Function	Function name	Priority	Target user	How to use	User benefit
1	Analyze profit and revenue	High	Region Manager	1. Firstly user select yearly, monthly or weekly profit or revenue. 2. Secondly user select the region. 3. Then user see the report about the profit and revenue history, and find the trend of profit and revenue. 4. User also compare its profit and revenue with periods and regions. 5. Finally user predict the profit and revenue of hotels in different periods and regions.	1. Manager can check in what period and in what region the hotels profit and revenue is fine. 2. Manager can find the profit/revenue percentages of periods and regions, and summarize the distribution of them.
2	Analyze room occupancy and distribution	High	Region Manager	1. Firstly user select yearly, monthly or weekly marketing report. 2. Secondly user select the region. 3. Thirdly, user select the room types. 4. User see each type of occupancy. 5. User also see the comparison result of occupancy rate as per period, region, room types. 6. User see distribution in different conditions.	1. Manager can check different types of occupancy rate situation. 2. Manager can make adjustment of different types of rooms' price and number, and arrange appropriate room efficiently.
3	Analyze customer booking channel	High	Region Manager	1. Firstly user select yearly, monthly or weekly profit or revenue. 2. Secondly user select the region and room types. 3. Then user see the report showing different booking channels distribution. 4. User compare different channels with periods, regions and room types.	1. Manager can check what kind of channel helps to booking in past one year, month or week. 2. Manager summarize the different booking channel distributions and focus their attention on helpful channel to increase profit.
4	Analyze business source	High	Region Manager	1. Firstly user select one kind of business source (the third party services associated with the hotel) . 2. Then user select period, region. 3. In this specific period and region, user see the profit or revenue it brings to. 4. Finally user summarize the distribution of different kinds of business sources.	1. Manager can check what kind of business source sold well. 2. Manager can check profit or revenue amount in different services by this function.

5	Analyze travel agent	High	Region Manager	1. Firstly user select one kind of travel agent. 2. Then user select period, region. 3. In this specific period and region, user see the profit or revenue the travel agent brings to. 4. Finally user summarize the distribution of different kinds of travel agents.	1. Manager can check what kind of travel agent helps to reservation promotion. 2. Manager can check booking numbers in different travel agents by this function.
6	Analyze staff attendance rate	Middle	Manager	1. Firstly user select yearly, monthly or weekly staff performance report. 2. Secondly user select staff ID. 3. Thirdly user see the staff attendance rate. 4. Finally user compare different staffs' attendance rate.	1. Manager can check all staffs attendance rate in different periods. 2. Attendance rate will affect the final ranking and evaluation of the staff.
7	Analysis staff complaint rate and feedback	Middle	Manager	1. Firstly user select yearly, monthly or weekly staff performance report. 2. Secondly user select staff ID. 3. Thirdly user see the staff complaint rate and feedback. 4. Finally user compare different staffs' complaint rate and feedback.	1. Manager can check all staffs complaint rate and feedback in different periods. 2. Complaint rate and feedback will affect the final ranking and evaluation of the staff.
8	Staff Evaluation by manager and workmates	Middle	Manager	1. Firstly user select yearly, monthly or weekly staff performance report. 2. Secondly user select staff ID. 3. Thirdly user see the staff evaluation by manager and workmates. 4. Finally user compare different staffs' evaluation by manager and workmates.	1. Manager can check all staffs evaluation by manager and workmates in different periods. 2. Evaluation by manager and workmates will affect the final ranking and evaluation of the staff.

9	Staff ranking	High	Manager	1. Firstly user select yearly, monthly or weekly staff performance report. 2. Secondly user select staff ID. 3. Thirdly user see the staff final ranking decided by above(7~9) functions. 4. Finally user compare different staffs' final ranking.	1. Manager can check all staffs final ranking in different periods. 2. Manager can make personal or salary adjustment by their final ranking.
10	Catering	Middle	Staff	1. Firstly user select the date. 2. Secondly user select room, number of tables the customer wants to reserve. 3. Finally user push the button to reserve catering.	1. Easy to make catering reservation. 2. Efficiently manage catering service.
11	Breakfast/lunch/dinner arrangement	Middle	Staff	1. Firstly user select whether arrange the service. 2. Secondly user select the date, or period of time. 3. Then user select type, breakfast, lunch or dinner, or both/all of them. 4. Finally user push the button to arrange the service.	1. User can arrange breakfast/lunch/dinner conveniently.
12	Arrange conference room	Middle	Staff	1. Firstly user select date. 2. Secondly user select room types and room numbers. 3. Finally user push the button to make arrangement.	1. Easy to reserve. 2. Easy to check.
13	Entertainment(bar, card game, ball game)	Low	Customer	1. User select entertainments they are interested in.	1. Have fun. 2. Relax.

14	Alert for housekeeping	Middle	Staff	1. Firstly user select the day, the time. 2. Secondly user select the room number, marked as dirty. 3. Finally user push the button to alert for housekeeping. 4. After finishing housekeeping, user mark the room as clean, means it is available.	1. Convenient for housekeeping service. 2. Update room's status easily
15	Laundry	Low	Staff	1. Firstly user select the date. 2. Secondly user select the room number, who need laundry service. 3. Finally user push the button for laundry. 4. After laundry service, user mark the room as laundry service finished and get back the clothes.	1. Convenient for laundry service. 2. Enrich kinds of service of the hotel.
16	Lost and Found	Low	Receptionist	1. Firstly user record the information of the lost. 2. Then user check the description of the lost. 3. Thirdly user record the claimer's information. 4. Finally user return the lost to the claimer and mark the status of the lost as "returned".	1. Alert receptionist.
17	Currency Exchange	Low	Receptionist	1. Firstly user receive the currency. 2. Secondly user select the one kind of currency. 3. Finally user exchange currency to customer.	1. Provide many kinds of currencies. 2. Easy for currency exchange.
18	Arrange of the booking	Middle	Receptionist	1. Firstly user can check the booking status. 2. According to the booking information, user can arrange the visitor's room.	1. User can arrange appropriate room efficiently.

19	Check-in	Middle	Customer	1. After the booking confirmation, generate identity key. 2. User use the key to check for the specific check-in date and the specific room allocated.	1. Quick and convenient check-in.
20	Check-out	Middle	Customer	1. Firstly user push the check-out button. 2. Secondly user select payment types, cash, credit card or Internet bank. 3. Thirdly charges user for extra services like laundry, housekeeping service, etc. 4. Finally user fill feedback form.	1. Easy to check-out. 2. Ensure error free check-out. 3. Service feedback to hotel.
21	Reserve	Low	Customer	1. At first user must select the date, days and the rooms they want to book. 2. Secondly user need to select some options like breakfast including or not. 3. Thirdly can choose pay by credit card or at the door. 4. Finally, user push the button to purchase.	1. Easy to book. 2. Easy to check.
22	Booking confirmation	Low	Receptionist	1. Firstly customer receive the confirmation via email or SMS and check the booking status. 2. User push the confirmation button to confirm.	1. Easy for booking confirmation.
23	Booking cancellation	Low	Receptionist	1. User search reservation the customers have booked, and select the reservation they want to cancel. 2. User push the button to cancel their reservation. 3. The system automatically cancels reservation if customers did not show at all.	1. Easy to cancel. 2. Update rooms' status automatically.

24	Search Reservation	Low	Receptionist	1. If the customer has reservation queries or is going to check-in. 2. User handle all the reservation queries by fetching all the reservation details. 3. Finally gives accurate search result.	1. Quick and accurate searching.
25	Guest black list	Low	Receptionist	1. Firstly user access to the hotel's database. 2. User add or remove customer to/from guest black list by customer's' credit, behavior barred in the past by the hotel.	1. Alert receptionist.