**Report Design (Reports Section)**

1. For the **occupancy level report**, should it display:
   * daily totals,
   * weekly averages, or
   * monthly summaries?
2. Should the occupancy level report be **numerical only** (e.g., “3/5 rooms occupied”) or also include **percentages** (e.g., “60% occupancy”)?
3. How should the system handle **overlapping bookings** when calculating occupancy?
4. Should the occupancy report allow filtering by **guest type** (e.g., loyalty card holders, travel agents, walk-ins)?
5. Are there any **visual requirements** for the reports? (Graphs, tables, export to PDF/Excel?)
6. For the **second report** (other than occupancy), would management prefer:
   * a **financial summary report** (total income, deposits paid, outstanding balances),
   * or a **guest demographics report** (who stayed, where they’re from, repeat visitors)?
7. Should the reports be **accessible only to managers**, or should receptionists also generate them?

**🔹 Implementation Plan**

1. What is the **priority order** for implementing system modules? (Bookings → Guests → Payments → Reports?)
2. Should the plan follow a **Waterfall** style (step by step, strict phases) or a **Phased/Agile** rollout (deliver core booking first, then expand)?
3. How much time is allocated for:

* Coding,
* Database setup,
* Testing,
* User training,
* Documentation?

1. Should the implementation plan include **contingency steps** (e.g., what happens if a module fails testing)?
2. How will **user training** be handled — onsite workshops, user manuals, or integrated help menus?
3. Should the **implementation timeline** include system **integration with existing hotel tools** (PBX for calls, POS for restaurants)?

**🔹 Test Data Specification**

1. Should the **10 guest records** include both **local and international guests** to test different address formats?
2. For John Smith’s booking on **25th Dec**, should the system flag it as **fully booked** if another guest tries to book that day?
3. For Nkosinathi Mthembu, who has **no bookings**, should the system still allow generating reports about guests with no activity?
4. Should test cases include **invalid bookings** (e.g., more than 5 rooms, 5+ guests in one room) to test error handling?
5. Should deposits always be stored as **calculated values (10%)**, or can staff manually adjust deposit amounts?
6. Should the test database include **cancellations** and **late payments** to test edge cases?

**🔹 General System Concerns**

1. Should the **system be online** (accessible to multiple hotels in real time) or **local to each hotel** with later syncing?
2. Will there be **different access levels** (Receptionist, Manager, Admin)?
3. Should the system store **historical booking data** beyond Dec 2025 (for future reporting)?
4. Should reports include **seasonal rate breakdowns** (low, mid, high) in the totals?
5. Should the system automatically **calculate refunds** for cancellations, or leave it to reception staff?
6. Do we need to consider **multi-hotel group reporting** (e.g., Century City Head Office seeing combined stats)?