use of the document, the following reading sequence is recommended:

- **Introduction** : Begin with this section to understand the purpose and scope of the project.
- **Overall Description** : Review the system's general structure and main functionalities.
- **System Features** : This section details the project's functional requirements, essential for developers and testers.
- **External Interface Requirement** : Refer to this section to understand the user interface and external interactions of the system.
- **Non-Functional Requirements** : This section includes performance, security, and quality requirements that outline how the system should operate. Reading these sections in this order will help users gain a clearer understanding of the project requirements.

## 1.4 Project Scope and Product Features

The Hotel Reservation System is a website solution that designed to simplify the process of booking hotel accommodations for both customers and hotel managers. Its primary goal is to enhance the customer experience by making the long and distressed hotel reservation system more effortless. This system focuses on optimizing essential operational features such as reservation systems, room management, and guest tracking to maximize overall efficiency. It provides customers with a user-friendly interface for checking room availability, reserving rooms, and managing their reservations. In addition, users can view all relevant booking information.

## **2 Overall Description**

### **2.1 Product Perspective**

The Hotel Reservation System is designed to be user-friendly and easy to handle hotel reservations. System will enable users to search for available rooms, make reservations, view booking details, and manage bookings online. The system also enables hotel management by helping to manage room occupancy, room rates and guests' information. Hotel administrators will be able to add, update, and remove room listings. The system will be a web-based application accessible through modern web browsers. In this way, the system will focus on enhancement of the customer experience and reduction of the administrative burden associated with booking management and increase the overall efficiency in the operations by reengineering the whole process.

### **2.2 Product Features**

- User Registration, it allows users to register to the system with email and personal information. In this way, they can access additional features such as changing or cancelling a reservation.
- User Login, allows user to log in with email and password, including password recovery when necessary.
- Making Reservation, it allows users(both registered and unregistered) to make hotel reservations, manage reservations and view available hotels.
- Hotel Manager Access, it allows hotel manager can manage hotel profiles, update room details, and access the system via a special login.

### **2.3 User Classes and Characteristics**

Manager: Managers have every access to the hotel system and is responsible for managing hotel resources and staffs. Manager can view any report such as financial report, customer information, booking information, and room information, analyze them and take the decision accordingly. Also, they can change features such as room categories and prices vs. at any time. Therefore, Managers are required to have experience on managing hotel previously and have base knowledge of database and application server.

**Receptionist:** Receptionist does not have access to the website system. Since our website works synchronously with the hotel's systems, updates such as room availability and reservation status made in the hotel systems are reflected on our website, in this case, there is no need for receptionists to update the site again. Receptionists can receive payment and complete their check-in with the confirmation codes sent to their emails when customers arrive at the Hotel.

**Customer:** Customers have access to view the vacant room information, price range and room type. They can manage their reservation, confirm the booking, and cancel it if necessary. Thanks to this website, customers will be able to see the prices of the types of rooms they want and if the rooms they choose are available, they can reserve the room without their account. However, Customers who wish to view or cancel their reservation must sign up to the website. When customers go to the hotel, they can make the payment and complete their reservation with the confirmation code.

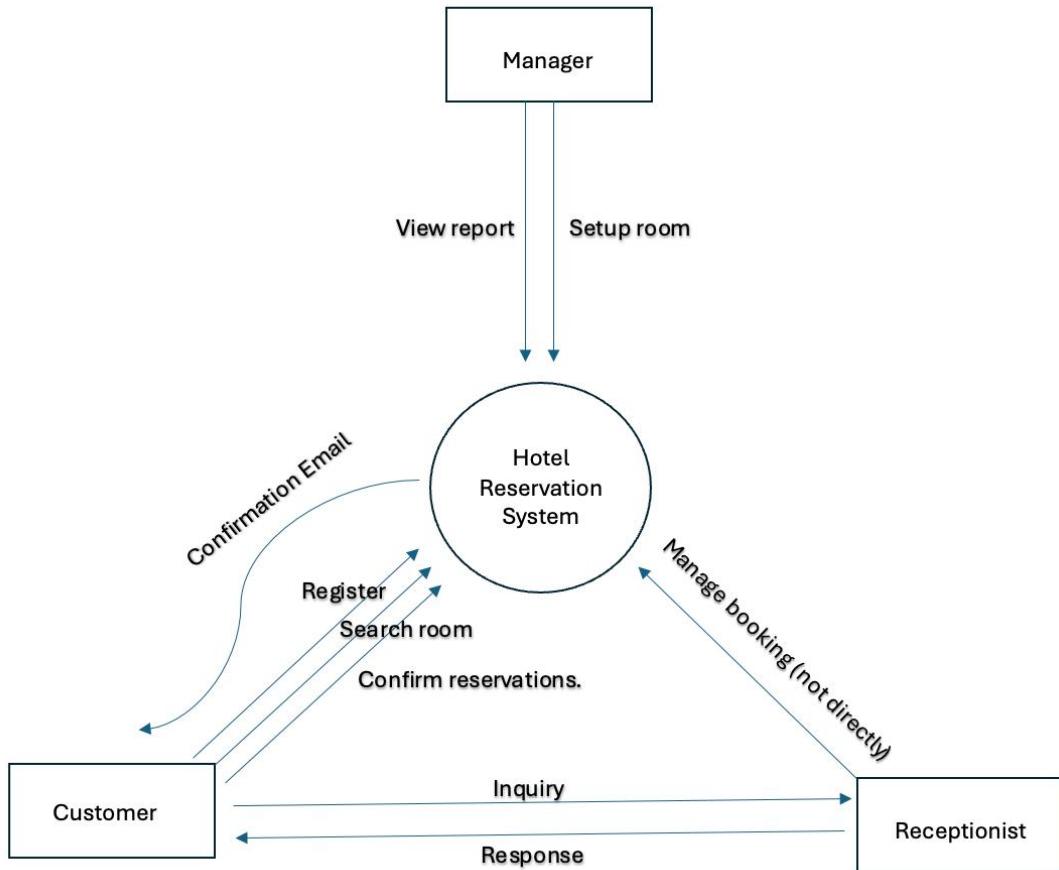


Figure 2.1: User Classes and Characteristics

## 2.4 Operating Environment

OE-1: The Hotel Reservation System shall operate with the following Web browsers: Mozilla Firefox, Safari, Chrome.

OE-2: The Hotel Reservation System shall be hosted on Google Firebase.

## 2.5 Design and Implementation Constraints

CO-1: We preferred to use HTML and CSS when designing our web site on the Front-End side. Additionally, all scripts shall be written in JavaScript

CO-2:For the Back-End environment, we chose Node.js, an exceptional JavaScript library that offers balanced performance and scalability. Also, we took advantage of Java Programming language in certain areas.

CO-3:All HTML codes are written in HTML standards.

## **2.6 User Documentation**

UD-1: When the user first logs in after registering to the system, the site welcomes the user with a "Welcome" message and then provides the user with brief information about the use of the website

## **2.7 Assumptions and Dependencies**

AS-1:Since our Hotel Reservation System has simultaneous availability information for hotels, reservations can be made on our site at any time of the day

AS-2:In case of booking the same room at the same time. The user who logs in first is given priority for a certain period of time. Thus, reservation confusion is avoided.

DE-1: The system relies on secure protocols (e.g., HTTPS) to protect user data.

# 3 External Interface Requirements

## 3.1 User Interfaces

The following are the main components of the user interface for the hotel reservation system. These elements ensure a user-friendly experience by providing standard interface functions and layouts.

- **Home Page:** A page where users can view general hotel information, promotions, popular destinations, and special offers. This page also includes a search box where users can enter their check-in and check-out dates, number of rooms, and number of guests to search for available reservations.

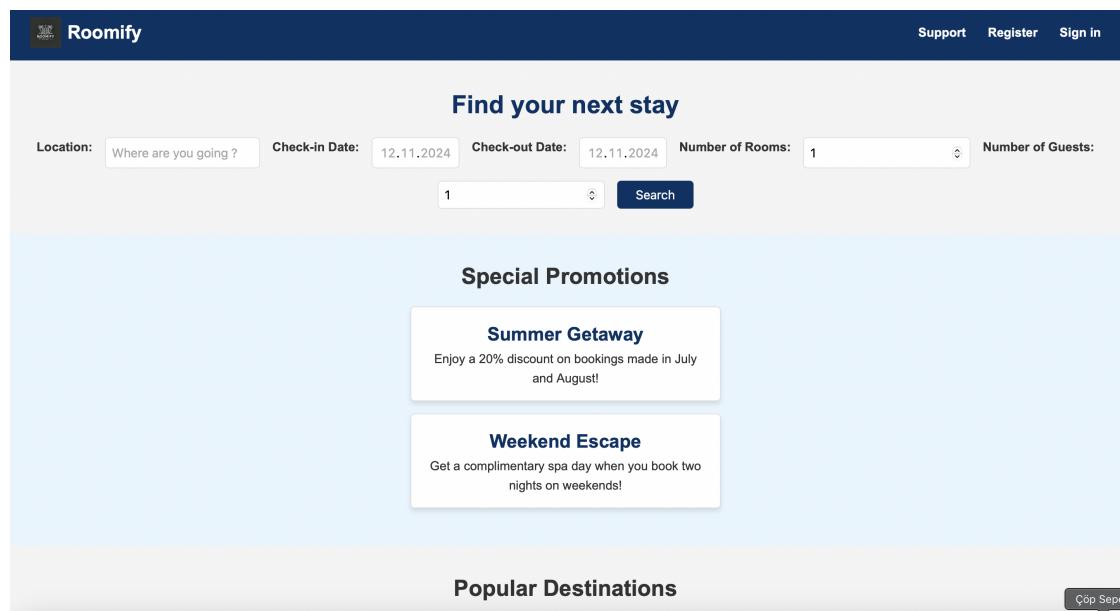


Figure 3.1: Roomify Home Page

- **Reservation Screen:** Displays available rooms based on the selected dates and guest count. Each room displays information such as price, features, photos, and cancellation policies. After selecting a room, users can proceed by clicking “Book Now” or “Continue” buttons.

## Select Your Room



### Deluxe Room

**Price: \$120/night**

- ✓ Free Wi-Fi
- ✓ Air Conditioning
- ✓ Room Service
- ✓ Flat Screen TV

Free cancellation up to 24 hours before check-in.

**Select Room**

Figure 3.2: Display rooms with their features

## Deluxe Room

Price: \$120/night



- ✓ Free Wi-Fi
- ✓ Air Conditioning
- ✓ Room Service
- ✓ Flat Screen TV

## Your Stay

**Check-in:**

21.11.2024

**Check-out:**

29.11.2024

**Guests:**

5

**Book Now**

**Continue**

Figure 3.3: Reservation Screen

- **User Registration/Login Screen:** Contains a registration form for new users and login fields for existing users. There is also a "Forgot Password" option for users who need to recover their login information.

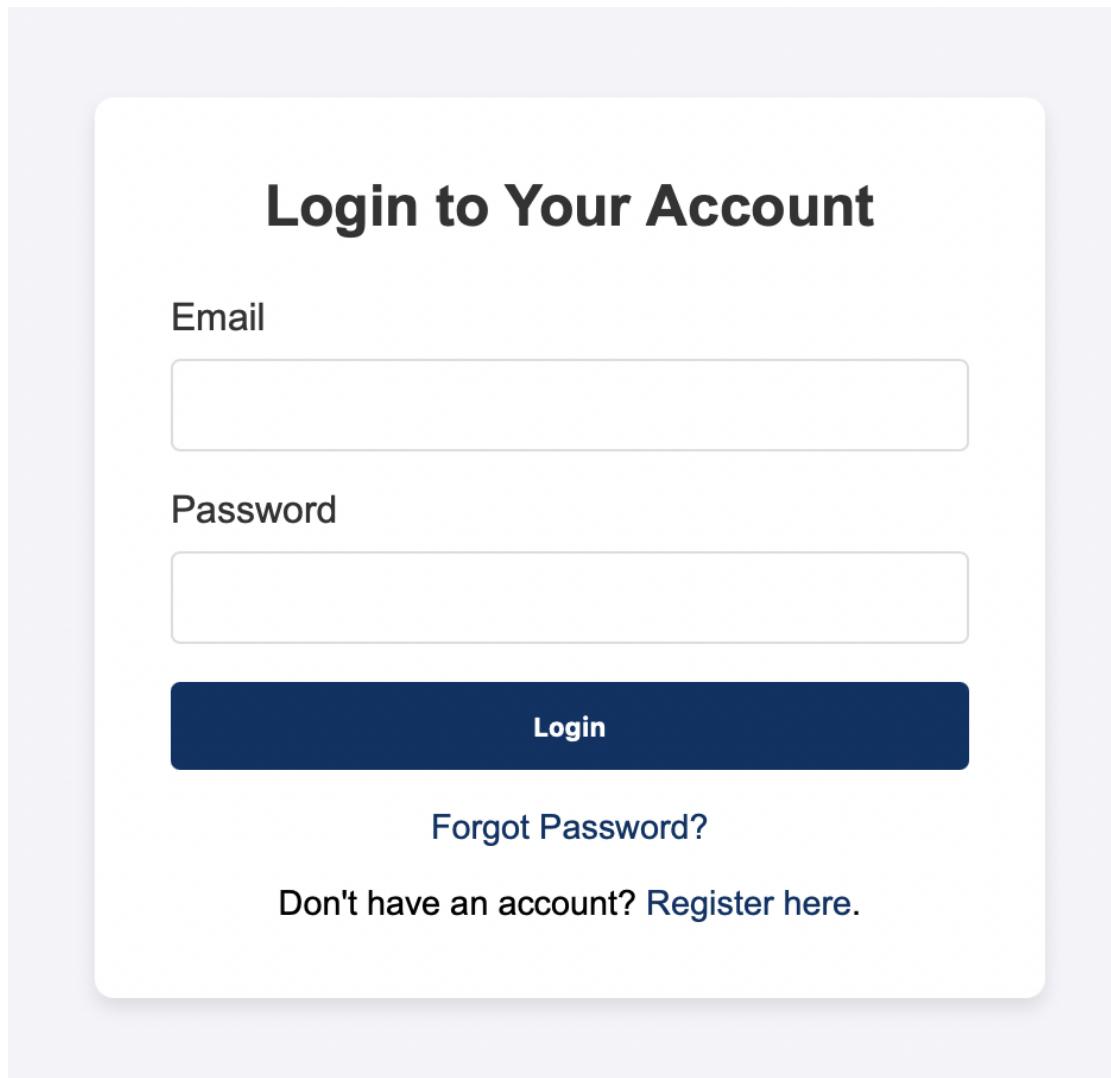


Figure 3.4: Login Page

## Create an Account

Username

Email

Password

Confirm Password

**Register**

Already have an account? [Login here.](#)

Figure 3.5: Register Page

# Reset Your Password

Enter your email address below, and we'll send you instructions on how to reset your password.

Email

**Send Reset Link**

Remembered? [Back to Login.](#)

Figure 3.6: Forgot Password Page

- **Profile Page:** Allows users to view and update their personal information and check past reservations. Users can update their details, review previous bookings, and cancel reservations if applicable.

## User Profile

### Personal Information

Username

Email

Phone

[Update Information](#)

### Reservation History

Hotel Name	Check-In Date	Check-Out Date	Status	Action
Seaside Resort	2024-12-10	2024-12-15	Completed	-
Mountain Lodge	2025-01-05	2025-01-10	Upcoming	<a href="#">Cancel</a>

Figure 3.7: Profile Page

- **Support and Contact Screen:** A page for users to get support and contact the hotel. This screen includes options for live support or a support form. A Frequently Asked Questions (FAQ) section also provides answers to common inquiries.

## Support & Contact

### Live Support

Need immediate help? Connect with our support team through live chat.

[Start Live Chat](#)

### Contact Us

Fill out the form below, and we'll get back to you as soon as possible.

Name

Email

Subject

Message

[Send Message](#)

Figure 3.8: Support Contact Page

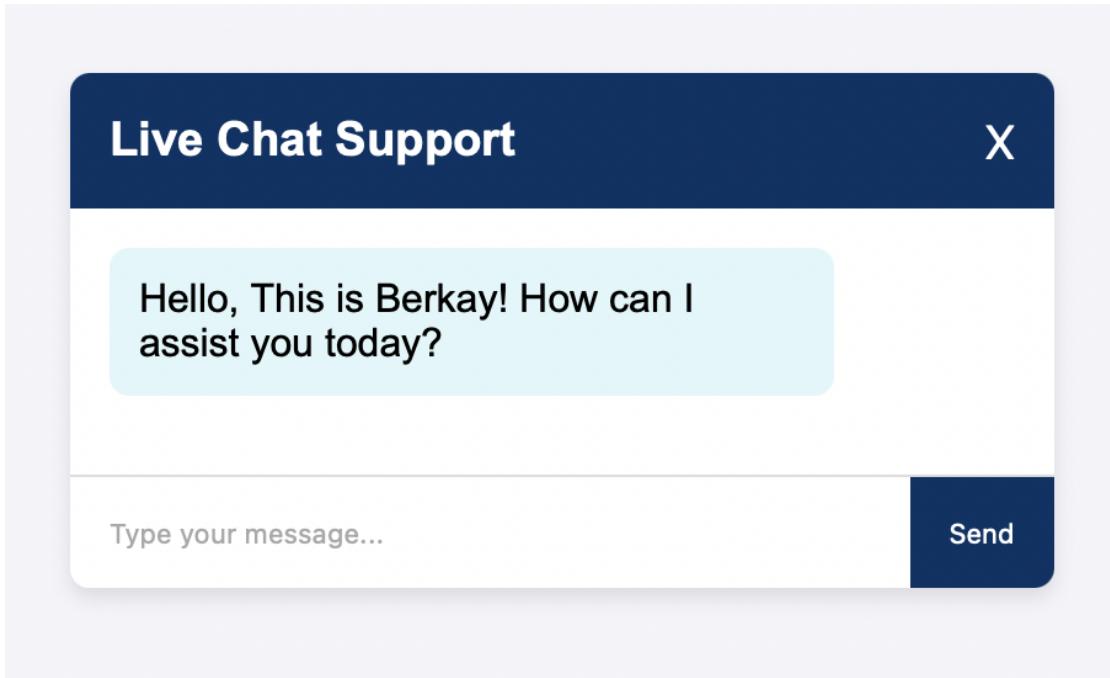


Figure 3.9: Live Chat Page

### Frequently Asked Questions (FAQ)

**How do I make a reservation?**  
You can make a reservation through our website by selecting your desired hotel and room options, then following the booking steps.

**Can I cancel or modify my reservation?**  
Yes, you can cancel or modify your reservation by logging into your profile and selecting the reservation you wish to change.

**What is the cancellation policy?**  
Our cancellation policy varies based on the room and rate selected. Please review the specific terms when booking.

Figure 3.10: Frequently Asked Questions(FAQ)

- **Error Messages and Notifications:** Standardized alerts and error messages are displayed when users enter incorrect information or perform invalid actions. For instance, if required fields are left blank or invalid dates are entered, appropriate alerts are shown.

Success! Your changes have been saved. x

Error: Invalid date entered. Please select a future date. x

Figure 3.11: Notifications

# Booking Form

Name

Berkay

Check-in Date

14.11.2024

Number of Rooms



Please enter at least 1 room.

Submit

Figure 3.12: Error for room number

# Booking Form

Name

Berkay

Check-in Date

21.11.2022

Please enter a valid check-in date.

Number of Rooms

1

Submit

Figure 3.13: Error for valid check-in date

# Booking Form

Name

Enter your name

Name is required.

Check-in Date

14.11.2024

Number of Rooms

1

^ v

Submit

Figure 3.14: Error for empty name area

## 3.2 Hardware Interfaces

The hotel reservation system is a web-based application that will run on various devices with internet access. The supported hardware includes:

- **Client Devices:** The system is accessible via internet browsers on mobile devices, laptops, and desktop computers. Supported operating systems include Windows, macOS, Linux, iOS, and Android.
- **Internet Access:** All client devices require a stable internet connection to interact with the system's server, ensuring smooth user experience and data synchronization.

No additional hardware is required for the operation of the hotel reservation system, as it is designed to function across standard, internet-enabled devices without specialized peripherals.

### 3.3 Software Interfaces

#### Software Interfaces

The hotel reservation system will primarily interact with the following software components:

- **Database Interface:** The system uses a relational database management system (RDBMS) for storing customer information, booking records, and room availability. The database interface uses SQL queries for data manipulation. The system will be connected to a PostgreSQL, where all the required information will be stored and retrieved via standard database management protocols.
- **Web Server Interface:** The system will interact with a web server (such as Apache or Nginx) to handle HTTP requests and deliver web pages to users. The communication between the application and the server is done using the HTTP/HTTPS protocol. The backend of the system will be built with a simple web framework like Node.js and Java. The application will handle basic requests, such as creating and retrieving bookings, using RESTful API principles.
- **Operating System Interface:** The system is designed to run on standard operating systems including Windows, macOS, and Linux. The software does not have any special OS dependencies and can be deployed on a variety of server environments, ensuring compatibility with common web hosting services.
- **Third-Party Libraries and APIs:** The application will integrate with third-party libraries for handling tasks such as form validation, user authentication (e.g., OAuth), and communication with external services. Specific libraries include jQuery (version 3.6+), and any RESTful API libraries as required for backend integration.

### 3.4 Communications Interfaces

#### HTTP/HTTPS Protocols

The hotel reservation system will use the HTTP and HTTPS protocols for communication between the user and the system. Users will interact with the system through their web browsers. HTTPS will ensure secure data transfer, especially for sensitive customer information such as personal details and payment information.

## **Web Browser Communication**

The primary communication method for users will be through web browsers (Google Chrome, Firefox, Safari, etc.). Users will access the hotel reservation platform through their web browsers, where they will interact with the user interface for booking reservations and modifying bookings. The front-end application will make HTTP requests to the server, which processes the data and returns appropriate responses.

## **RESTful APIs**

The hotel reservation system will implement a RESTful API to enable communication between the front-end (client side) and the back-end (server side). This API will allow the system to handle CRUD operations (Create, Read, Update, Delete) for reservations, manage user profiles. The API will communicate in JSON format, ensuring efficient and standard data exchange.

## **Email Communication**

The system will use email communication for booking confirmations, cancellation notices, and reminders. The email service will be integrated into the backend system using SMTP (Simple Mail Transfer Protocol) for sending out messages to customers. The system will generate and send an email to the customer after a successful reservation or when the booking status changes.

## **Data Transfer and Synchronization**

The hotel reservation system will use regular data synchronization mechanisms to update the availability of rooms in real time across multiple users and devices. This will ensure that the room availability is always up-to-date and consistent across all platforms. The communication will be based on a push-pull mechanism where updates are automatically pushed to the client application when data changes on the server side.

# 4 System Features

This chapter outlines the primary features and functionalities offered by the hotel reservation system. The system allows users to search for hotels, make room reservations, modify or cancel their bookings, and provides hotel administrators with functionalities to manage room availability, track reservation statuses, and oversee user information. Each feature is described in detail, including user interactions and the system's responses to these interactions, with comprehensive requirements provided for each functionality.

## 4.1 User Registration

### 4.1.1 Description and Priority

Users who want to access features such as changing or canceling their reservations in the future are advised to register with the system. This aims to register new users with their e-mail and personal details.

### 4.1.2 Stimulus/Response Sequences

SR-1: The user clicks the sign-up button. Then the system displays a registration form that requires specific information, which is saved after the user fills it out.

SR-2: After the user submits the registration form, the system sends a confirmation link to the user's e-mail address. Users confirm their accounts by clicking the link.

### 4.1.3 Functional Requirements

Registration.Field: It provides a registration form for the user to provide information such as name, surname, e-mail address, phone number and password.
Registration.Terms: It stipulates the user to accept the terms of service and privacy policy during registration.
Registration.Privacy: It provides the user to choose how their data will be processed.
Registration.Verification : It sends a confirmation link to the user's e-mail. When the user clicks on this link, his account is confirmed.
Registration.WelcomePrompt: It displays information about the basic functions of the platform on the screen.

Figure 4.1: Functional Requirements for User Registration

## 4.2 User Login

### 4.2.1 Description and Priority

Enables the user to log in to the system. The user logs into the system with his e-mail and password. If user forgets his/her password, the user can recover it by clicking the recovery button.

### 4.2.2 Stimulus/Response Sequences

SR-1: The user logs into the system, the system provides an input field where he can enter his e-mail and password information. After the system verifies, it directs user to the main screen.

SR-2: The user clicks the "Recovery" button, the system starts the password recovery process and sends a password reset link to user's email address.

### 4.2.3 Functional Requirements

<p>Login.Field: It provides an input field where the user can enter his/her e-mail/username and password.</p>
<p>Login.Verify: It verifies the e-mail and password from the user database and then directs the user to the home screen.</p>
<p>Login.Failed: If the system cannot verify the information, it displays a warning that says 'incorrect password/email, please try again.'</p>
<p>Login.Recovery: It initiates the password recovery process and sends instructions to create a new password when the user clicks the "Forgot My Password" link.</p>

Figure 4.2: Functional Requirements for User Login

## 4.3 Making Reservation

### 4.3.1 Description and Priority

It aims to enable users in the system to book hotels and manage their reservations. At the same time, users can view the listed hotels without creating an account. Users who continue without creating an account can finalize their reservations by entering the required information at the end of the reservation. However, as stated in the User Registration Section, they cannot access systemic features such as canceling and changing their reservations. It is a high-priority system feature.

### **4.3.2 Stimulus/Response Sequences**

SR-1: After registered users log in, they enter the number of people, location, room information and date information in the relevant input fields. The system lists hotels according to the filters made, and then provides users with narrowing options with filters such as price, hotel score, and amenities.

SR-2: Users click on any of the listed hotels, the system shows the details of the selected facilities provided.

SR-3 Once the user selects their preferred room type and dates, the system displays the pricing for the chosen room and dates, including any applicable discounts.

SR-4: The user submits the information about the people who will stay (name, surname, telephone number, Turkish ID number, address) after filling up the relevant input fields. The system displays the reservation confirmation number, and the information related to the reservation on the screen and then sends the information and confirmation number to the user's e-mail. The system also sends an information e-mail to the hotel regarding the reservation.

SR-5: Users proceed to the View My Reservations section to change or cancel their reservations, and the system cancels the reservation according to the user's choice or updates the reservation.

SR-6: Users who are not registered in the system want to make a reservation. The system presents the same steps available to registered users.

SR-7: A different customer wants to book the same room for the same dates, but the system does not allow this process, because the room reservation process has already been started.

### 4.3.3 Functional Requirements

Hotel.Search: It provides fields where the user can enter person, number, location and date information.

Reservation.CheckAvailability: The system checks room availability for the customer's selected dates and lists available rooms.

Hotel.Filtering: It allows users to apply additional filters such as price, hotel rating, amenities.

Hotel.Display: It provides much more detailed information about the selected hotel (price, room information, amenities, photos).

Reservation.Calculate.Pricing: It provides the user a total price based on the selected dates and room type.

Display.Discounts: It displays the available price discounts for the user.

Reservation.GuestInputs: It enables information about the people who will stay to be filled.

Information.Validate: Validates and saves the entered information.

Reservation.Display: When the reservation is completed, it shows the user the reservation information and confirmation number.

Reservation.Block: It prevents a different customer from making a reservation because the room is on the reservation process for the same dates.

Reservation.Confirmation: It sends the confirmation number and information regarding the reservation to the user and the hotel.

Reservation.Modify: It provides users to change the details they enter regarding their reservations. It allows them to change the dates if there is availability.

Reservation.CancellationPolicy: Shows the cancellation policy to the customer and cancels.

Hotel.Rating: It provides hotels to be rated after the accommodation.

Figure 4.3: Functional Requirements for Making Reservation

## 4.4 Hotel Manager Access

### 4.4.1 Description and Priority

It allows managers of hotels listed in the system to manage their own hotel profiles. Managers can change room types and details about their hotels when necessary. Managers log in to the system from the manager login with the Roomify IDs sent to them.

#### **4.4.2 Stimulus/Response Sequences**

SR-1: The hotel manager logs into the system via the manager login, and after verification, the system redirects to the home screen.

SR-2: The hotel manager logs into the hotel profile, the system shows the hotel details to the manager and updates the hotel profile according to the changes made by the manager..

#### **4.4.3 Functional Requirements**

**Login..Manager:** It enables managers log in to the system with their Roomify Id's.

**Login.Verification:** It verifies the Roomify Id's and password from the database and then directs to the home screen.

**Display.Hotel.Profile:** It provides hotel profiles to be displayed.

**Save.Profile:** It ensures that the hotel profile is updated according to the changes made.

Figure 4.4: Functional Requirements for Hotel Manager Access

# **5 Other Nonfunctional Requirements**

## **5.1 Performance Requirements**

PE-1: The system must support at least 100 active users simultaneously during peak usage hours (e.g., between 17:00 - 21:00). The average session duration during these hours is estimated to be around 10 minutes.

PE-2: All hotel pages should fully load within a maximum of 10 seconds for users with an internet connection speed of at least 50 KBps.

PE-3: The response time for room search and reservation queries should not exceed 15 seconds after the query is submitted.

PE-4: After users complete a reservation, the confirmation message should be displayed within a maximum of 5 seconds.

## **5.2 Security Requirements**

SE-1: Users must log into the system to make reservations and update profile information.

SE-2: The system should only allow authorized hotel staff to update room information or change reservation statuses.

SE-3: Only authorized users should have access to the personal information required for reservations.

SE-4: Customers should only be able to view their own reservation information; they should not have access to other users' reservation information.

### **5.3 Software Quality Attributes**

QA-1: The system should be developed in a flexible and modular structure to accommodate future updates and new features (adaptability).

QA-2: The goal is to provide users with 99.9% uninterrupted service availability (availability).

QA-3: If an error occurs during the reservation process, users should be informed with clear and guiding error messages (reliability).

QA-4: The system should be developed to be compatible with all mobile devices and different browsers, ensuring a consistent user experience across all platforms (portability).

### **5.4 Business Rules**

- **Reservation Rights** : Users can make a reservation without registering; however, only registered users can view their current and past reservation details.
- **Cancellation Policies** : Users can cancel their reservation at least 48 hours before the check-in date. Cancellations outside this time frame will incur a fee.
- **Room Availability** : Multiple users cannot reserve the same room for overlapping dates. Room availability is automatically checked by the system during the reservation process.
- **Hotel Manager Access** : Only system administrators (Admin role) have the right to edit room information or add/remove rooms. Other users do not have access to these functions.
- **Discount Eligibility** : Certain promotions are available only to specific groups of users (e.g., new users or members of a loyalty program).
- **User Data Modification** : Users can only access and update their own account information. Accessing or modifying another user's information is prohibited.

## 5.5 Appendix A: Glossary

Reservation instruction	=	guest name + check-in date + check-out date + room type + reservation conformation num + reservation id + reservation status + Username + User email + User roomify.id + feedback.id
User	=	Username + User email + User roomify.id
Username	=	the name of the person who uses the website.
User email	=	The email that the user used to register on the website.
User roomify.id	=	The id assigned to the user by Roomify website.

Figure 5.1: Appendix A

Guest	=	guest name
+ guest id		
+ guest tel		
+ guest address		
+ guest document		
Guest name	=	names of people making reservations
Guest id	=	ID of people making reservations
Guest tel	=	tel number of person making reservations
Guest address	=	address of person making reservations
guest document	=	document of person making reservations
Reservation	=	reservation.id
+ reservation status		
+ check-in date		
+ check-out date		
+ reservation conformation num		
reservation.id	=	ID of the reservation made
reservation.status	=	Status of the reservation
reservation.id	=	check-in date of the processing reservation
reservation.id	=	check-out date of the processing reservation
reservation conformation num	=	Given confirmation number after the reservation completed

Figure 5.2: Appendix A

Hotel	=	H.Manager name
	+	hotel name
	+	hotel.rate
	+	hotel id
	+	hotel location
	+	hotel Tel.num
Hotel Manager	=	H.Manager name
	+	H.Manager id
	+	H.Manager mail
H.Manager name	=	name of the authorized hotel manager.
H.Manager id	=	ID of the authorized hotel manager.
H.Manager mail	=	mail of the authorized hotel manager
Room	=	room.id
	+	room type
	+	room price
	+	room availability
Room. Id	=	ID of the reserved room
Room. type	=	type of the reserved room
Room. price	=	price of the reserved room
Room. availability	=	Availability of the reserved room

Figure 5.3: Appendix A

Discount	=	discount id
	+	discount amount
Discount id	=	ID of the discount made
Discount id	=	amount of the discount made
Feedback	=	feedback.id
	+	feedback rating
Feedback id	=	Reserved hotel's ID
Feedback rating	=	Rating of feedback given to the hotel

Figure 5.4: Appendix A