

Function No	Function name	Priority	Target user	How to use	User benefit
1	Reserve	High	Customer	1. Select the date, days and the rooms they want to book. (Content-based Recommendation Algorithm may be performed) 2. Select some options like breakfast including or not. 3. Choose pay by credit card or at the door. 4. Push the button to purchase.	Customer can book order in their demand.
2	Arrange of the booking	High	Receptionist	1. Check the booking status. 2. Arrange the visitor's room according to the booking information	Receptionist can arrange room directly according to customer's booking so as to make arrangement more efficient.
3	Analyze sales	Middle	Sales manager	1. Select yearly, monthly or weekly marketing report. 2. See the graph about product categorized sales amount. Can change the graph with benefit rate or revenue amount. Can also drill down the graph for more detailed categories or each product name.	Sales manager can check what kind of room is sold well in past one year, month or year. They can also check benefit rate or revenue amount by this function
4	Cancel reserve	Low	Customer	1. Provide ID and password to pass authentication. (Avoid unauthorized or malicious processing) 2. 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)	Customer can cancel their booking order.
5	Change reserve	Low	Customer	1. 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. 4. Automatically refund the money the user have paid for the old booking. (May deduct cancellation fees as penalty)	Customer can modify their booking order.
6	Feedback	Low	Customer	1. 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 (such as services) or objective (such as facilities) experience.	Customer can make comment on their experience in hotel.
7	Arrange for the no booking	High	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	Low	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	High	Receptionist	1. Check customer's stay information 2. Notice hotel waiter to check customer's room. (in case any belongings left behind or any facility broken) 3. Help customer finish check out process.	Easy to checkout.
10	Track rooms status	Low	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	Low	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	Low	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	High	Sales manager	1. Select the corresponding period of last year report and analyze the history sales. 2. Decide a discount to promote sales. 3. Set a discount for rooms.	Sales manager can easily kick off promotional activities by making a discount 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 know what is customers concerning about, and let customer know they have been valued by the hotel.
15	Analyze feedbacks	Low	Hotel manager	Manager can see feedbacks from customer comments: Customer comments are pushed up. Besides, comparison related to competitor's hotel will be marked. (Natural Language Processing may be performed)	Manager can collect customer comments as feedbacks to improve hotel's service so that they can take customer suggestions into consideration to improve service as well as sales.
16	Facilities purchase	Low	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 markets	Low	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	Low	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.
19	Staff check-in	Low	HR	When there is a new staff checking-in, give a staff id, record the information such as name, gender, rank, position, etc.	HR can record new staff's information so that every staff's working status can be traced after that.

20	Staff check-out	Low	HR	When there is an old staff checking-out, check if all process finished .	HR can check if all process finished when staffs check-out.
21	Staff manage	Low	HR	Update staff's working status, such as "at work", "on vacation", "on business travel". Record any award or punishment for staff. Evaluate staff's KPI.	HR can check every staff's information so that they can make assessment more reliable and effective.
22	Make payroll	Middle	Accountant	Make payroll according to KPI assessment, even the payment may have be automatically calculate by the software according to some rules.	Accountant can avoid being stuck on repetitive caculations and work more efficiently.
23	Create service order	Middle	Customer	When customers need some value added service, they can create a service order on computer or cellphone. Fill out what service do they want and theirs requirements.	The customer can ask service no matter where he/she is.
24	Accept service order	Middle	Waiter	Waiters will be noticed by customers' service request. Then the waiter can select a service request to startup.	The service will be traced and the waiter will be paid.
25	Check service done	Middle	Customer	When the service done, customer confirm the service order.	The service will be confirmed.
26	Evaluate service	Middle	HR	HR can see finished service and when evaluating staffs working.	HR can evalute stuffs' working according to theirs work.
27	Payment for service	Middle	Accountant	The accountant makes payroll according to HR's evalutation.	Accountant can make payroll according to HR's evaluation.

**Priority:**

High: directly benefits the hotel. (Scenario Promotion)

Middle: directly benefits the hotel, but the hotel need provide added service. (Scenario VAS)

Low: indirectly benefits the hotel, by providing basic functions to trace running data and improve working efficiency.