

### **Functional Requirements (Booking Specialists)**

1. Manage Conference Room Bookings
  - 1.1 The system allows booking specialists to create, modify, and cancel conference room reservations.
  - 1.2 The system prevents double-booking by checking room availability before confirming a reservation.
  - 1.3 The system tracks booking statuses, including unconfirmed, confirmed, and canceled reservations.
2. Process Payments
  - 2.1 The system calculates the total rental fee based on room type, duration, and additional services.
  - 2.2 The system enables booking specialists to apply predefined discounts when applicable.
  - 2.3 The system records and updates payment status (e.g., pending, paid, refunded).
  - 2.4 The system allows booking specialists to record payment transactions processed by the hotel's payment system.
3. Room Availability & Scheduling
  - 3.1 The system allows staff to search for conference rooms based on date, capacity, and features.
  - 3.2 The system updates the Room Availability Database when a reservation is confirmed.
  - 3.3 The system suggests alternative room options when a preferred room is unavailable.
4. Generate Reports & Manage Booking Data
  - 4.1 The system generates weekly and monthly booking reports for management.
  - 4.2 The system allows managers to review room usage trends and financial summaries.

### **Functional Requirements (Customers)**

5. View Available Conference Rooms
  - 5.1. The system allows booking specialists to retrieve and provide customers with details on available rooms, amenities, and pricing.
  - 5.2. The system enables booking specialists to check additional services (e.g., catering, AV) and inform customers upon request.
6. Manage Existing Bookings
  - 6.1. The system enables booking specialists to modify or cancel reservations upon customer request.
  - 6.2. The system maintains a history of past bookings, allowing specialists to provide customers with previous booking details.
  - 6.3. The system allows booking specialists to add additional services to an existing booking as customers request.

### **Nonfunctional Requirements**

1. Operational
  - 1.1 The system should run on Windows 11 and be compatible with Office Professional 2019.
  - 1.2 The system should be accessible only on hotel-assigned computers to prevent unauthorized access.
2. Performance
  - 2.1 The system should process room availability queries within 2 seconds.
  - 2.2 The system should support up to 4 concurrent users during peak hours.
3. Security
  - 3.1 The system should require unique login credentials for all booking specialists.
  - 3.2 The system should store customer data securely using encryption.

3.3 The system should maintain an audit log for all booking modifications and payments.

4. Cultural & Political

4.1 The system should support multiple time zones for customers booking from different regions.

4.2 The system allows room descriptions and pricing customization to align with hotel policies.