**Features**

* Hotel Profile
* Customer’s Profile
* Update Profile
* Verification
* Report account
* Add Reservation
* Online payment
* Feedback
* Keyword Search
* Recommendation
* Messaging
* Notification (Reservation Personnel)
* Notification (Customer)
* Reservation History (Hotel)
* Reservation History (Customer)

**Feature Acceptance Criteria**

**Hotel Profile**

Customer can view the hotel’s information

**Customer’s Profile**

Customer himself and reservation personnel can view the customer’s basic information

**Update Profile**

Customer/hotel’s profile can be updated

**Verification**

The account of the reservation personnel will be verified or rejected

**Report Account**

Customer and reservation personnel can send a report to the admin if there is a malicious account

**Add Reservation**

Signed up customers can add reservation

**Online payment**

Customers can pay through online

**Feedback**

Signed up customers can write reviews and after clicking submit their feedback will show on the feedback portion.

**Keyword Search**

Typing keywords in the search bar, a list of the matched keyword will show.

**Recommendation**

The system displays the company name that is most visited/searched by the Customers based on the Customer’s history.

**Messaging**

Both Customer and reservation personnel can send and receive messages.

**Notification (Hotel)**

Reservation personnel can receive a notification if there is a reservation request.

**Notification (Customer)**

Customer can receive a notification if the reservation is approved/declined by the reservation personnel.

**Reservation History (Hotel)**

Reservation personnel and customer can view the Hotel’s history

**Reservation History(Customer)**

Customer can see his/her past hotel reservation