

Object Oriented Modelling Lab

Software Requirement Specification [SRS]

①. Hotel Management System

1. Introduction

1.1 Purpose of this Document

This document outlines the software requirements for the Hotel management system. Provides the clear understanding of the functionalities, design constraints, & overall goals of the software.

1.2 Scope of this document

This document details the objectives, features, and user requirements for the Hotel management system addressing estimated development costs and timeline.

1.3 Overview

The Hotel management system will provide solution for managing reservations, check-ins, billing, and customer service. This system will enhance operations efficiency and improve customer satisfaction.

2. General description

- * The objective of the system is to simplify reservation management, enhance customer experience and manage check-in/check-out processes.
- * The characteristics of the user is to manage front desk staff, hotel managers & customers.
- * This system provides features as room booking, payment processing, customer management, reporting tools.
- * This system is essential for modern hotels to remain efficient in service delivery.

3. Functional requirements
 1. Room booking: Allow users to search for available rooms and book online.
 2. Check-ins / check-outs: Facilitate easy check-in & check-out process.
 3. Payment processing: Handle payments via various methods (up to credit card, cash, etc).
 4. Customer management: Storing & managing customer profiles.
 5. Reports: Generate reports on occupancy, revenue & customer feedback.

4. Interface Requirements
 - * User Interface: Web based dashboard for staff & mobile interface via application for customers.
 - * API Interface: Integrating with third party services for payment gateway, etc.
 - * Data: Real time updates on room availability.

5. Performance requirements
 - * Response time: The system should respond to user request within 2 seconds.
 - * Availability: 100% uptime to ensure reliable service.
 - * Scale: Must handle up to 1000 users.

6. Design constraints
 - * Must be compatible with existing hotel management software.
 - * Should comply with data protection regulations.

7. Non-functional Attributes
 - * Security: User data must be protected against unauthorized access.
 - * Usability: Interface must be user-friendly for staff.

8. Preliminary Schedule & Budget

Time duration: 6 months to 8 months.

Budget: \$10,000