

| ID | Requirement | Type | Category | Priority |
|-------|---|----------------|--|-------------|
| RQ 1 | The system shall have user login functionality having different roles (e.g., admin, receptionist, customer). | Functional | Customer Management | Must have |
| RQ 2 | The system shall check room availability frequently | Functional | Room Management | Should have |
| RQ3 | The system shall have room booking functionality available for users (online and offline). | Functional | Booking & Reservation | Must have |
| RQ 4 | The system shall allow user and management cancellation of room booking. | Functional | Booking & Reservation | Should have |
| RQ5 | The system shall allow user and management to modify existing bookings. | Functional | Booking & Reservation | Should have |
| RQ6 | The system shall offer different methods of payment processing (credit card, debit card, PayPal, etc.). | Functional | Payment & Invoicing | Should have |
| RQ7 | The system shall generate electronic invoices for customers during check-out. | Functional | Payment & Invoicing | Could have |
| RQ8 | The system shall have different room types and descriptions displayed for customer looking to book (single, double, suite, etc.). | Functional | Room Management | Should have |
| RQ 9 | The system shall offer both Check-in and Check out functionality for customers. | Functional | Customer Management | Should have |
| RQ 10 | The system shall offer both online Check-in and online Check out functionality for customers. | Functional | Customer Management | Could have |
| RQ 11 | The system shall proccess customer's feedback and reviews. | Functional | Customer Management | Could have |
| RQ 12 | The system shall facilitate group bookings. | Functional | Booking & Reservation | Could have |
| RQ 13 | The system shall allow customer to have special requests (e.g., extra beds, meal preferences). | Functional | Customer Management | Should have |
| RQ 14 | The system shall keep manage and track of room cleaning/maintenance schedules. | Functional | Employee & Admin Management | Must have |
| RQ 15 | The system shall have automated email/SMS notifications for customers (booking confirmation, reminders). | Functional | Notifiactions & Alerts | Won't have |
| RQ 16 | The system shall offer loyalty programs for frequent customers. | Functional | Customer Management | Won't have |
| RQ 17 | The system shall allow users to go through booking history for customers. | Functional | Customer Management | Could have |
| RQ 18 | The system shall deal with employee management (add, update, remove staff details). | Functional | Employee & Admin Management | Must have |
| RQ 19 | The system shall integrate with external booking systems (e.g., Booking.com, trivago). | Functional | External Integrations & Services | Must have |
| RQ 20 | The system shall be able to manage multiple hotel services (spa, gym, restaurant). | Functional | Employee & Admin Management | Should have |
| RQ 21 | The system shall offer multi-language support for international customers. | Functional | Employee & Admin Management | Could have |
| RQ 22 | The system shall generate reports every quarter for business insights (revenue, occupancy rates, staff performance). | Functional | Employee & Admin Management | Won't have |
| RQ 23 | The system shall assign rooms based on customer preferences. | Functional | Employee & Admin Management | Should have |
| RQ 24 | The system shall oversee different meal plan options available on premises. | Functional | Room Management | Could have |
| RQ 25 | The system shall secure and handle data storage (customer information, payment details). | Functional | Security & Privacy | Must have |
| RQ 26 | The system shall manage tax rates and include taxes in billing. | Functional | Payment & Invoicing | Should have |
| RQ 27 | The system shall allow management to record late check-outs and apply extra charges . | Functional | Payment & Invoicing | Should have |
| RQ 28 | The system shall handle refund requests. | Functional | Payment & Invoicing | Should have |
| RQ 30 | The system shall keep track of and manage room repairs. | Functional | Room Management | Must have |
| RQ 31 | The system shall be available 24/7, with maintenance times planned outside peak hours. | Non-functional | Booking & Reservation | Should have |
| RQ 32 | The system shall offer multiple languages and currencies to cater to international guests. | Non-functional | Booking & Reservation | Could have |
| RQ 33 | The system shall be constantly available and is able to recover from hardware or software failures without significant downtime. | Non-functional | Security & Privacy | Must have |
| RQ 34 | The system shall be scalable to accommodate increasing users and bookings during peak seasons without performance issues. | Non-functional | Booking & Reservation | Should have |
| RQ 35 | The system interface shall be user-friendly, with intuitive navigation for staff and guests. | Non-functional | Customer Management + Employee &Admin Management | Must have |
| RQ 36 | The system shall handle at least 500 concurrent users without significant degradation in speed or performance. | Non-functional | Security & Privacy | Must have |
| RQ 37 | The system shall perform regular backups and have a recovery mechanism in place to ensure data restoration in case of failures. | Non-functional | Security & Privacy | Must have |