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System Requirements Documentation

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CUSTOMER PROBLEM:

Problem Statement: When booking a hotel room, guests are expecting to be checked into a room that looks like the photos they have seen on the website. There should allow for guests to book the exact room they will be staying in with accurate photos and amenities. Guests should also have the ability to alter their reservations.

Glossary of Terms:

Suites - A sitting room attached to the sleeping area with a king-sized bed, kitchenette, and bathroom. Perfect for those wanting a luxurious stay.

Standard - A (sleeping) area featuring a queen-sized bed and bathroom. Perfect for 1 or 2 people.

Single - A (sleeping) area featuring a full-sized bed and bathroom. Perfect for 1 or 2 (1 adult and 1 child) people.

Double - A (sleeping) area featuring a king-sized bed and bathroom. Perfect for 2 people.

Type - The category of room (Ex: Suite, Standard, Single, Double)

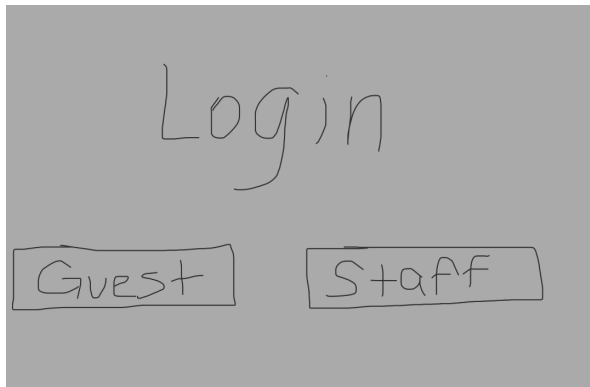
Functional Requirements:

No.	Priority Weight	Description
REQ-1	High	A list of all room types should be available (Suite, Standard, Single, and Double)
REQ-2	High	A list of all amenities available in all rooms (Toiletries, hair dryer, microwave, coffee maker, mini fridge, beverages/snacks for purchase (Suites only), temperature control, extra pillows/blankets, alarm clock, pool access, gym access, robes/slippers (Suites only))
REQ-3	High	Multiple photos of each room
REQ-4	High	A list of currently available rooms by type
REQ-5	High	A guest should be able to

		view prices of rooms available
REQ-6	High	A guest should be able to cancel their reservation
REQ-7	High	A guest should be able to edit their reservation
REQ-8	Medium	A guest should be able to add people to the reservation
REQ-9	Medium	A guest should be able to check in at any convenient time
REQ-10	Medium	A guest should be able to check out late
REQ-11	Low	A guest should be able to leave a rating for the hotel via the system
REQ-12	Low	A guest should be able to leave a tip (digital) via the app
F	4	The system should be able to handle up to 100 logins at a time
U	1	The system should satisfy the guests need for accurate hotel bookings
R	3	The system should be accurate in what it shows the guests
P	2	The system should have fast response times in order to keep the guest engaged when in use
S	5	The system should be regularly updated to ensure accuracy

User Interface Requirements:

Login Screen: The login screen should allow for guests and hotel personnel to login within the system.



Hotel Management View: This view is only available for hotel personnel and allows views and edits of reservations made by guests, rooms, and amenities.

Staff View

Edit/Cancel

- ☐ Reservation 1A
- ☐ Reservation 2B
- ☐ Room 231
- ☐ Amenities 231

Room Selector: The room selector menu should show all of the rooms available and show their price and type.

Suites

view: 231

view: 107

Double

view: 210

view: 209

Single

view: 57

Reservation Options: Reservation options will be available and show dates the room type is or is not available.

Room 231

May 2023

S	M	T	W	T	F	S
			X	X	X	
X	X					

Amenities List: A list of amenities for each room should be available.

Room 231

✓
 ✓
 ✓
 ✓
 X
 ✓
 X
 X

Reservation Management: This screen is only available for guests who have made reservations. This will only show current reservations.

Reservation 1A:

- May 18-21, '23

- Suite

- 3 people

Edit

Cancel

Plan of Work: The development process is currently happening for the Hotel Reservation Management System. I am currently in the process of trying to put together different logins for the different types of users within the system (guests, hotel managers, hotel staff, cleaning personnel).

FUNCTIONAL REQUIREMENTS:

Stakeholders:

- Hotel Chains
- Hotel Managers
- Hotel Guests

Primary Actors:

Hotel Managers – Hotel managers will be able to log in to a specific account that allows for full control of the system. They can add/modify/delete rooms, amenities, and reservations.

Hotel Staff – Hotel staff will be able to log into a specific account that allows for them to add, modify, and delete reservations for guests in need.

Guests – Guests will be able to log in to an account that will allow them to view rooms and amenities. They will be able to create, modify, and delete their own reservations.

Secondary Actors:

Visitors – Visitors will only have access to view room types as well as amenities.

Use Cases:*Hotel Managers (18 total)*

- Add room
- Add amenity
- Add reservation
- Modify room
- Modify reservation
- Modify amenity
- Delete room
- Delete reservation
- Delete amenity

Hotel Staff (6 total)

- Add reservation
- Modify reservation
- Delete reservation

Guests (10 total)

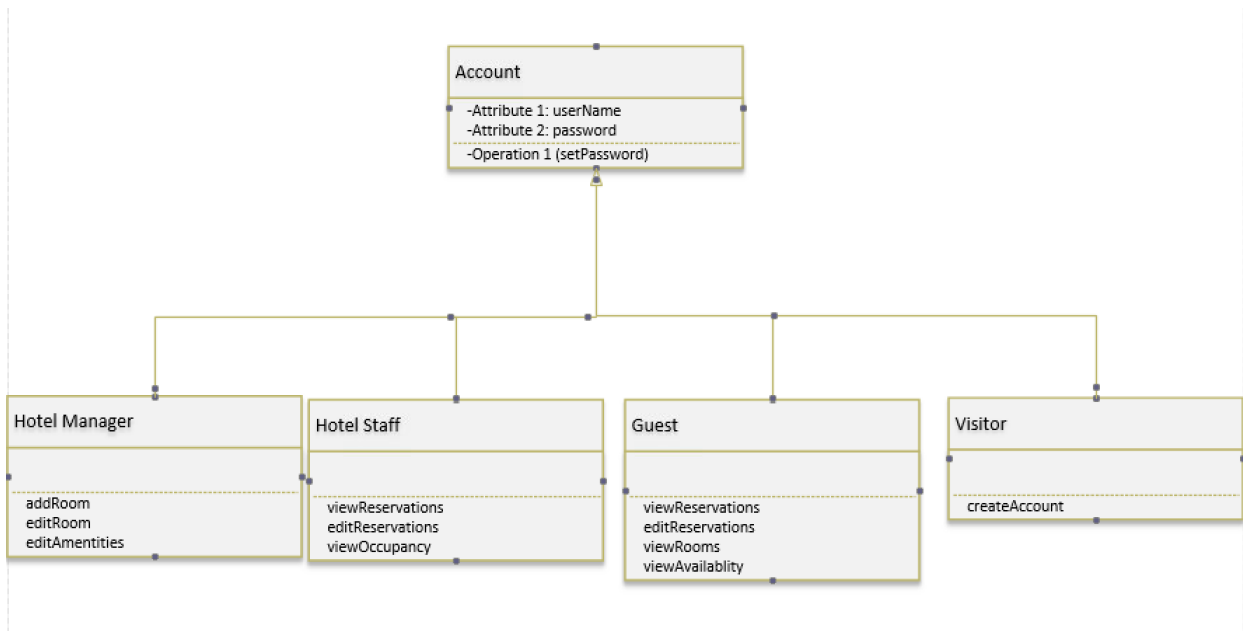
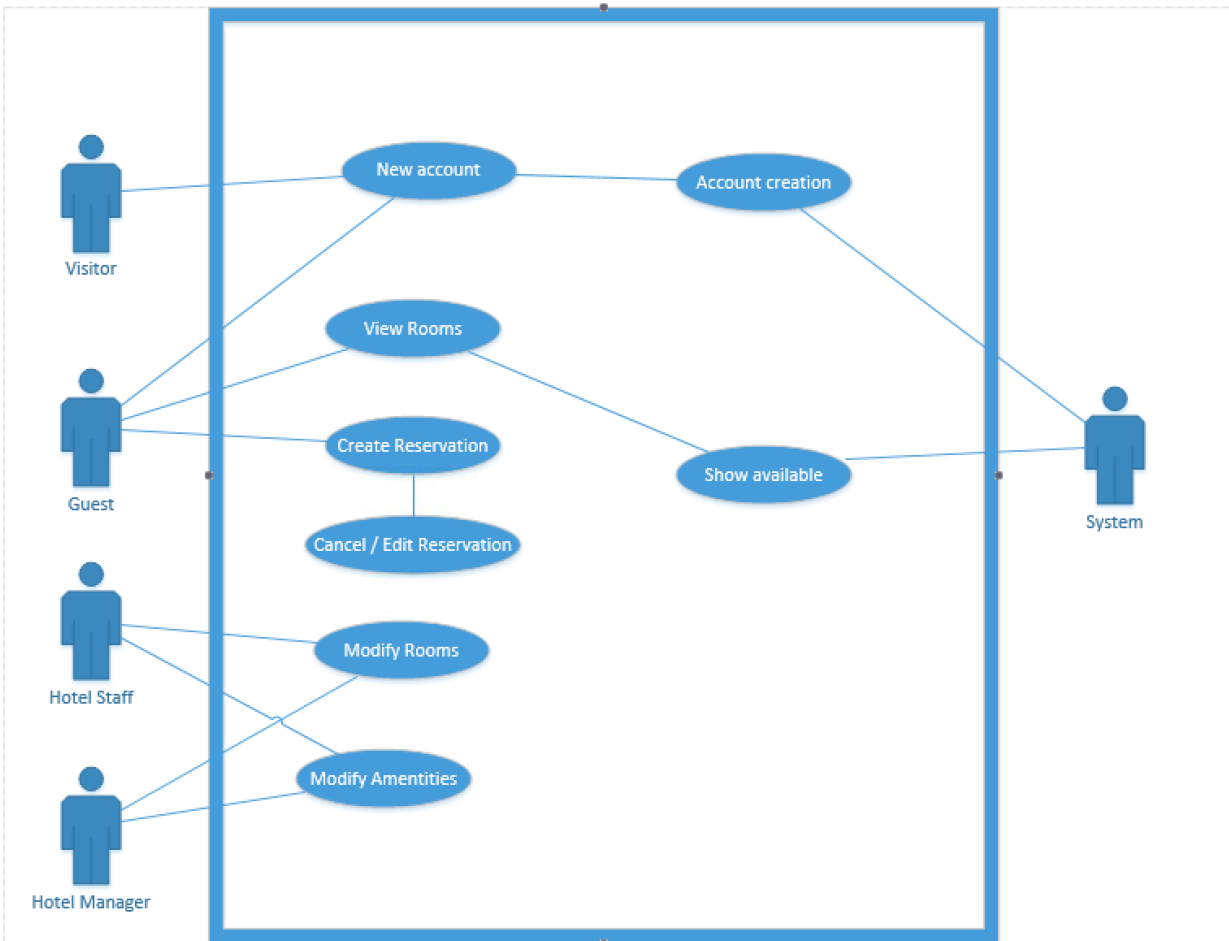
- Add reservation
- Modify reservation
- Delete reservation
- View rooms
- View amenities

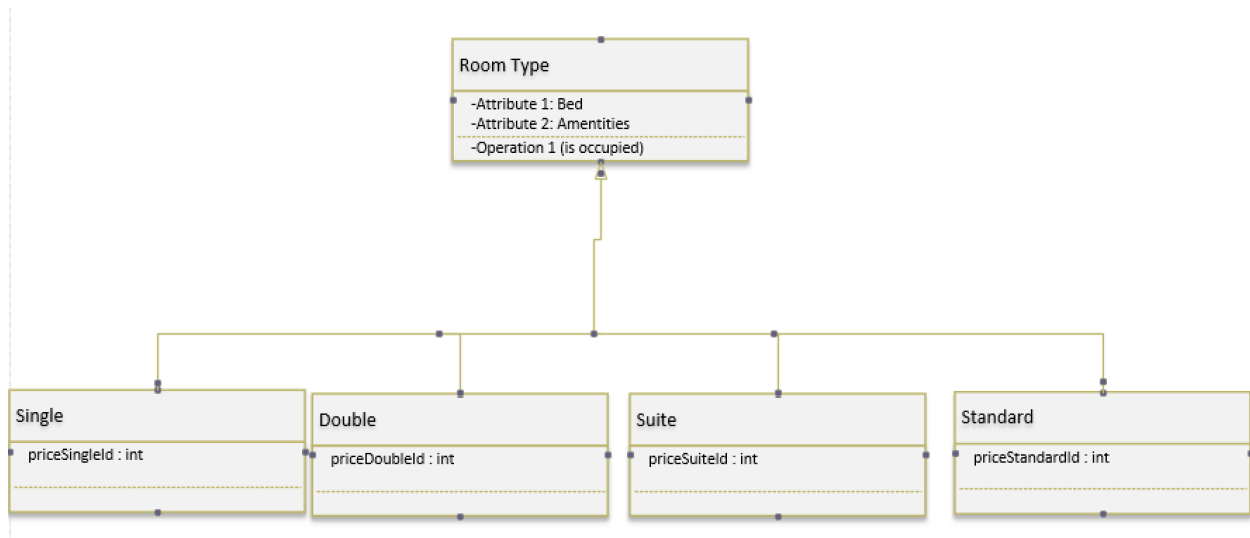
Visitors (4 total)

- View rooms
- View amenities

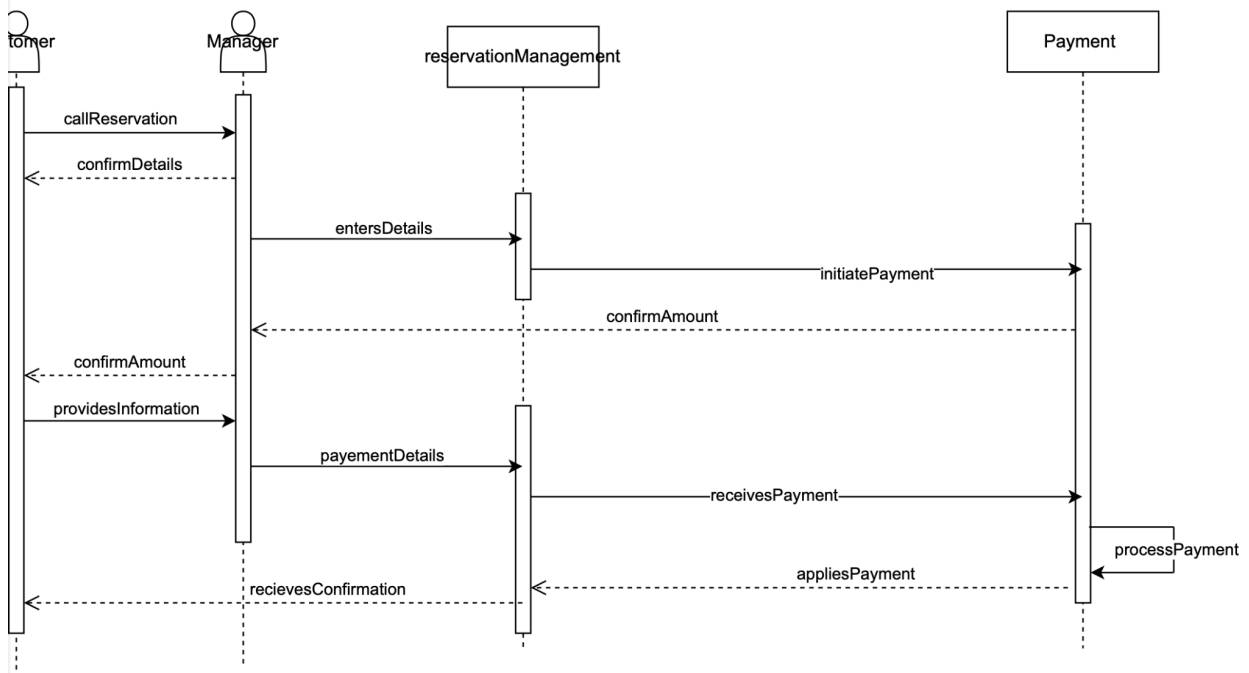
System (4 total)

- Save changes made within system
- Show availability





SYSTEM SEQUENCE DIAGRAM:



USER INTERFACE SPECIFICATION:

The image displays two user interface screens for a 'Hotel Reservation Management' system. The first screen, titled 'WELCOME', features a dark background with the title 'Hotel Reservation Management' at the top. Below the title, the word 'WELCOME' is centered in large, white, serif capital letters. Two buttons are positioned below: 'LOGIN' and 'CREATE ACCOUNT', both in white text on grey rectangular backgrounds. A red arrow points to the 'CREATE ACCOUNT' button. A small white box in the bottom-left corner contains the text: 'This page will only be one click'. The second screen, titled 'Create a New Account', also has a dark background. The title 'Create a New Account' is centered in white, serif capital letters. Below the title are three white input fields with grey placeholder text: 'Full Name', 'Username', and 'Password'. Three red arrows point to the right side of each input field. Below the fields is a 'CONFIRM ACCOUNT' button in white text on a grey background, with a red arrow pointing to it. A small white box in the bottom-left corner contains the text: 'This page will be at least four clicks and multiple keystrokes'.

Hotel Reservation Management

WELCOME

LOGIN

CREATE ACCOUNT

This page will only be one click

Create a New Account

Full Name

Username

Password

CONFIRM ACCOUNT

This page will be at least four clicks and multiple keystrokes

Hotel Reservation Management

WELCOME

LOGIN

CREATE ACCOUNT

This page will only
be one click

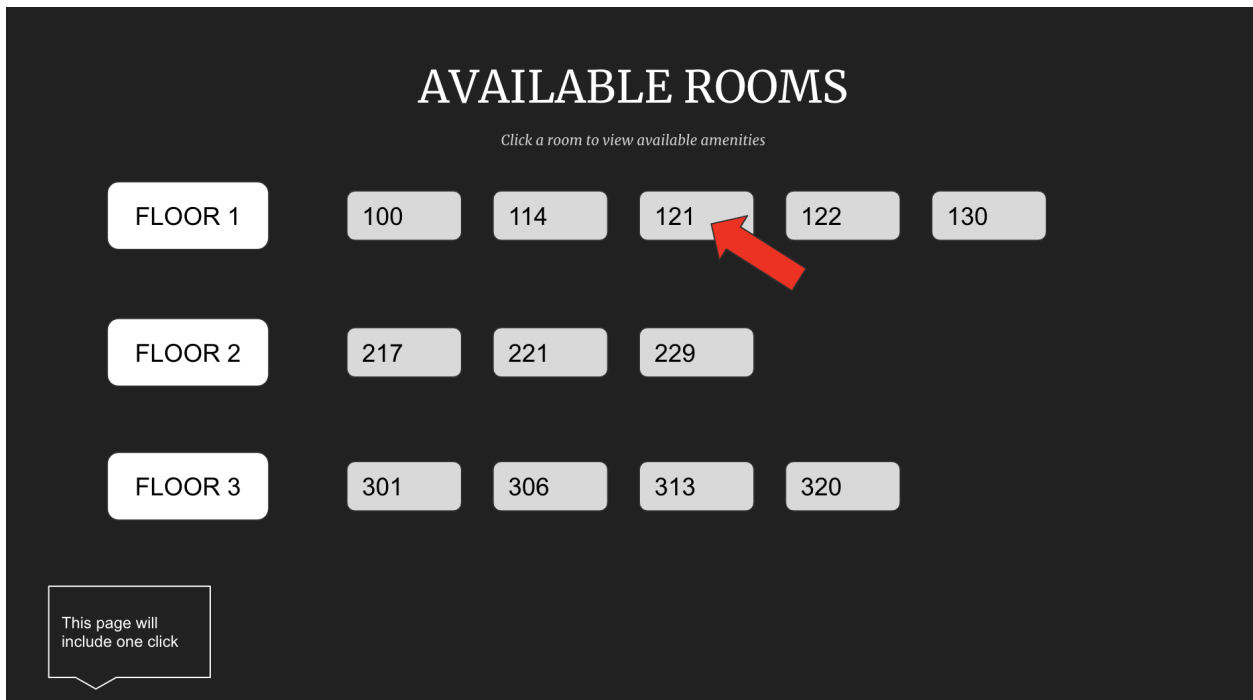
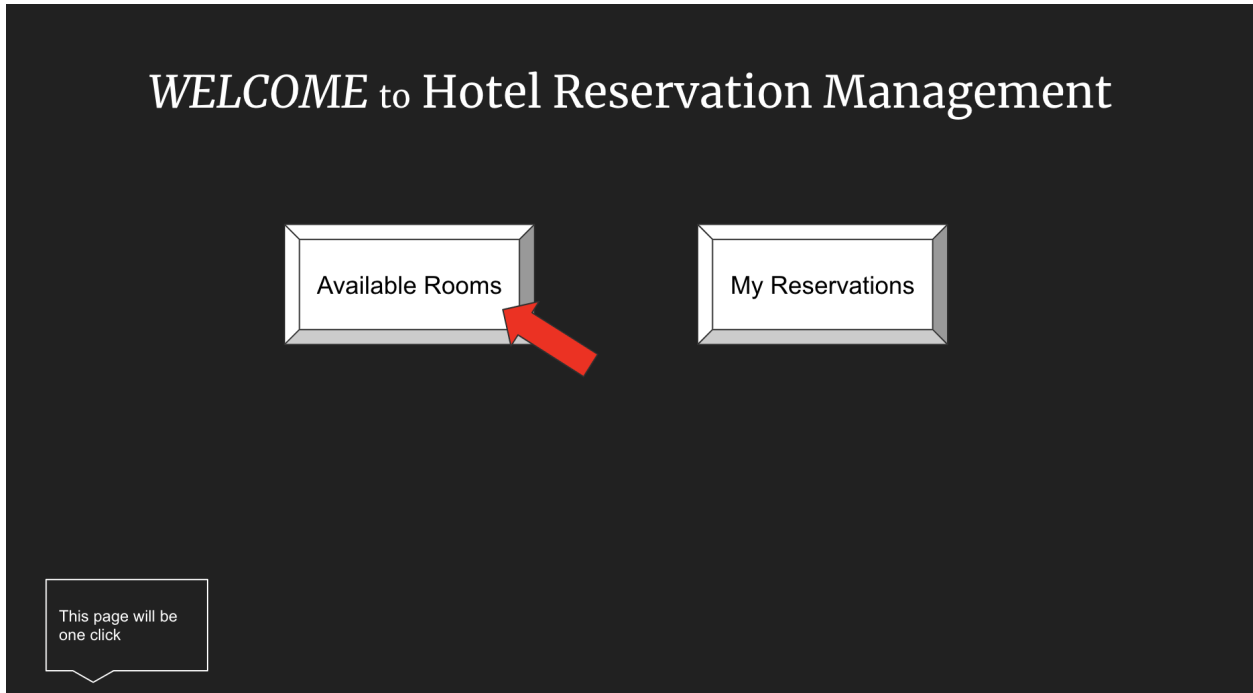
Login to Existing Account

Username

Password

LOGIN

This page will be
at least three clicks
and multiple
keystrokes



ROOM 121

[← BACK](#)

- Complimentary travel size shampoo and conditioner
- Complimentary travel size body wash and hand soap
- Hair dryer
- Coffee kit and maker
- Iron and ironing board
- Mini fridge
- Bathroom robe and slippers
- Extra towels and bed linens
- Free breakfast
- Pool Access
- Gym Access
- Self-serve mini bar *(for purchase)*
- Free wifi
- 24-hour room service
- Free parking

This page will include one click

[Make Reservation](#)

Reservation for ROOM 121

[← BACK](#)

First and Last Name

Email Address

Phone Number

Check-in Date

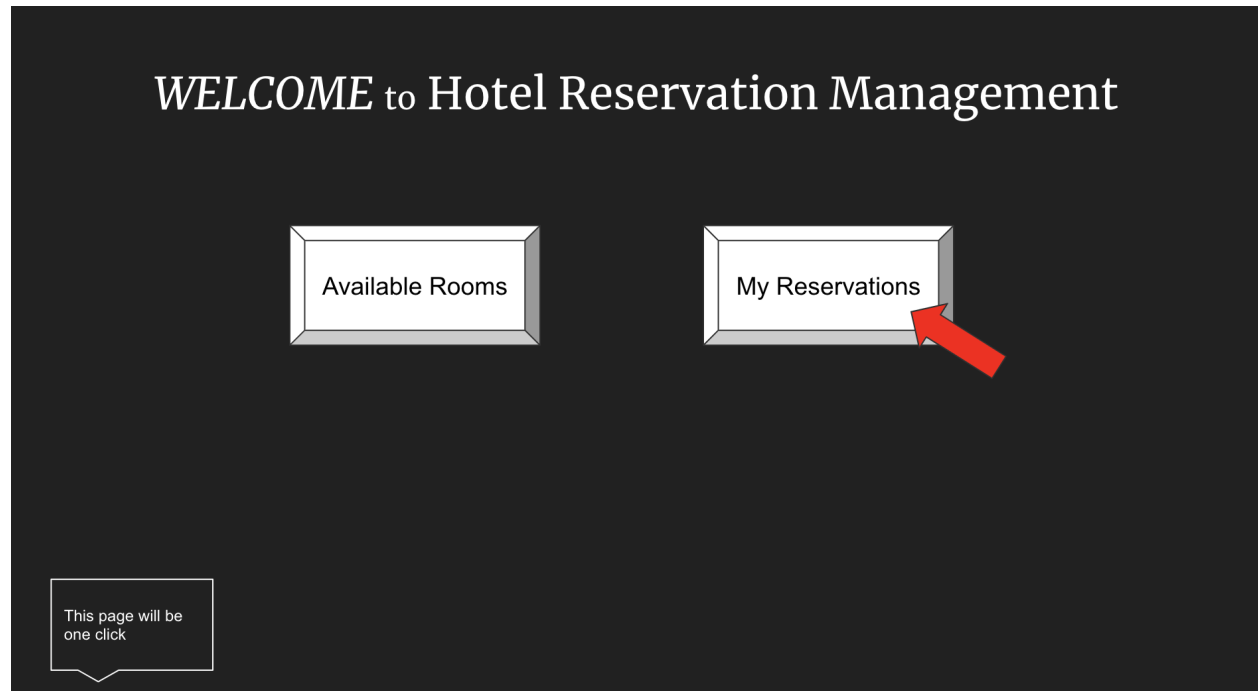
Check-out Date

of Guest(s)

PAYMENT INFORMATION

This page will include at least 8 clicks and many keystrokes

[Confirm Reservation](#)



Edit My Reservation(s)

[← BACK](#)

Original Confirmation # : XXXXXXXX

Check-in Date *Check-out Date*

of Guest(s)

New Confirmation # : XXXXXXXX

Check-in Date *Check-in Date*

of Guest(s)

Confirm Reservation

This page could include multiple clicks