

Function No	Function name	Priority	Target user	How to use	User benefit
1(example)	Reserve	Low	customer	At first user must select the date, days and the rooms they want to book. (Content-based recommendation algorithm may be performed) Secondly user need to select some options like breakfast including or not. Thirdly can choose pay by credit card or at the door. Finally, user push the button to purchase.	Easy to book. Easy to check
2(example)	Arrange of the booking	Middle	Receptionist	Firstly user can check the booking status. According to the booking information, user can arrange the visitor's room.	User can arrange appropriate room efficiently.
3(example)	Analyze	High	Sales manager	Firstly user select yearly, monthly or weekly marketing report. Secondly they can see the graph about product categorized sales amount. Then they can change the graph with benefit rate or revenue amount. Also they can drill down the graph for more detailed categories or each product name.	Sales manager can check what kind of product sold well in past one year, month or year. Also they can check benefit rate or revenue amount by this function
4	Cancel reserve	Low	customer	1. User provide ID and password to pass authentication. (Avoid unauthorized or malicious processing) 2. User select the booking to be cancelled from the bookings list. (A user may have more than one booking) 3. Automatically refund the money the user have paid. (May deduct cancellation fees as penalty)	Easy to cancel booking.
5	Change reserve	Low	customer	1. User provide ID and password to pass authentication. (Avoid unauthorized or malicious processing) 2. Select the booking to be changed from the bookings list. (A user may have more than one booking) 3. Create a new booking order via Function No.1 4. Automatically refund the money the user have paid for the old booking. (May deduct cancellation fees as penalty)	Easy to change booking.
6	Feedback	Low	customer	1. User provide ID and password to pass authentication. (Avoid unauthorized or malicious processing) 2. Select the finished order from the list. (A user may have more than one finished order.) 3. Comments on subjective (including services) or objective (including facilities) experience.	Collect customer's comments to improve hotel's service.
7	Arrange for the no booking	Middle	Receptionist	1. Query the available rooms which meet visitor's requirements at the moment, such as the check-in days. (If there is no available room during the period, but there are rooms valid for some intervals which can make up the period, the combine of these rooms are also provided. ) 2. Select some options like breakfast including or not. 3. Help the visitor pay for the bill by cash or credit card. 4. Arrange the visitor's room.	User can arrange appropriate room efficiently in the case of no booking.
8	Re-arrange	Middle	Receptionist	1. Check customer's stay information 2. Renew check-in as if there is room satisfying the customer's requirements.	Easy to re-arrange rooms or service for customers, such as changing rooms, extending stay time.
9	Check out	Middle	Receptionist	1. Check customer's stay information 2. Notice hotel waiter to check customer's room. (in case any belongings leaved behind or any facility broken) 3. Help customer finish check out process.	Easy to checkout.
10	Track rooms status	Middle	Waiter	1. Cleanup rooms and check status in daily routine or after checkout 2. Update rooms status (available and cleaned, in use to be cleaned, in use but not need clean, in use but something need be repaired, in use and cleaned, unavailable because something need be repaired)	Easy to track rooms status and guarantee well condition to provide better service.
11	Track facilities status	Middle	Waiter	1. Open tickets for facilities (air conditioner, television, furniture, etc.) not working well. 2. Update tickets when anything makes progress. 3. Close tickets if problems fixed.	Easy to track facilities status and guarantee well condition to provide better service.
12	Accounting	High	Accountant	1. User can query sales details in order grouped in daily, weekly, monthly, quarterly or yearly. 2. Then they can acquire some data, tables and graphs which have been processed automatically by routine computation. 3. Add up their accounting data	Accountant can work more easily and efficiently.
13	Sales Discount	Middle	Sales manager	1. Select the corresponding period of last year report. 2. Analyze the history sales 3. Decide a discount to promote sales.	Sales manager can easily kick off promotional activities according to history sales performance.
14	Reply feedbacks	Low	Hotel manager	1. Query unread customers' feedbacks 2. Reply feedback, adopt valued suggestions and mark problems (to be solved later).	Manager can easily collect customers' feedback to improve service for better sales.
15	Analyze feedbacks	Low	Hotel manager	1. Customer's feedbacks are pushed up by natural language processing (NLP) 2. Comparison related to competitor's hotel will be marked.	Manages can take customer suggestions into consideration to improve sales.
16	Facilities purchase	Middle	Hotel manager	1. Query facilities problem tickets opened by waiters. 2. Create purchase order for required facilities.	Manager can improve facilities more efficiently to improve service.
17	Analyze sales	High	Company manager	1. Group manager can select any hotel to know its sales amount. 2. They can see the graph about sales amount. What's more, they can compare sales between two hotels. 3. Decide if there is necessary to enlarge business in some areas, or to kick off long-term promotional activities in some hotels.	Group manager can have an overview of all hotels sales amount, and make more credible decision.
18	Analyze services	High	Company manager	1. Group manager can select any hotel to know customer comments and satisfaction rating. 2. They can see tables about customers' feedback and comparisons related to competitor's hotel.	Group manager can have an overview of all hotels service feedbacks.

Notice:

You can use openoffice Calc, Microsoft Excel or some other spreadsheets softwares.\*1

When you submit this document, please convert it to PDF format.

You can add other columns or arrange the sheet as you like easy to read but do not decrease contents from sample format.

\*1 We will use Openoffice calc in the next step to modify this docs.

Then Open Office calc is recommended.