Software Requirements Specification

for

Hotel Management System

Version 1.0 approved

Prepared by Fuat Yiğit Koçyiğit, Eyüp Bahadır Başlı,

Hüseyin Berk Bulut, Fatih Mehmet Yiğitel

TED University

12.12.2021

Table of Contents

Revision History

Name	Date	Reason For Changes	Version

1. Introduction

1.1 Purpose

The hotel management system is going to be used in a big hotel complex which will have so many services like SPA, restaurants etc. The product is going to include the management systems of the check-in/check-out, services/reservations, workers and the security. This SRS document will cover all of the subsystems of the Hotel Management System.

1.2 Document Conventions

The product is required to be prepared for a big complex which also means a big number of customers. Because of that, the security always will be in the first priority for the Hotel Management System. The customer satisfaction is also so important for the hotels so the speed and reliability of the system will also be prioritized.

1.3 Intended Audience and Reading Suggestions

Developers, customers, testers, documentation writers, hotel manager and executive chef are the expected users for the document. The rest of the SRS contains the overall description, interface requirements, system features and non-functional requirements, respectively.

For the developers, testers and documentation writers, it is suggested to read every part of the document from the start. For the customers, only reading system features is recommended for a better use of the system. For the hotel manager and executive chef, it is suggested to read every part of the document, except the appendix parts, starting from the overall description for having a better control over the system and giving more clear feedbacks to the developer team.

1.4 Product Scope

The purpose of the software is helping to the hotel's all jobs by giving them a fast and easy way to operate them. The main goal and benefits of this system is handling and carrying all the jobs of the hotel to the produced software and increasing the customer satisfaction while increasing the job quality.

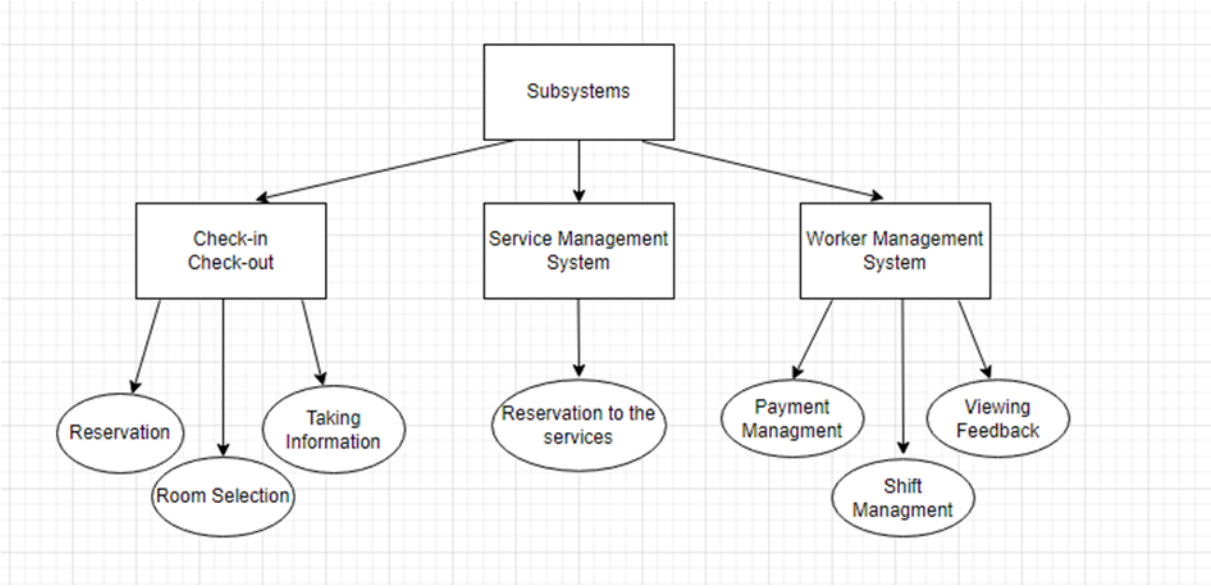
1.5 References

Not applicable.

2. Overall Description

2.1 Product Perspective

In our product which his hotel management system we have updated and added such elements that will be sufficient and efficient enough to today's world. Mostly these elements are considered according to Covid-19 disease. Covid-19 has affected all around the world and hotels had to close their doors to customers in order to avoid spreading the disease. Therefore, in order to open the doors to customers first we have to take their Covid-19 test cards and check whether their healthy. Then we need to take less customers and replace them to the rooms accordingly where there can be one room space between two other rooms. Although we need to check our staff test cars as well and check whether they are healthy. Besides these new elements we have the control of all rooms, restaurants, and activity places. In these places we have brought updates such as the rooms numbers are going to be less and the activity places will have limited number of people for the entrance.



2.2 Product Functions

- Our product will want from customers to upload their Covid-19 test cards to system.
- Our product will check customers Covid-19 test cards and create reservation accordingly.
- Our product will schedule the reservation according to the population of hotel.
- Our product will reserve rooms considering there is one empty room in each room.
- Our product will check every customer information and hold them in the system.
- Our product will control each entrance of our customers.

Functions	Product Must Perform	Users Must Perform
Covid-19 Test Card	No	Yes
Check Covid-19 Test Card	Yes	No
Schedule reservation according to population	Yes	Yes
Reserve rooms considering there is one empty room in each room	Yes	No
Check every customer information and hold them in the system	Yes	No
Control each entrance of our customers	Yes	No

2.3 User Classes and Characteristics

In hotel management system our major scope is the customers so they will have a very good interface and design while they are creating a reservation from our system. Every type of customers can be able to use our product. However, there could be disabled people where our product will provide the necessary things that they needed. Although registered customers will be able to see hotels conditions, but other people won't be able to see this. On the other hand, our staff will be able to see the reservations and update them when it is needed. Our security cameras and security control will be checked by security staff and hotel manager. Hotel manager will be able to see the whole system where it includes staff information's, customer information's, rooms, and security. In this case hotel management has a major and significant role in the system then the security and then the staff have rolls in our product.

2.4 Operating Environment

Our product will be able to work in every computer with its latest updates. It will work mainly in macOs and Microsoft Windows operating systems with their latest editions. Although it will only work for hotel members besides everyone outside.

2.5 Design and Implementation Constraints

Our product will be used globally considering that people all around can come and leave in our hotels. Therefore, there can be issues in language for developers in our product. These issues can cause when a foreign customer is stating his problems or comments towards our product. On the other hand, there will be strict rules for both customers and staff in the hotel and if these rules are not obeyed then there could be problem as well where we might need to update our product.

2.6 User Documentation

In our product there will be a guideline on how to make a reservation. When customer opens our product, it will start to show which steps should be executed. Then there will be a help menu for our new staff that will start working. Also, there will be a 7/24 online help for the software.

2.7 Assumptions and Dependencies

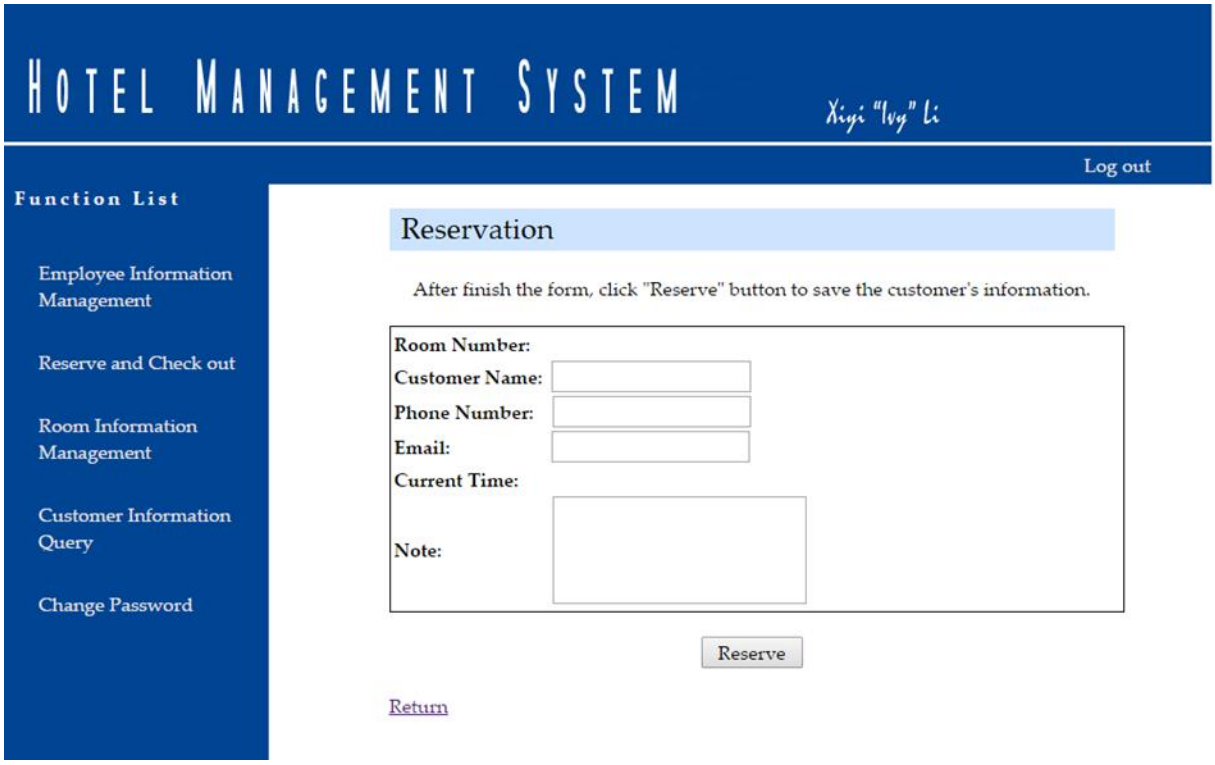
Our product will have a very competitive filed because there are many hotels in the world and we have to show ourselves between other products. Therefore, commercials will be very affective in order to improve and get bigger. Although our product and team can affect mentally bad from the result of getting low rates. Therefore, commercials are very critic. In this product we can make assumptions on looking how many customers have entered our site or how many customers entered our hotel. By doing so we can understand our situation and make calculations accordingly. On the other hand, we can use our other plans according to comments from customers and commercials such as changing the interface of our product or making our product more helpful towards our customers.

3. External Interface Requirements

3.1 User Interfaces

3.1.1 Check-in/Check-out systems:

Customer Check-in/Check-out Interface:



- *Confirm reservation:* Customer able to confirm the reservation.
- *Reservation request:* Customer able to send reservation request. If reservation request not confirmed it displays an error message that include a statement says the request is not confirmed as pop-up error page.

Workers Check-in/Check-out Interface:

- *Employee login:* Employee should enter his Username and password. After the login there is some features that provides the action below
- *Check available rooms:* Employee able o check available rooms to confirm the reservation
- *Entering personal information:* If the room is available Employee enters customer personnel information.
- *View check in and checkouts:* Employee can able to see check-in and check-outs

3.1.2 Service management systems:

There are no example pictures of the interfaces for the service management system but the interface design similar to check in check out systems.

Service Management System Interface for Registered Customer:

- *Restaurant Reservation:* Customer can check the available hours and send restaurant request
- *Spa reservation:* Customer can check the available hours and send spa request
- *Room Services:* Customer send room service request
- *Room Cleaning:* Customer send Room Cleaning request

Service Management System Interface for Workers:

- *Restaurant reservation approval:* Employee can approve the Restaurant reservation request
- *Spa reservation approval:* Employee can approve the spa reservation request
- *Room Services approval:* Employee can approve the Room service request
- *Room Cleaning approval:* Employee can approve the Room Cleaning request

3.1.3 Worker management systems:

Worker Management System Interface for Manager:

- *Payment management:* Manager can manage the payments. he/she can arrange payment value that will be send to workers
- *Shift management:* Manager can manage the shifts. he/she can arrange shift hours days for the workers
- *View feedbacks:* Manager able to view feedbacks that came from the registered customers

Worker Management System Interface for Executive Chief:

- *Shift management:* Manager can manage the shifts. he/she can arrange shift hours days for the workers
- *View feedbacks:* Manager able to view feedbacks that came from the registered customers

Worker Management System Interface for Registered Customer:

- *Give feedbacks:* Registered customer able to give feedbacks

Worker Management System Interface for Hotel Workers:

- *View current Payments:* Hotel workers able to view current payments
- *View current shifts:* Hotel workers able to view current shifts

3.2 Hardware Interfaces

Our application is able to run on desktop, but if there is a necessity, we can move the application web or mobile side also. The data will keep in internal databases in the hotel. To secure the database communications, we needed an efficient, robust, and proven encryption protocol. The most common general database protocol is Open Database Connectivity (ODBC) because of that we choose it.
The program will support Windows, MacOS, Android and IOS and requires at least 1gb ram, 1gHz processor, ~100mb space on disk and internet connection.

3.3 Software Interfaces

We have some constraint about software interfaces

- We use for programming language C# 8.0
- We use for integrated development environment as Visual Studio 2019(16.11.7)
- We use for database as Mssql 2019
- Windows 8,10, macOS 11, 12
- We use framework as .NET Core 5.0
- We use library as AutoMapper (object-to-object mapper library)

3.4 Communications Interfaces

- We have a mail system that provides the customer able to give feedback.
- The mail system will send an email for the after the feedback some discounts for the next reservation.
- For the web application we use Http protocol.
- We have same IP for the whole system.
- For transferring files from one computer to another we use FTP.
- For communicating over a network we use Transmission Control Protocol (TCP).
- For the preventing SQL injections we use some methods such as input validation, parametrized queries, stored procedures, escaping etc.
- In our system we have ethernet and data transfer rates is approximately 70 mbps.

4. System Features

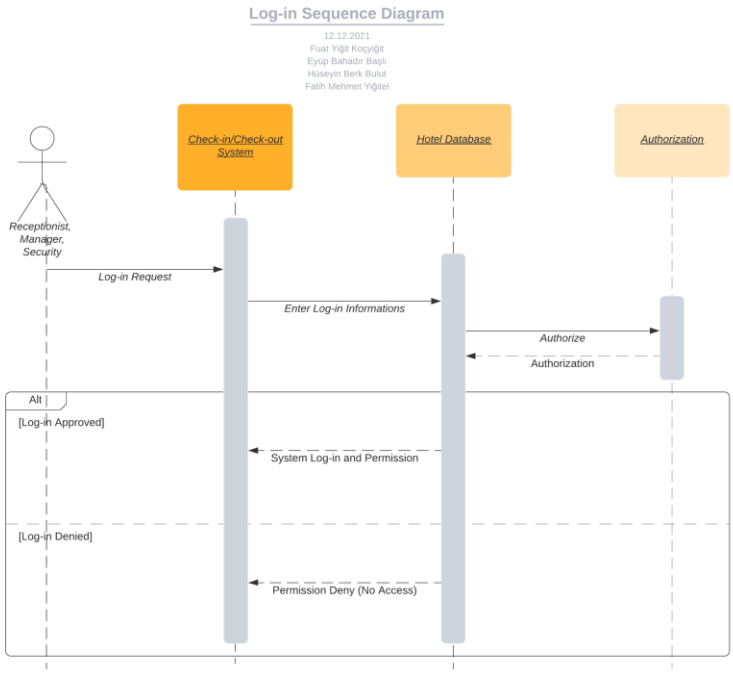
In the System features what are the system main functions, how they work, how they are response, what are their functional requirements are explained. Our system includes room reservations, login, spa service, room service, reservation for services, payment and shifting features.

4.1 Log-in to System

4.1.1 Description and Priority

In our system we will have login system that to block unauthorized entrance and to make the worker see what they need and what they are responsible to do. On the other word. The login feature allows registered users to login to the system to access all of the features that their account gives them access to. It has high priority because if every can see and have access to change their workplan, room availability, reservations, this may lead a chaos on the workspace. If this feature does not work well this leads to unauthorized people to access sensitive information. This feature is not costly but is important to control who is entering.

4.1.2 Stimulus/Response Sequences



Log-in Sequence Diagram

The user attempt to login their account the system takes username and password. With these information we get the user type from the database and the user can see the pages that user allowed to. If the username or password is wrong, user cannot enter and see anything but this screen.

4.1.3 Functional Requirements

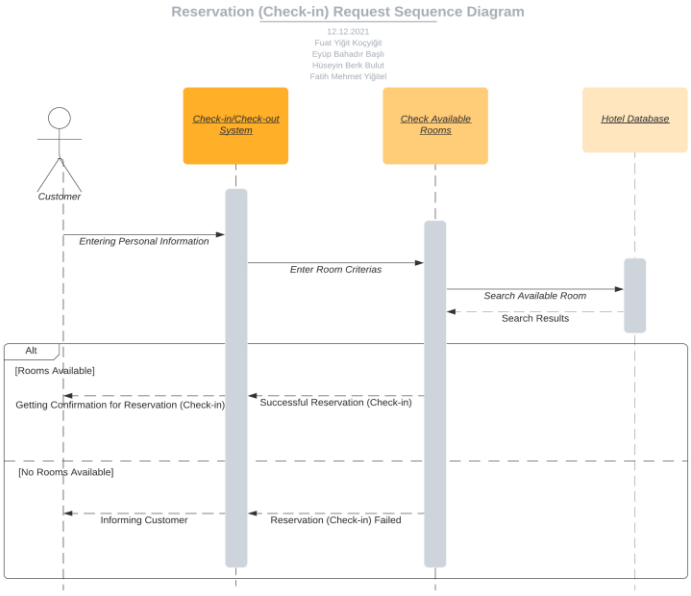
REQ-1: Validating information from database: we need to verify and send back the user type to application. This is important to defend our system from unauthorized users and keep other sensitive information safe.

4.2 Room Reservation (Check-in)

4.2.1 Description and Priority

In the room reservation system the customer can apply for the rooms and if there no problem the room is provided for the customer. It is the high priority feature because it is the first feature using by customer. It should work correctly. This system can help us for hiring rooms. If the system does not work we lose customers it makes it includes all the information of customers it has high so if there is an mistake in this feature it affects other part of the systems so it has high risk. Because of a lot of transactions and the spaces that using database it has a high cost. In addition the Manager and security able to view check-ins and check-outs.

4.2.2 Stimulus/Response Sequences



Reservation (Check-in) Sequence Diagram

At first, customer request a reservation. After the customer request a registration, the receptionist checks the available rooms and if the rooms are available the receptionist approve the registration Customer can confirm the reservation, after the customer confirm the registration the security takes the personal information about customer from the customer.

4.2.3 Functional Requirements

REQ-1: Updating of the database: After every transaction, operation database should be updated correctly. If updating database does not work correctly. We cannot know customers information's it can lead to misunderstood. For this the system has some restrictions about inputs. (Example. You cannot write a number in the name area for the customer information)

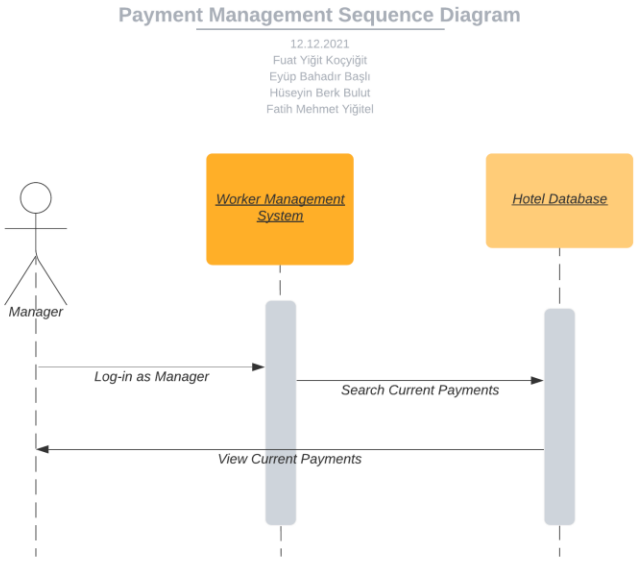
REQ-2: Availability: The system should display the correct available rooms. It displays just available rooms for the customers and also receptionist. If there is a contradiction for the available rooms two customer have to assign same rooms and rooms can be empty all the time.

4.3 Payment Management

4.3.1 Description and Priority

In the payment system it is possible arrange/rearrange payments of the hotel workers. The system helps us to arranging payments for all the hotel workers easily. Also hotel workers able to view their payments currently. It makes the payment value of the hotel workers faster. It doesn't count it is high priority system features. It is not include customers and it is not effect whole system if there is a some mistake. Because the not important and less information's in the database it costless and It hasn't got so much risk.

4.3.2 Stimulus/Response Sequences



Payment Management Sequence Diagram

Manager able to arrange the payments value of the customers.
The system checks the correctness of the value.
Database will be updated
Through updating hotel workers can see their current salaries correctly

4.3.3 Functional Requirements

REQ-1: Updating of the database: After every transaction, operation database should be updated correctly. If updating database does not work correctly. We the hotel workers cannot see their salaries.

REQ-2: Authorization: There is some authorization for the manager and the hotel workers should be restricted for the arranging salaries.

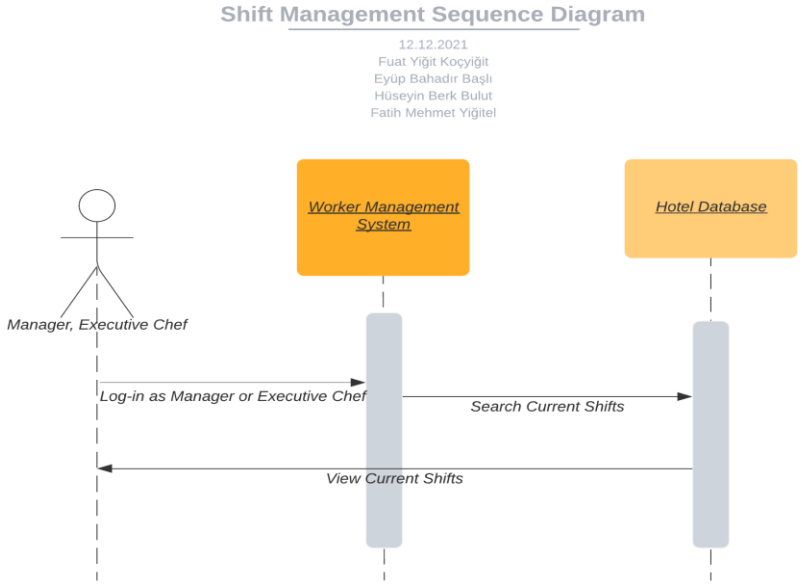
REQ-3: Auto fixing: The payment system includes about which hotel worker type has some bonuses or the which job is exact salary. If there is some wrong input that given from manager. The system asks the manager about correctness of the salary value (Example : waiter has a salary $4000 and bonuses are 600. Are your sure the value of the bonus is updated 800 ?). So it prevents the wrong inputs that came from the manager.

4.4 Shift Management

4.4.1 Description and Priority

In the payment system it is possible arrange/rearrange shifting times of the hotel workers. The system helps us to arranging shifting times for all the hotel workers easily. Also hotel workers able to view their shifting times currently. It makes the shifting times of the hotel workers faster. It is high priority system features because if there are some wrong shifting times in the system it effects all the service/duty on the hotel. It hasn't got so much risk and cost.

4.4.2 Stimulus/Response Sequences



Shift Management Sequence Diagram

Manager and executive chef able to arrange the shifting times of the customers.
The system checks the correctness of the shifting hours.
Database will be updated
Through updating hotel workers can see their current shifting times correctly

4.4.3 Functional Requirements

REQ-1: Updating of the database: After every transaction, operation database should be updated correctly. If updating database does not work correctly. We the hotel workers cannot see their salaries.

REQ-2: Authorization: There is some authorization for the manager and executer chef. The hotel workers should be restricted for the arranging shifting hours.

REQ-3: Auto fixing: The shifting management system includes about shifting hours contradiction. If there is some wrong input that given from manager or executer chef The system ask the manager about correctness of the shifting hours()So it prevents the wrong inputs that came from the manager and executer chief.

REQ-4: Prioritization: In the authorization the system give prioritization for the executive chief So last modification will provided for the executer chief decisions. In addition when two of them use the system synchronously, the manager will be eliminated.

4.5 Restaurant/SPA Reservation System

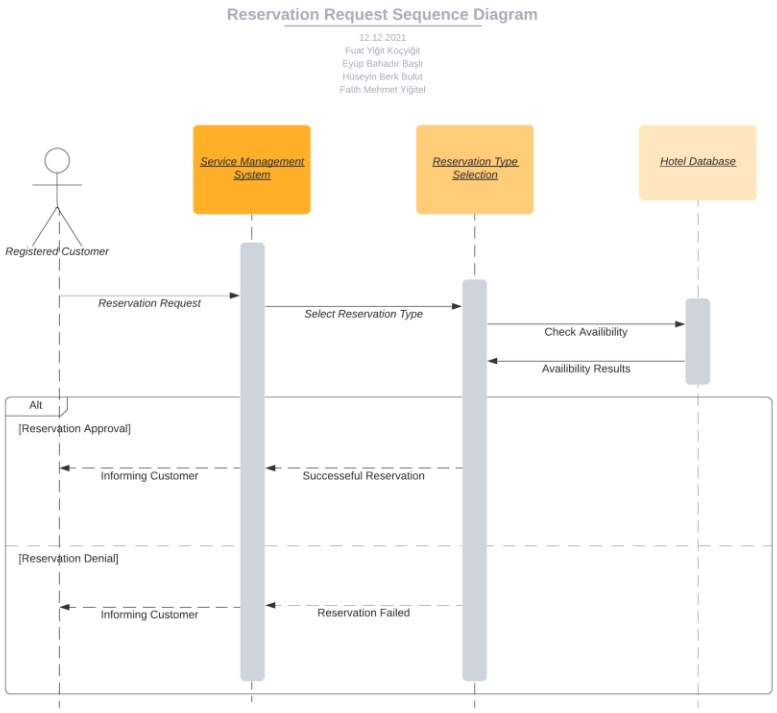
4.5.1 Description and Priority

In our system we will have restaurant and spa reservation feature that allows the customers to reserve their place at the restaurant or spa. This feature has low priority because restaurant and spa can work but this organized their systems and reduce overload at the restaurant or on spa. If the feature does not work properly this may lead the customer to had unsatisfied time. So, we can see the risk is low and the cost is low.

4.5.2 Stimulus/Response Sequences

(Restaurant/SPA Reservation Diagram is on the next page)

The customer selects a table at the restaurant or select a time at spa the system shows that is the table is available on restaurant or time available on spa or not and with the confirmed reservations executive chef and attendant worker will be informed about the reservation.



Reservation Request Sequence Diagram

4.5.3 Functional Requirements

REQ-1: Updating of the database: After every transaction, operation database should be updated correctly. If updating database does not work correctly, we cannot add the customers to restaurant or spa, and this leads problems at where the customer wants to go.

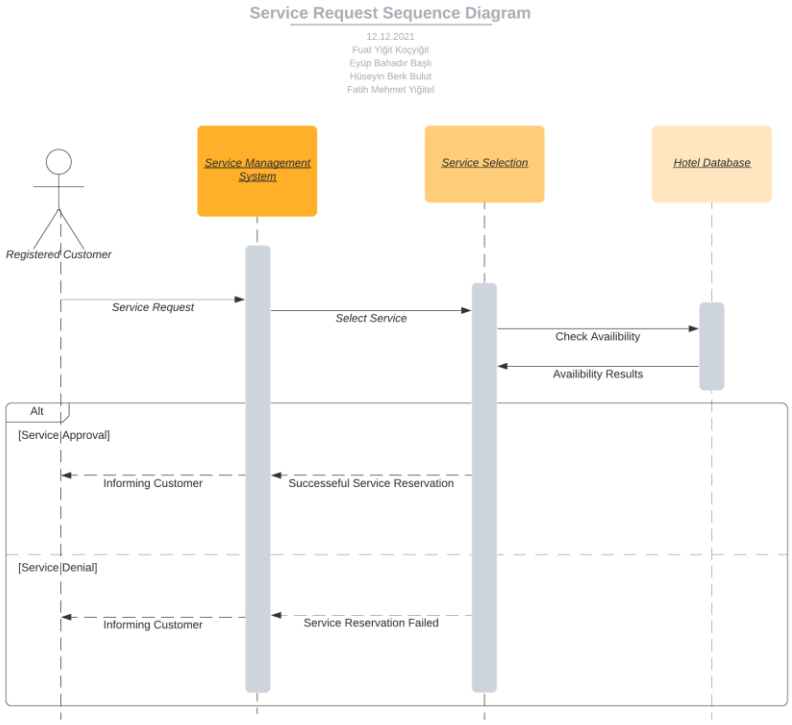
REQ-2: Availability: The system should display the correct available times and tables. It displays just available tables and time for the customers. If there is a contradiction these can cause overload on place.

4.6 Room Services

4.6.1 Description and Priority

In our system we will have room services for our customers. At this system customer can order their needs or cleaning for their room. This feature has medium priority because room cleaning can be done without any request but their order cannot be known without this feature. If the feature does not work properly this may lead the customer to had unsatisfied time. So, we can see the risk is low and the cost is low.

4.6.2 Stimulus/Response Sequences



Service Request Sequence Diagram

The customer selects their needs or the cleaning button on the system. After the customer confirm their order executive chef and room service worker will be informed by the order and room service worker deal with the customer needs.

4.6.3 Functional Requirements

REQ-1: Updating of the database: After every transaction, operation database should be updated correctly. If updating database does not work correctly, we cannot add the customers room and needs and this leads problems at restaurant.

5. Other Nonfunctional Requirements

5.1 Performance Requirements

The system will mainly serve to elegant customers of the hotel. So, the customer satisfaction should be stable and high. To ensure this, the Hotel Management System and all of its subsystem should work and response very fast. The customer user doesn't like to wait so the waiting times should not be more than some seconds in order to satisfy the performance needs. Also, the bugs or errors should be prevented in order to not disrupt the jobs of the hotel.

5.2 Safety Requirements

The hotel is going to be a big hotel with many customers and keep getting bigger which means a lot of customer information is also will be held. Since very important personal data is going to entered to the Hotel Management System, and a big part of paper-work of the hotel jobs is going to replaced by this system, it should be very safe in every way. A possible data loss or misinput may cause very big chain of bad events. So, the system should hold all the data in the most secure way and prevent any other external intervention. There is also some governmental policies about the security of the personal informations (KVKK law in Turkey), the Hotel Management system needs to be strictly compatible with this laws in order to keep the customer and developers safe.

5.3 Security Requirements

Hotel complex is going to have lots of workers and lots of customers and every person has specialized permissions and data. The Hotel Management System is going to use an identity authentication in order to prevent a security weaknesses. For example, a worker's permissions shouldn't be reachable from the other workers or any customers. This identity authentication will be work with the specialized password and user codes to keep the system secure.

5.4 Software Quality Attributes

The simplicity, adaptability, flexibility, maintainability, reliability and usability will improve the software quality.
With the simplicity and usability of the software, all users of the system is going to use all the features easily without being confused or without doing something wrong. With this way, the system will need less maintenance and will have more stability.
With the flexibility and testability, the system will be capable to add new services in the hotel. As Mr. X said, the hotel complex is going to get bigger and he will open more services for the customers in the time. So, the flexibility and testability of the software will add quality and ease.
With the maintainability, the failures that customers have experienced will be able to fixed very fastly. With the help of that, the bad effect of the possible features will be decreased and the maintenance hardness will be reduced.
With reliability and correctness, the hotel management will trust the system more easily. For so many years, Mr. X has used the paper works for the management of his hotels and with this new software, he is replacing them with a computer. So, the reliability of the system should be an important point of the project.

With the adaptability, the software should be able to the upcoming technological improvements and won't be old trend in the close future. This will increase the quality of both software and the jobs of the hotel.
The software should have a well-planned design so that it will be able to changing industry standards and the new services or changes in the hotel complex.

5.5 Business Rules

The hotel manager should be able to reach every part of the system in the fastest way and in the first priority. He is able to reach and view every job in the software.

Executive chef has some parts like viewing feedbacks that workers should not be able to see. He is able to do all the things that workers of the hotel do but not the hotel manager's things.

Workers of the hotel have different roles and different permissions. For example a receptionist can't reach the SPA reservation list and a SPA worker can't reach to the check-in/check-out system.

The customers of the hotel is separated to 2. Normal customer is the customers that is not check-in to any room so they are only able to see the check-in/check-out system but registered customer who are the customers with rooms, are able to reach to the services they requested. Registered customers needs to have the fastest responding systems compared to the other rules because the customer is in the first service priority.

6. Other Requirements

The Hotel Management System should have a very big and very safe database to hold the all the data of the hotel complex. Also, to prevent the possible crashes, a backup database should be ready.

System should never be out of energy. So, there should be temporary power supply for the database and the system to use in case of an electric problem. If there is not any power supply, a big data loss may happen.

The hotel is a touristic hotel, so it had to include 4 most used languages which are Turkish, Russian, German and Arabic. The user should be able to select his/her language and use the system in the language he/she preferred. Some translators need to be hired in order to translate the system to other languages.

Due to the legal requirements, all the tax information, price informations, user rights and limitations should be reported to the customers and workers in the system. For example the KDV rate of the prices in Turkey should be stated to the customer for the legal requirements.

Appendix A: Glossary

Check-in: Applying the necessary procedures before reserving a room for a people or a group/family.

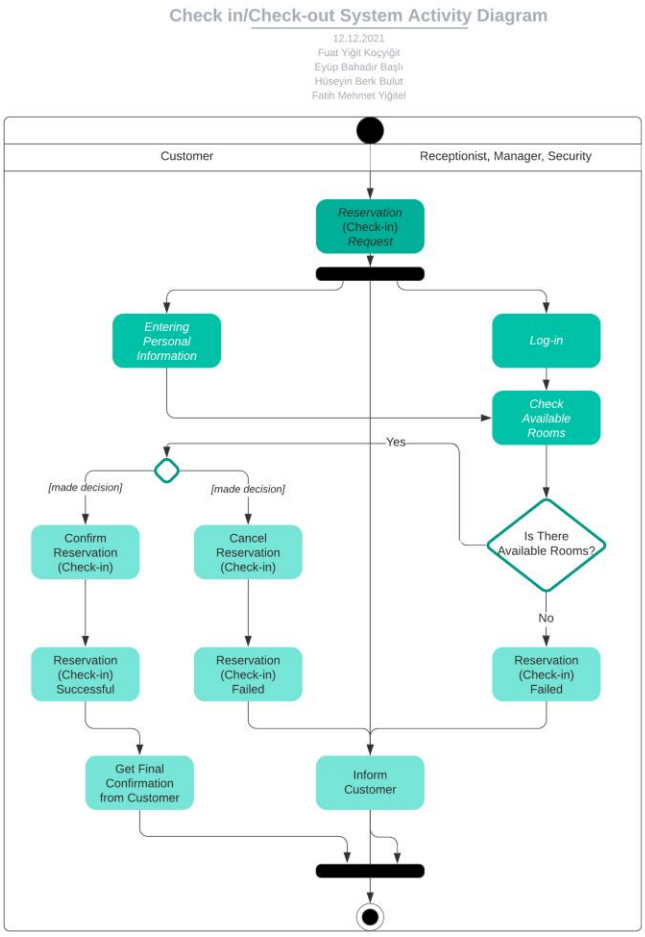
Check-out: Applying the necessary procedures of leaving a hotel which are getting the payment, room control, hotel database update etc.

Reservation: Reserving a place for yourself or your group/family which means it will be available for you or your group on its time.

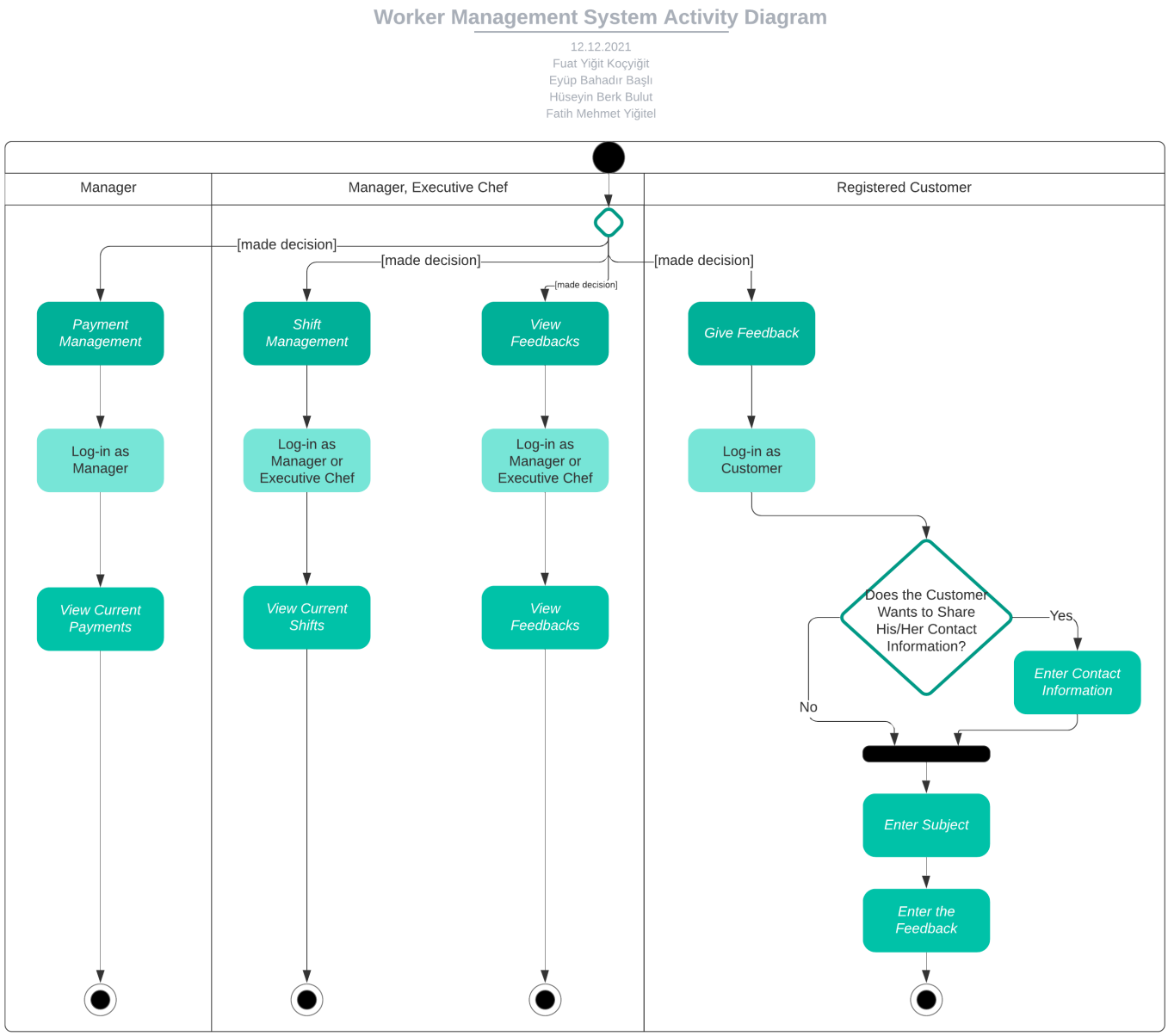
Shift: A worker's working hour periods every day or week.

Appendix B: Analysis Models

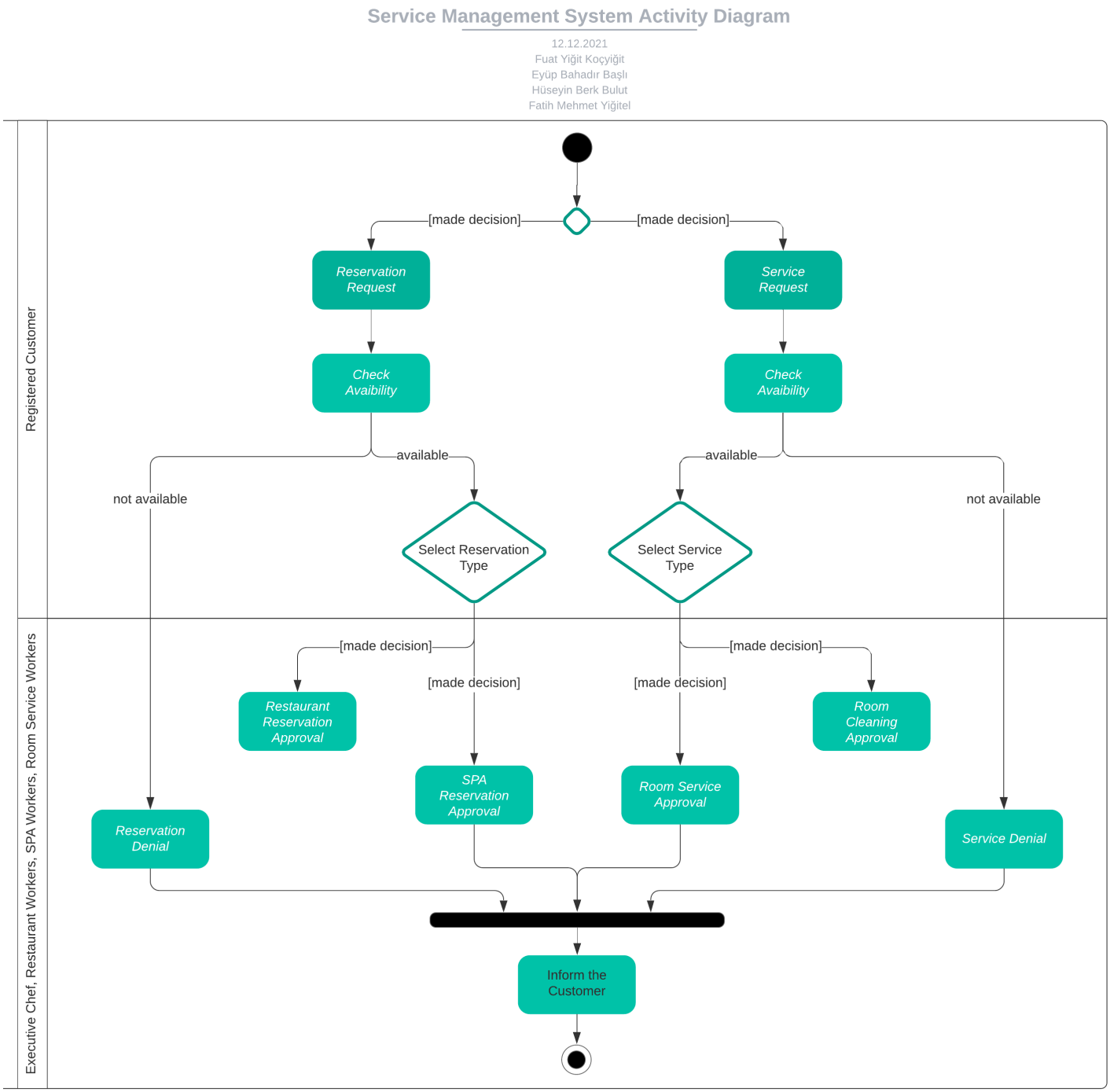
Appendix B.1: Check-in/Check-out System Activity Diagram



Appendix B.2: Worker Management System Activity Diagram

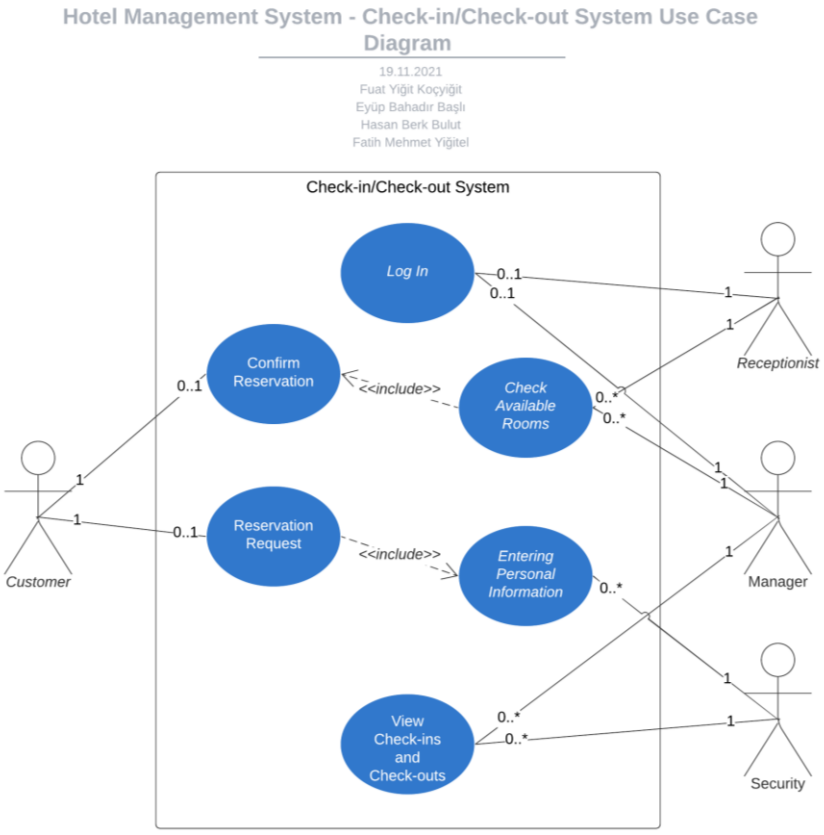


Appendix B.3: Service Management System Activity Diagram



Appendix B.4: Check-in/Check-out System Use Case Diagram

Appendix B.4.1: Use Case Diagram



Appendix B.4.2: Use Case Descriptions

Use Case	Log In
Actor	Receptionist, Manager
Description	Log in allows receptionists to enter to the hotel system. By entering the system, receptionists can see available rooms and inform the customer. Therefore, receptionists can only read and assign rooms to customers. The Log in screen contains a username and password which is given to receptionists. By entering their Informations, receptionists will see available rooms in the screen.

	Log In allows manager to log in to the system as admin and see all persons' information in the hotel. Although, manager can change Log in page where he can read and write on this page.

Use Case	Reservation Request
Actor	Customer
Description	Reservation request allows customers to show which room they want and its time. In this request they will be giving their information for reservation and Security will handle their information. In the system, there will be boxes where the customer should enter their name and surname, id, Covid-19 test or vaccine card, room and time.

Use Case	Entering Personal Information
Actor	Customer, Security
Description	Entering Personal Information takes the personal information of the customer for the reservation. It allows security to be able to control and secure each information that has given by customer. By doing so only security will be able to change customer information if needed. Although if customer wants to change any personal information, they should be able contact with security.

Use Case	Check Available Rooms
Actor	Receptionist, Manager
Description	Check Available Rooms allows receptionists to see the available rooms and assign the customers to these rooms accordingly. In the rooms screen of hotel system, there will be empty rooms which are colored in green and there will be not available rooms which are colored in red. Between these rooms customer can choose their room and receptionist can assign them. Check available rooms allows manager to control every room and see their situations.

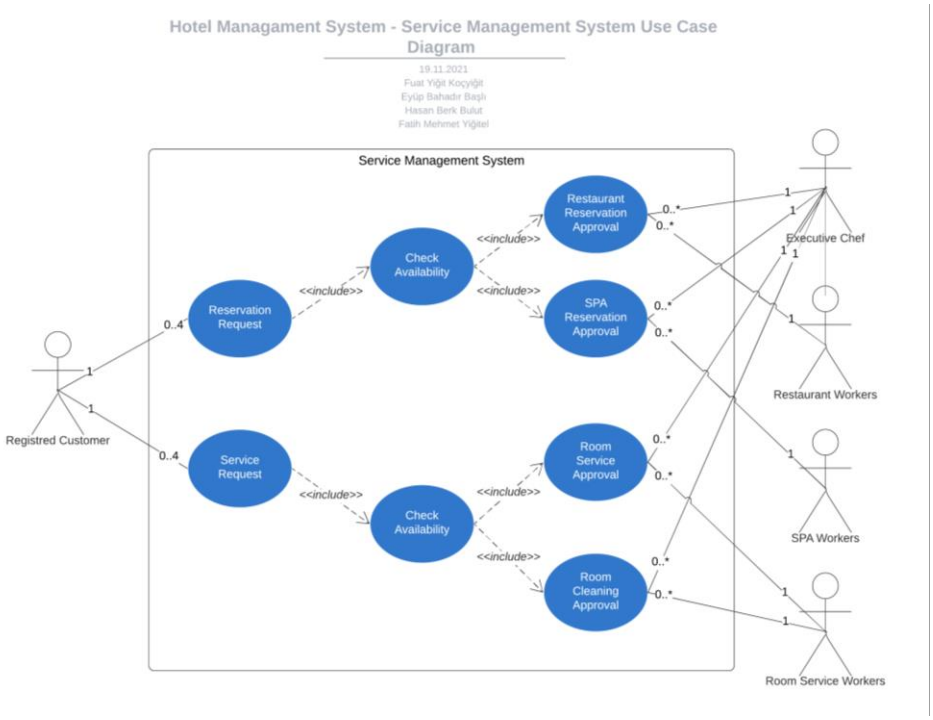
	In this part if manager wants, he can add more rooms or delete rooms from the system where he clicks on the room and the system shows whether he wants to update the room or delete it.

Use Case	Confirm Reservation
Actor	Customer, Manager, Receptionist
Description	Confirm Reservation allows customers to confirm the time and their room that they want. In this part, customer will see a screen where there is no or yes. If they press yes, they will confirm their reservation. If they press no they will decline their reservation. Although, Manager and Receptionist are able to see these actions because they can see the process, make changes on them and approve them.

Use Case	View Check-ins and Check-outs
Actor	Manager, Security
Description	View Check-ins and Check-outs allows manager to show every information that has been made in hotel. By doing so manager can see every reservation that has made or every event from past to today. Therefore, manager could have the control of hotel system. View Check-ins and Check-outs allows security to see every process that has been made in the hotel. Besides manager security will handle and avoid any information leak or cyber-attack from outside. Therefore, security will be able to see and change every process in the hotel.

Appendix B.5: Service Management System Use Case Diagram

Appendix B.5.1 Use Case Diagram



Appendix B.5.2: Use Case Descriptions

Use Case	Reservation Request
Actor	Registered Customers
Description	Registered Customers can send a request for both restaurant and spa reservation. Their request will be controlled for availability so they can use these hotel services.

Use Case	Service Request
Actor	Registered Customers
Description	Registered Customers can send a request for both room service and room cleaning. Their request will be controlled for availability so they can use these hotel services.

Use Case	Check Availability
Actor	Registered Customer
Description	When customer tries to make a request to go to spa, restaurant reservation, room service or room cleaning, system automatically shows the available times to the customer.

Use Case	Spa Reservation Approval
Actor	Executive Chef, SPA Workers
Description	Executive Chief can be able to check the spa reservation request that came from the registered customer and if there is no problem, it will be automatically accepted. SPA Workers can be able to see the person who reserved the session, the reservation date and time information. They will make preparations according to the reservations f the customers.

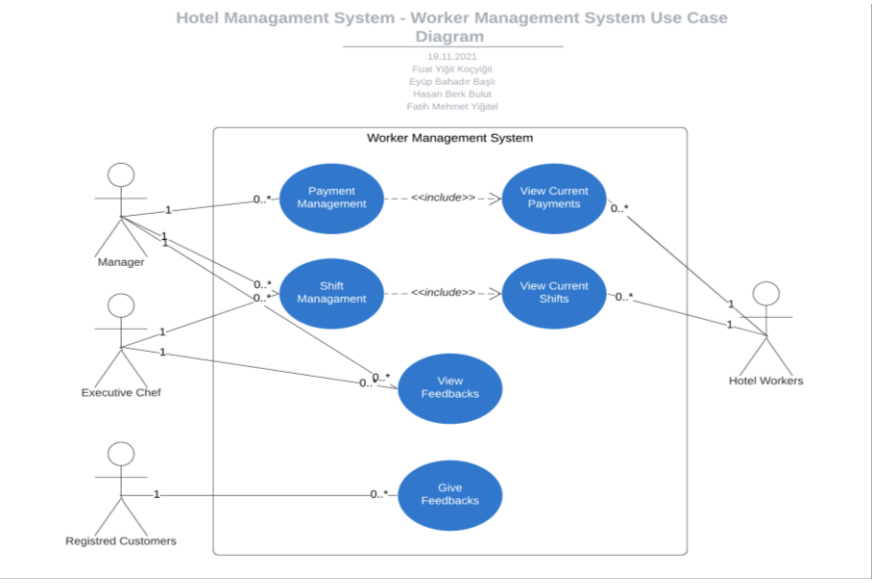
Use Case	Restaurant Reservation Approval
Actor	Executive Chef, Restaurant Workers
Description	Executive Chief can be able to check the restaurant reservation request that came from the registered customer and if there is no problem, it will automatically be accepted. Restaurant workers can be able to see the person who reserved, the reservation date and time information. They will make preparations according to the reservations.

Use Case	Room Service Approval
Actor	Executive Chief, Room Service Workers
Description	Executive Chief can be able to check the room service request that came from the registered customer and if there is no problem, it will be automatically accepted. Room Service Workers can be able to see the recipe of the customer wants and after collecting them, he/she will see the room of the order and service to them.

Use Case	Room Cleaning Approval
Actor	Executive Chief, Room Service Workers
Description	Executive Chief can be able to check the room cleaning request that came from the registered customer and if there is no problem, it will be automatically accepted. Room Service Workers can be able to see which room is needed to be cleaned. After cleaning it, they will give response to end the request.

Appendix B.6: Worker Management System Use Case Diagram

Appendix B.6.1: Use Case Diagram



Appendix B.6.2: Use Case Descriptions

Use Case	Payment Management
Actor	Manager
Description	Payment Management allows the manager to see the current payments and payment management of his/her workers. The manager applies bonuses and penalties to the salaries of his/her customers to keep the working quality high. Once the manager entered to the payment management system, he/she will be able to see all the base salaries, all bonuses/penalties and all performance ratings of the workers in the hotel. Workers will only be able to see their current salaries and their bonuses or penalties with including "View Current Payments" system.

Use Case	View Current Payments
Actor	Manager, Workers
Description	Hotel management thinks that learning how their salaries are increasing or decreasing is one of the worker rights. View Current Payments let's all workers in the hotel to know their current salaries and performances. If there is any bonuses or penalties, they will be informed in this case so that they can be more careful and increase the work quality. Workers will not be able to see other workers' salaries and they will be only able to see themselves in the screen.

Use Case	Shift Management
Actor	Manager, Executive Chef
Description	Shift Management system allows the manager and the executive chef to arrange the working hours of the whole hotel workers. The system will show all the current working hours of every worker. Manager or executive chef will be able to change the shift hours if he/she wants to or if there is a case about worker(s).

Use Case	View Current Shifts
Actor	Manager, Workers, Executive Chef
Description	To prevent the conflicts, lateness or unawareness, View Current Shifts informs the hotel workers about their working hours regularly. System will use e-mails to inform the users about their working hours and the changes in the shift hours. The workers will also be able to see his/her or his/her friend's working hours in the system anytime he/she wants.

Use Case	Give Feedback
Actor	Registered Customers
Description	For the hotel owner, the feedbacks from the customers are so important. Every registered customer of the hotel complex will be able to give feedback about anything, anyone, or any place every time and everywhere. The customer interface will take every feedback information from the owner of the feedback and saves it to the database so that manager can see them and improve his hotel easily. There is not a limitation for the feedback. The customer will be able to send as much as he/she wants.

Use Case	View Feedbacks
Actor	Manager, Executive Chef
Description	Hotel management takes all the feedbacks so seriously. So, to keep the quality high, the manager and executive chef will be able to see all the feedbacks taken from the registered customers. System will be able to show all the saved feedbacks in the database of the hotel complex. It will show all the information of the feedback such as: • Subject (Worker, cleaning, service, physical conditions etc.) • Date and Time • Explanation of the problem • All other details from the customer

	• Contact information (if customer wants to give)

Appendix C: To Be Determined List

- Auto park status system: The auto park system that will inform the security and the customers about the empty spaces in the auto park. System should be useful if the auto park is filled so much but since the occupancy of the auto park is not known, it will be determined in the future according to the status of the auto park.

- Weather status system: A weather forecast system that will inform the customers about the today and tomorrow's weather. System may be useful but since there is not so many weather change in summer at Antalya, it may also not be useful. Since the software has the simplicity principle, it will be determined according to the user requests.