

24/9/24

DATE:

PAGE:

- ⇒ Generate the SRS document for the
- 1) Hotel Management System
 - 2) Credit Card Processing

1) Hotel Management System

1. Introduction

1.1. Purpose of this Document

The purpose of this document is to define the functional and non-functional requirements of the Hotel Management System (HMS). The system will manage hotel operations including room reservations, billing, housekeeping, and guest management.

1.2. Scope of this Document

This document covers all aspects of the HMS, including room booking, guest check-in/ check-out, staff management, housekeeping, and payment processing. It defines how these modules interact and what value they provide to hotel administration and guests.

1.3 Overview

The HMS is a comprehensive system to handle hotel operations. It will be used by the hotel's staff and guests to simplify booking processes, guest services, and hotel management.

2. General Description

The Hotel Management System enables hotel staff to manage bookings, track guest information, and ensure billing accuracy. It also helps with housekeeping ~~assignments~~ assignments and the scheduling of staff. Guests can book rooms online and pay for services through ~~various~~ various integrated payment gateways.

The system will provide:

- (1) Efficient room management
- (1) Automated billing and invoicing
- (1) Guest management
- (1) Staff and housekeeping scheduling
- (1) Reporting features for performance analysis

3. Functional Requirements

The HMS will include the following functional features:

- (1) Room management - Admins can view room ~~availability~~, adjust prices, and assign rooms
- (1) Reservation and booking - ~~Guests can book rooms online or at the front desk~~
- (1) Check-in / Check-out - Guest check-in and check-out must be managed by the system, generating corresponding bills
- (1) Billing and Invoicing - The system

automatically calculates charges based on room rates and extra services

- (i) Housekeeping management - Housekeeping tasks are assigned based on room status.
- (i) Reporting - Management will receive reports about room occupancy, financials, and staff performance

4. Interface Requirements

The HMS will have the following user interfaces:

- (i) Admin interface - For managing room inventory, pricing, staff scheduling, and reporting
- (i) Guest interface - An easy-to-use interface for booking rooms, managing reservations, and making payments
- (i) Housekeeping interface - Allows housekeeping staff to update room status and receive tasks.

5. Performance Requirements

The system must process up to 10,000 transactions per day. Data synchronization between the front end and back end should occur in real time. The system should handle multiple concurrent users without performance degradation.

6. Design Constraints

The system must be scalable to accommodate growing customer demands. It should comply with industry standards for data protection and security. The system should be adaptable for integration with various third-party APIs.

7. Non-Functional Attributes

- (i) Security - Sensitive data must be encrypted, ensuring compliance with data protection regulations.
- (ii) Reliability - The system should have 99.9% uptime with the ability to handle failover in case of system failure.
- (iii) Usability - The user interface must be intuitive and user friendly.

8. Preliminary Schedule and Budget

The project timeline is expected to be 12 months, with an estimated cost of ₹50,000. The schedule includes 6 months for development, 3 months for testing, and 3 months for deployment and user training.