

InnTouch™ System

Requirements Document

Version 1.0

September 3, 2009

Purpose of System

The system described below is an electronic room service management application for use in resorts and hotels. Hotel guests can use the system to manage room reservations, schedule housekeeping and bellhop service, and take advantage of guest room amenities including television and telephone services, room service, and the in-room mini-bar. Hotel managers can use the system to examine residency statistics and generate bills for guests. Housekeeping and bell staff can use the system to view service requests and indicate when those requests have been completed.

Related Documents

1. Suggested Outline of a Specification Document
2. Suggested Outline of a Design Document
3. Suggested Outline of a Test Plan Document

Information to be Contained in the System

1. The system shall maintain a list of all available guest rooms in the facility, including any room-specific features such as number and size of beds, handicapped accessibility, and non/smoking status. The system must also track which rooms are occupied or reserved for any given date, and which guests are assigned to each room.
2. The system shall maintain a list of hotel guests, including current and future guests (i.e., guests who have room reservations scheduled for future dates). This list should include each guest's name, the guest's bill for the current visit, the guest's occupancy history (a list of previous stays), the guest's current and future room reservations, any special requirements/requests for that guest, and any "frequent guest" discounts or other promotions that apply to the guest. Guests shall only have access to their own information within the system, including housekeeping and bell staff requests.
3. The system shall maintain a list of hotel managers, housekeeping staff, and bell staff, along with their associated privileges. Hotel management staff shall have access to all information stored in the system. Housekeeping staff shall have access only to the list of housekeeping requests. Bell staff shall have access only to the list of bell staff requests.
4. The system shall maintain a list of housekeeping requests, ordered by the time for which the service is requested. Each housekeeping request shall include the corresponding room number. Guests may only place housekeeping requests for rooms that they currently occupy.

5. The system shall maintain a list of bell staff requests, ordered by the time for which the service is requested. Each bell staff request shall include the corresponding room number. Guests may only place bell staff requests for rooms that they currently occupy.

Required Functionality

The system must provide the following functions:

1. Hotel management staff must be able to create new user accounts for all four categories of user (hotel management, housekeeping staff, bell staff, and guest). They must also be able to create and modify room reservations for guests, including checking a guest out of the hotel. When a guest checks out, his final bill is automatically calculated and displayed. Hotel management users should also be able to query the system for information on a specific guest, information on a specific room, or general occupancy, billing/promotion, housekeeping/bell staff scheduling, and in-room service information (i.e., how many and which rooms were occupied on a specific date or during a specific date range).
2. Housekeeping staff must be able to view outstanding requests for housekeeping service (to clean a room or restock the mini-bar). Housekeeping staff should also be able to mark requests as completed, at which time the completing staff member's user name is recorded.
3. Bell staff staff must be able to view outstanding requests for service (to deliver or pick up luggage). Bell staff should also be able to mark requests as completed, at which time the completing staff member's user name is recorded. When a "pick up" request is marked as completed, housekeeping requests for room cleaning and mini-bar restocking should be generated automatically for the corresponding room.
4. Guests should be able to view and modify their current and future room reservations, request special accommodations, and request service by housekeeping and bell staff. Guests may view but NOT modify their occupancy history and current bill. If a guest checks out of his room, the system should display his final bill and automatically place a bell staff request to pick up that guest's luggage.
5. Guests should be able to view and place requests for telephone calls. The hotel offers three types of phone service: in-house, local, and long-distance. In-house calls are free of charge. Local calls and long-distance calls both incur per-minute charges, with local calls costing less than long-distance calls. When a call is requested, the system should compute a random length for the call in minutes, and update the guest's bill accordingly. Telephone service can only be ordered for the same room in which a guest is staying.
6. Guests should be able to modify their in-room television service. By default, the hotel offers eight television channels for free. Guests may order pay-per-view (PPV) movies for their room, at an additional charge per movie. Guests may also request that specific channels (and/or the ability to order PPV movies) be blocked from their room; this service is free of charge. Guests may modify these blocking options at any time.

Television service may only be ordered or modified for the same room in which a guest is staying.

7. Guests may request an item from the mini-bar provided in their room. The mini-bar contains a list of food and other items, each of which has a different price. When an item is ordered, its price should be added to the guest's bill and the inventory for that room's mini-bar should be updated. A guest may request that housekeeping staff restock the mini-bar, at which time the inventory is replenished. A guest may only order mini-bar items for the room in which he is staying.
8. Guests may place requests for room service (in-room) dining. Several meal options should be available for room service, each with its own price. When a meal is requested, its price should be added to the guest's bill.
9. Guests may place requests for room cleaning from the housekeeping staff. Room cleaning requests may be scheduled for any time following the time of the request. Guests may only request room cleaning for rooms in which they are currently staying.
10. Guests may place requests for the bell staff to deliver luggage to their room or pick up luggage from their room. Guests may only request luggage services for the room in which they are currently staying.

System Issues

1. The system must work for both the Firefox and Internet Explorer Web browsers.
2. The system must not contain operating-system-specific technologies like ActiveX; it must work on Linux, Macintosh OS X, and Windows versions of the browsers listed above.

Deliverables

Unless otherwise specified, all deliverables are due by 5:00 PM on the associated date. Wherever possible, deliverables should be submitted via Blackboard.

1. Friday, September 11

- a. Introductory letter on company stationery, giving your company name, the names of company members, and the names and e-mail addresses of your company's Product Manager and QA Manager
- b. After this date, each company must submit a weekly progress report every Monday for the rest of the semester. The progress report must say what each company member did during the previous week for this project.

2. Friday, September 18

- a. An issues document discussing issues that have come up when your company analyzed the requirements document

3. Friday, October 2

- a. Specification document

4. Friday, October 16

- a. User manual

5. Friday, October 30

- a. Design document

6. Friday, November 20

- a. Compilable source code (first version)

7. Friday, December 4

- a. Test plan

8. December 14–18 (times to be chosen for each group)

- a. Formal demonstration of project to the customer
- b. As-built version of specification document, user manual, design document, test plan, and source code