

SRS document for Hotel Management System

1. Introduction

1.1 Purpose of this Document :

This document specifies the requirements for a hotel management system, outlining the main functionalities to streamline hotel management operations like room booking, billing, inventory management etc.

1.2 Scope of this Document :

This system is aimed at automating hotel services, making them more efficient and customer-friendly. The document covers functional and non-functional requirements, design constraints and performance metrics.

1.3 Overview

The system will provide an intuitive user interface for hotel staff to manage guests, rooms, payments and reports. It will support both web based and mobile applications for ease of access. Key users include hotel staff, managers and customers.

2. General Description

The system will provide an intuitive user interface for hotel staff to manage guests, rooms, payments and reports. It will support both web based and mobile applications for ease of access. Key users include

hotel staff, managers and customers

Functional Requirements

- Room booking and availability checking
- Customer check in and check out management
- Payment gateway integration for billing
- Room Service and housekeeping request management
- Reports and analytics for hotel management
- Inventory management
- Staff scheduling and payroll
- Customer feedback system

4. Interface Requirements

- User interface for front desk staff and managers
- Web-based and mobile based access for customers
- Integration with third party services (payment gateways, SMS notifications)

5. Performance Requirements

- The system should handle 1000 concurrent users without downtime
- Average response time should be under 2 seconds for key operations like room booking and billings

6. Design Constraints

- The system will be implemented using scalable cloud services, adhering to security and data protection laws
- Technologies include a backend server

and a frontend.

7. Non-Functional Attributes:

- Security: Customer data will be encrypted and multifactor authentication will be implemented.
- Reliability: The system should have 99.9% uptime.
- Scalability: The system should scale automatically based on traffic.

8. Preliminary Schedule and Budget Time:

- Development: 6 months
- Testing: 2 months
- Deployment and Training: 1 month

Budget (₹)

- Development Team (5 members, ₹1,00,000/month per member): ₹ 30,00,000
- Infrastructure (Cloud hosting, server, license): ₹ 10,00,000
- Testing (QA team, tools, bug fixes): ₹ 5,00,000
- Miscellaneous (Training, marketing, etc): ₹ 5,00,000

Total: ₹ 50,00,000