**System Service Request**

**Contact: Date Submitted:**

Mustafa Zaki 9/3/2017

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**Project ID : Requested by:**

38 Dalia Al Alfy

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**Project Name: Phone Number:**

**Hotel Booking System 010859258963**

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**Email Address:**

mustafazaki50@gmail.com

**Type of Request**

[✅] **new system**.

[ ] **system Enhancement**.

[ ] **system Error correction**.

**Urgency**

**[ ] immediate-Operations are impaired or opportunity lost**

**[ ] Problems exist, but can be worked around**

**[**✅**]Business losses can be tolerated until new system installed.**

**Problem Statement**

Hotel booking manual system is a paper based work depending completely on individual efforts, which in turn consume time, money and effort.

Besides, absence of central database make it very difficult to keep track of everyday guests and the hotel status as a whole, such as rooms availability, which leads to inconsistency in information and rising of errors.

**Service Request**

A system that helps you to make online booking for different hotels, Apartments, villas and hostels all over the world by different languages with different currencies, you can see rating and reviews (feedbacks) for each hotel, compare hotels and add your own review and view feedbacks from other users. System enable user to pay by secure online payment methods (credit card) to confirm his reservation. System also offer free cancelation booking and building profile for each user which saved in it all previous bookings and his favorites list and allow user to manage his current bookings and connect with hotels if he needed. System confirm user reservation by sending confirmation mail and notifying user before 1 or 2 days with his booking and alert him on his mobile calendar.

**Sponsor\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**[**✅**] Request Approved**

**Assigned To Start Date\_18/2/2017\_\_\_\_\_\_\_\_**

**[ ] Recommend Revision**

**[ ] Suggest User Development**

**[ ] Reject For Reason \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**