

Software Requirement Specification

1. Hotel management system

1. Introduction

- Purpose: The purpose of this document is to define the requirements for a hotel management system, outlining the functionalities required for efficient hotel operations such as reservations, check-in/check-out, billing, and guest management.
- Scope: The system will cater to both hotel staff and customers, managing guest bookings, customer profiles, bills, and staff management. This will optimize day-to-day hotel operations, reduce manual labor, and provide guests with a seamless experience. The system is scalable for small to large hotel chains.
- Overview: The hotel management system will include modules for front desk operations, room management, customer relationship management, housekeeping, and billing. It will be accessible through desktop and mobile devices, ensuring ease of use for hotel employees.

2. General Description

- Product perspective: The system integrates with existing hotel infrastructure and provides a centralized platform for managing hotel operations.

centralized System for managing hotel operations.

- User characteristics: users will include hotel staff (front desk, housekeeping, manager) and customers (for online booking and inquiries). The interface will be user-friendly for non-technical users.
- System constraints: The system must be available 24/7, support multiple users, and handle high traffic during peak seasons.

3. Functional Requirements

- Room booking and reservation management
- customer check-in/check-out process
- invoice generation and billing
- housekeeping status tracking
- customer profile and history management
- online booking integration.

4. Interface Requirements

- graphical user interface for hotel staff.
- web-based interface for customers.
- Integration with external booking platforms.

5 Performance Requirements

- Must handle at least 500 concurrent users.
- Response time for room availability

6. Design Constraints

- Must be compatible with existing hotel hardware (PCs, mobile devices).
- The software should be modular to allow future feature expansion.

7. Non-Functional Attributes

- Security : Secure data handling with encryption for sensitive data (e.g., customer details, payment info).
- Scalability : must be able to scale across multiple hotel branches.
- Reliability : 99.9% uptime.

8. Preliminary Schedule and Budget

- Development Timeline : 6 months
- Estimated Budget : \$ 100,000 for initial setup and deployment.

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