

# SOFTWARE ENGINEERING AND PROJECT MANAGEMENT

## Assignment 1

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## Hotel Management System

**Aim:** Identification of Project and write problem statement for the project.

### Identification of Project

This Project on Hotel Management is a general software developed to simplify hotel operations by automating them. ABC HOTEL MANAGEMENT SYSTEM was developed following system development stages for smooth running and management of ABC hotel. The seven months provided by the Kenya national examination council enabled the system analyst recognize and define the problem in the current manual system at the hotel. After an information gathering process from several hotels managed by manual and computerized systems, the system analyst saw that the hotel indeed needed a computerized management system. After a close analysis of samples collected during the problem definition stage the analyst found that all the hardware and software requirements needed for implementation and maintenance of the system are readily available in the market and cheaply affordable by the hotel. The system was carefully designed to ensure maximum efficiency of the system at the hotel. The system was skilfully and carefully coded to seal any possible loopholes in the system. The system was developed using visual basic for applications (Microsoft access) language. This system will indeed help the hotel management and the esteemed staff members to manage and steer the hotel's functionality and transactions to realize its maximum potential in addition to its competence in the hotel business field

This Hotel Management System Software Requirement Specification (SRS) main objective is to provide a base for the foundation of the project. It gives a comprehensive view of how the system is supposed to work and what is to be expected by the end users. Client's expectation and requirements are analysed to produce specific unambiguous functional and non-functional requirements, so they can be used by development team with clear understanding to build a system as per end user needs. This SRS for HMS can also be used for future as basis for detailed understanding on how project was started. It provides a blueprint to upcoming new developers and maintenance teams to assist in maintaining and modifying this project as per required changeability.

### Problem Statement :-

A hotel system manages information about rooms, reservations, customers, and customer billing. A customer can make reservations, change, or cancel reservations through the hotel website. When a customer makes reservations, he/she needs to check if a room the customer want to reserve is available. If a room is available, the customer enters his/her information to the system and receives a confirmation number from the web site.

A desk clerk checks in a customer with only a prior reservation, change the checkout date, and check out the customer. A room is assigned to the customer at check-in time and a customer billing record is created at that time. The customer billing record is updated every night at 12. When a customer checks out, the desk clerk prints the bill. A customer can pay by cash, check, or credit card when he/she checks out.