Function No	Dept. Related	Funcion name	Priority	Target user	How to use	User benefit
1		Check in	Middle	Receptionist	1. Query status of different kinds of rooms 2. Register personal information of guests 3. Arrange room and change status of this room	User can arrange appropriate room efficiently.
2		Check out	Middle	Receptionist	1. Automatically calculate payment 2. Request **Housekeeping Dept.** to check the room 3. Change status of the room	User can deal with check out requests efficiently
3	Front Office Department	Generate daily room report	High	Front Office Department Manager	Users just select the date, system will generate various kinds of **daily** product categorized room report like customer flow report, room occupancy rate report. These reports are generated every day.	The manager can easily make daily room reports
4		Make housekeeping rules	Middle	Housekeeping Department Manager	Make rules of clean tasks for his staff, so the system will automatically remind staff to clean rooms according to the predefined rules.	User only need to make arrange rules, they don't need to arrange arrange task manually.
5		Report facilities damage	Middle	Housekeeping Department Manager	When something is found damaged in the room, enable user to request **Engineering Dept.** to handle.	It improves the efficiency of cross departments cooperation
6	Housekeeping Department	Make housekeeping reports	Middle	Housekeeping Department Manager	Users select time interval and report type(by month/week/day), and system will generate report of water/electricity/disposable goods consumption. This can provide basic information to control costs.	Easier for users to control costs
7		Make maintenance rules	Middle	Engineering Department Manager	Make maintenance rules, so when a facility damage requested, system will automatically arrange related staff to repair.	User only need to make repair rules, they don't need to arrange arrange task manually.
8	Engineering Department	Inquire maintenance record	Middle	Engineering Department Manager	Query facility damage record and its status(whether fixed or not)	Easier to check facilities damage situation.
9		Sales analyze	High	Sales Department Manager	1. Select query by year, month or week. 2. Query product categorized sales data including sales amount, benefit rate, room occupancy rate etc. 3. Users select time interval, system will list important top-n consumers according to their amount of consumption during this period.	Sales manager can check what kind of product sold well and make corresponding policies. They can also identify potential VIP consumers easily.
10	Sales Department	Advertising	High	Sales Department Manager	1. Enable Sales Manager to release advertisements and promotion activities to website 2. Enable users to select specific customers to send messages 3. Set room price, and update them to booking system.	Sales manager can release information and contact with VIP customers easily.
11	HR Department	Manage hotel staff	Low	HR Department Manager	Query, add, delete or modify the personal information of staff	User can manage hotel staff more efficiently.
12	General Manager	Evaluate hotel business condition	High	General Manager	1. Generate entire hotel business reports, including product categorized sales amount, revenue amount, benefit amount, customer flow. All the reports can be generated by **week, month and year**. 2. Plot figures during a predefined interval, which can help user analyze business tendency.	General manager can have a global view of his hotel's business condition.
13	Region Manager	Evaluate region business condition	High	Region Manager	Similar to what **Evaluate hotel business condition** do, but all the reports and charts describe entire region business, and can only be generated by **month or year**. Also, user can check reports and figures by **region**.	Region manager can have a global view of the business condition of entire region and can also see business difference among different regions.
14		Book a room	Low	Customer	User can select date, location, room type and all the other options to book a room.	It's more convenient for customers to book a room in advance.