

# Hotel Management SRS

## 1. Introduction

- The Hotel Management System is a web-based application that allows hotel staff to manage various hotel operations such as room reservations, room inventory, guest check-in/check-out, billing, and room service requests. The system will streamline hotel operations, automate manual processes, and improve the overall guest experience.

## 2. Scope

- The Hotel Management System will include the following modules:
- Room management
- Reservation management
- Guest management
- Billing management
- Room service management
- Reporting

## 3. Functional Requirements

### 3.1. Room Management

- The system should allow the hotel staff to manage rooms, including room types, room rates, and room inventory.
- The system should allow hotel staff to view room availability and occupancy status.
- The system should allow hotel staff to manage room amenities and maintenance.

### 3.2. Reservation Management

- The system should allow hotel staff to create, modify and cancel reservations.
- The system should allow hotel staff to view all the reservations details, including check-in and check-out dates, room type, and room rate.
- The system should allow guests to make reservations online and check the availability of rooms.

### 3.3. Guest Management

- The system should allow hotel staff to create and manage guest profiles, including contact information and reservation history.
- The system should allow hotel staff to check-in guests, assign rooms, and issue room keys.
- The system should allow hotel staff to check-out guests and generate invoices.

### **3.4. Billing Management**

- The system should allow hotel staff to generate invoices for room charges, additional services, and taxes.
- The system should allow hotel staff to apply discounts and promotions to invoices.
- The system should allow guests to view and pay their invoices online.

### **3.5. Room Service Management**

- The system should allow guests to make room service requests, including food and beverage orders, laundry service, and housekeeping requests.
- The system should allow hotel staff to manage and fulfill room service requests.

### **3.6. Reporting**

- The system should generate reports on room occupancy, guest accounts, and revenue.
- The system should allow hotel staff to customize reports by date range, room type, and other criteria.

## **4. Non-Functional Requirements**

### **4.1. Security**

- The system should provide secure login and data encryption to protect against unauthorized access and data breaches.
- The system should allow hotel staff to assign different access levels and permissions to authorized users.

### **4.2. Scalability**

- The system should be able to handle a large number of guests and transactions simultaneously.
- The system should be able to handle seasonal variations in room availability and demand.

### **4.3. Usability**

- The system should be user-friendly and intuitive to use, with clear and concise instructions.
- The system should be accessible from different devices, including desktops, laptops, and mobile devices.

#### **4.4. Performance**

- The system should respond quickly to user requests and load pages and reports quickly.
- The system should be able to handle high traffic volumes without performance degradation.

### **5. Constraints**

#### **5.1. Hardware**

- The system will require a computer or mobile device with an internet connection to access.

#### **5.2. Budget**

- The project budget is limited to \$X.

### **6. Assumptions and Dependencies**

**6.1.** The system will be built using a web-based technology stack, including HTML, CSS, JavaScript, and a backend language such as PHP, Python, or Ruby.

**6.2.** The system will be hosted on a cloud platform such as AWS or Azure.

**6.3.** The system will integrate with payment gateways and third-party booking engines.