

**International School**

**Software Process & Quality Management**

**CMU-SE 433 SAIS**

**User Story**

**Version 1.1**

**Date: July 23th, 2025**

**Hotel Management System**

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**PROJECT INFORMATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Project acronym** | HMS | | |
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REVISION HISTORY

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1. User Stories

1.1. User stories for admin

Table 1. *User stories for admin*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ID** | **As a/an** | **I want to ...** | **so that ...** | **Acceptance Criteria** |
| 1 | Admin | log in and log out | I can access and manage the hotel system securely | Enter the correct email and password |
| 2 | Admin | view summarized information on hotel operations | I can quickly grasp the overall situation for more effective decision-making. | Display summarized information on hotel operations and ensure data is updated in real-time. |
| 3 | Admin | view reports on revenue, expenses, and profits | I can assist management in making accurate financial decisions. | Show detailed reports on revenue and expenses and ensure the data is accurate and up-to-date. |
| 4 | Admin | track historical room price adjustments | I can monitor revenue forecasts based on past data | Display the history of room price adjustments and provide analysis on the impact on revenue. |
| 5 | Admin | monitor user permissions and system settings | I can ensure they align with the hotel's requirements | Display a list of users and their access permissions and allow changes to permissions with saved updates. |
| 6 | Admin | monitor the synchronization process of room availability and pricing with online travel agencies | I can ensure real-time data accuracy and avoid overbookings | Check the synchronization status and notify of any synchronization errors |
| 7 | Admin | view market and competitor analysis reports | I can support strategic planning based on market positioning | Display reports analyzing market and competitor data and provide updated information on market trends. |
| 8 | Admin | view booking trend forecasts and price adjustments | I can optimize revenue strategies | Show forecasts for booking trends and provide analysis on price adjustments |
| 9 | Admin | view reports analyzing customer data | I can support more effective marketing campaigns | Display reports analyzing data and provide insights into customer behavior and preferences. |

1.2. User stories for user

1.2.1. Hotel Staff

Table 2. *Hotel Staff*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ID** | **As a/an** | **I want to ...** | **so that ...** | **Acceptance Criteria** |
| 1 | Hotel Staff | log in and log out | I can access the system to perform my tasks | Enter the correct email and password |
| 2 | Hotel Staff | manage room check-ins, check-outs, and update room status | I can keep track of room availability and status effectively. | Check-in/out guests and Update room status. |
| 3 | Hotel Staff | generate invoices, process payments, handle billing adjustments, and generate receipts for guests | I can ensure smooth financial transactions for guests. | Generate accurate invoices and Process payments. |
| 4 | Hotel Staff | handle service requests like room service, laundry, and repairs | I can update guests on request statuses and ensure timely services. | Create and update service requests, and mark them as completed. |
| 5 | Hotel Staff | track housekeeping tasks, assign responsibilities, and monitor completion | I can maintain room cleanliness and order. | Assign and monitor tasks and Generate reports |
| 6 | Hotel Staff | manage maintenance requests, schedule repairs, and track issue resolution | I can ensure prompt resolution of maintenance issues. | Submit and track maintenance requests and Schedule repairs. |

1.2.2. Hotel Owner

Table 3. *Hotel Owner*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ID** | **As a/an** | **I want to ...** | **so that ...** | **Acceptance Criteria** |
| 1 | Hotel Owner | Access comprehensive financial reports and performance dashboards | I can evaluate the financial health and performance of the hotel. | Log in successfully access the dashboard and view comprehensive financial reports. |
| 2 | Hotel Owner | Track key performance indicators like RevPAR and ADR | I can monitor operational efficiency and guest satisfaction metrics to ensure success. | View real-time data on RevPAR and ADR and receive alerts for significant changes |
| 3 | Hotel Owner | Analyze market trends and competitive positioning | I can make informed strategic decisions for future growth. | Access reports on market trends and competitor analysis and visualize data in charts. |
| 4 | Hotel Owner | Access predictive analytics for revenue forecasting | I can plan better revenue strategies and optimize profit. | View predictive analytics on revenue forecasts and adjust strategies based on insights |
| 5 | Hotel Owner | Assess the return on investment (ROI) of operational changes and improvements | I can analyze the impact of various strategies and improve profitability. | Generate ROI reports for operational changes and compare performance before and after implementations. |

2. System Architecture

Reference to Architecture Document v1.1

3. Product backlog

Reference to Product Backlog Document v1.1

4. References

[1]. Scrum Process: A gentle introduction - https://scrumguides.org/

[2]. Scrum Guide - https://scrumguides.org/scrum-guide.html

[3]. https://en.wikipedia.org/wiki/Scrum\_(software\_development)