

Hotel Management System (SRS)(1) Introduction1.1 Purpose of this document

The purpose of this document is to define the requirements for the Hotel Management System. It describes the features, objectives, & operational aspects of the system. This document will help the development team & stakeholders align on the expectations for the system & the functionalities it needs to deliver.

1.2 Scope of this document

This document outlines the objectives, functionalities, development cost, & the time required for the development of the Hotel Management System. The system is aimed at streamlining hotel operations such as reservations, billing, room management, & guest services. The expected development time is 6 months & an estimated cost \$100,000.

1.3 Overview

The Hotel Management System is designed to assist hotel staff in managing day to day operations like room reservations, customer check-ins & check-outs, billing & reporting. It will provide a centralized solution that enhances operational efficiency & customer experience.

2 General Description

The system will provide functionality for room booking, guest information management, invoicing & reporting. Key users include hotel administrators, receptionists & guests. The system will be user friendly with minimal training required for hotel



staff.

### 3 Functional Requirements

- Room reservation & Booking management
- Customer check in & check out
- Payment & Billing system
- Room availability & Pricing management
- Room Reporting & Analytics
- User roles & Permissions management

### 4 Interface Requirements

The system will communicate with:

- Payment gateways for handling credit card transactions
- External reservation systems for syncing bookings
- Reporting tools for generating management reports which will be web based & accessible via desktop & web browser

### 5 Performance Requirements

- The system should handle upto 500 simultaneous user requests
- Response time for booking & check in operations should not exceed 3 seconds
- Max error rate should be below 0.1%.

### 6 Design Constraints

- The system must be using Django
- It must support integration with existing hotel management software
- The system should be scalable to support future expansion



2

## 7 Non functional attributes

- Security: The system must adhere to the PCI-DSS standards to secure financial transactions
- Portability: The system should be deployable in Windows & Linux servers
- Reliability: The system should have 99.9% uptime
- Scalability: The system should be scalable to accommodate 10,000 active users across multiple locations

## 8 Preliminary Schedule & Budget

- Development time: 6 months
- Estimated Budget: \$100,000
- Major milestones: Requirements gathering (1 mth), Design (2 mths), Development (2 mths), Testing (1 mth), Deployment

1.3

## Overview

The credit card processing system is designed to enable customers to make transactions. It will be a secure & transaction system with payment gateway security standards.

2

## General description

The system will manage transactions, customer payment, users, security & compliance. The system will be flexible enough to handle any type of transaction & online