

**Dhirubhai Ambani**  
**Institute of Information and Communication Technology**

**IT314 – Software Engineering**  
**GROUP – 9**

**USER STORIES**



**STAYEASY – HOTEL BOOKING SYSTEM**

**Instructor: Prof. Saurabh T.**

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1. **As a customer, I want to search for hotels based on location and dates so that I can explore options even before creating an account.**

**Acceptance Criteria:**

- The search functionality should be accessible without logging in.
- Users should be able to enter search criteria (location, check-in/check-out dates) and view available hotels.
- The search results should display hotel names, prices, and brief descriptions.
- The system should prompt users to log in or create an account when they attempt to make a booking

2. **As a customer, I want to view details of a hotel so that I can gather information before deciding to book.**

**Acceptance Criteria:**

- The hotel details page should be accessible without logging in.
- Customers should see information such as room types, amenities, photos, and prices.
- The system should prompt Customers to log in or create an account if they try to proceed with booking or leave a review.

3. **As a customer, I want to explore current promotions and special offers so that I can take advantage of discounts before deciding to log in or create an account.**

**Acceptance Criteria:**

- The promotions and offers page should be visible and accessible without logging in.
- Customers should see current deals, discount codes, and special offers.
- The system should encourage users to log in or create an account to redeem certain offers or participate in loyalty programs.

4. **As a customer, I want to create an account on the hotel booking system so that I can manage personal information.**

**Acceptance Criteria:**

- The registration form should include fields for personal details (name, email, password, etc.).
- The system should validate that the email is unique and the password meets security requirements.
- Upon successful registration, the consumer should receive a confirmation email.

- 5. As a customer, I want to log in to my account so that I can access my booking details and personal information.**

**Acceptance Criteria:**

- The login form should require an email and password.
- The system should validate the credentials and grant access to the Customers' account upon successful login.
- The system should display an error message for incorrect login attempts.
- Customers should have the option to reset their password if they forget it.

- 6. As a customer, I want to reset my password if I forget it so that I can regain access to my account.**

**Acceptance Criteria:**

- The system should provide a "Forgot Password" link on the login page.
- Users should be able to request a password reset by entering their email address.
- The system should send a password reset link to the user's email address.

- 7. As a customer, I want to update my personal information (e.g., email, phone number) so that my account details are up-to-date.**

**Acceptance Criteria:**

- The account management page should allow users to update personal details such as name, email, and phone number.
- Users should be required to enter their current password to save changes for security reasons.
- The system should validate the new information (e.g., format of the email address).

- 8. As a customer, I want to view my account details so that I can review my personal information and booking history.**

**Acceptance Criteria:**

- The account details page should display personal information such as name, email, and phone number.
- The page should also show a list of past and upcoming bookings.
- Users should have the option to view and manage their saved payment methods and address information.

- 9. As a customer, I want to search for available hotel rooms based on location and dates so that I can find a room that fits my travel plans.**

**Acceptance Criteria:**

- The system should allow consumers to input a location, check-in date, and check-out date.
- Search results should display available rooms with details such as room type, price, and amenities.

- 10. As a customer, I want to filter search results by price range and hotel rating so that I can find hotels that fit my budget and meet my quality expectations.**

**Acceptance Criteria:**

- The filter options should include a price range slider and a minimum star rating selector.
- The search results should update to show hotels within the specified price range and meeting or exceeding the selected rating.
- Users should be able to see the price and rating for each hotel in the search results.

- 11. As a customer, I want to view detailed information about a specific room so that I can decide if it meets my needs.**

**Acceptance Criteria:**

- The room details page should display room type, price per night, available amenities, photos, and cancellation policy.
- The system should show the total cost for the selected stay period.
- Consumers should be able to view customer reviews and ratings for the room/hotel.

- 12. As a customer, I want to securely pay for my hotel booking so that my reservation is confirmed and guaranteed.**

**Acceptance Criteria:**

- The payment process should be integrated into the booking confirmation step.
- The system should offer multiple payment options (e.g., credit card, debit card, UPI, Net Banking ).
- Payment details should be securely processed.
- Upon successful payment, the consumer should receive a confirmation email with booking details.

**13. As a customer, I want to apply discount codes/coupon during the payment process so that I can receive discounts on my booking.**

**Acceptance Criteria:**

- The payment page should include a field for entering discount or promotional codes.
- The system should validate the code and apply the discount to the total booking cost.
- The updated total cost, with the discount applied, should be clearly displayed before completing the payment.

**14. As a customer, I want to review my payment details before finalizing the booking so that I can ensure all information is correct.**

**Acceptance Criteria:**

- The payment review page should display a summary of the booking details, including the room, dates, total cost, and payment method.
- The consumer should have the option to edit payment details or cancel the booking if necessary.
- The system should allow users to confirm the payment once they have reviewed and verified all details.

**15. As a customer, I want to cancel my hotel booking so that I can change my travel plans.**

**Acceptance Criteria:**

- Consumers should be able to cancel their booking from their account.
- The system should display the cancellation policy, including any fees or deadlines, before confirming the cancellation.

**16. As a customer, I want to receive a refund if I cancel my booking according to the hotel's cancellation policy so that I am reimbursed appropriately.**

**Acceptance Criteria:**

- The cancellation process should include an option to initiate a refund to the original payment method.
- The system should display the cancellation policy, including refund eligibility and any associated fees, before processing the cancellation.
- The consumer should receive a confirmation email detailing the cancellation and refund process.

**17. As a customer, I want to be able to give ratings/review to the hotel after my stay so that I can share my experience with others.**

**Acceptance Criteria:**

- Consumers should be prompted to leave a review after their stay has ended.
- The review form should include options to rate the hotel on various aspects (e.g., cleanliness, service, amenities) and leave a written comment, photo, video.

**18. As a customer, I want to view my past bookings so that I can keep track of my previous stays.**

**Acceptance Criteria:**

- The system should display a history of all bookings made by the consumer, including details like dates, hotel name, room type, and total cost.
- Consumers should be able to view and download invoices for past bookings.

**19. As a customer, I want to view the hotel's policies (e.g., check-in/check-out times, cancellation policy) so that I should be aware about policies.**

**Acceptance Criteria:**

- The hotel policies should be easily accessible from the hotel's profile page.
- Policies should be clearly presented, with sections for check-in/check-out times, cancellation terms, and any additional rules.

**20. As a Payment system, I want to securely process payment transactions so that bookings can be confirmed and managed accurately.**

**Acceptance Criteria:**

- The system should encrypt payment details and use secure payment gateways.
- Payment transactions should be validated and processed efficiently.

**21. As a receptionist, I want to automatically update room availability based on confirmed bookings and cancellations so that availability is accurately reflected.**

**Acceptance Criteria:**

- The system should adjust room availability in real-time as bookings are made or canceled.
- Availability changes should be reflected in search results and booking options.

**22. As a receptionist, I want to log in to the system using Hotel's credentials so that I can access the hotel management features.**

**Acceptance Criteria:**

- Receptionist must enter valid credentials (Hotel Id and password).
- The system should authenticate the credentials.
- If authentication is successful, the receptionist should be redirected to the reception dashboard.
- If authentication fails, the receptionist should receive an error message.

**23. As a receptionist, I want to check and update the room booking status for offline bookings so that the system accurately reflects all reservations, whether made online or in person.**

**Acceptance Criteria:**

- The receptionist should be able to manually enter booking details such as customer name, check-in/check-out dates, room type, and payment status.
- The system should allow the receptionist to update the room's status to "Booked" for the selected dates.
- The system should validate the availability of the room before confirming the booking.
- The system should ensure that the offline booking is reflected in the overall booking history and occupancy reports.

**24. As a receptionist, I want to check in guests when they arrive so that they can start their stay at the hotel.**

**Acceptance Criteria:**

- Receptionist should be able to select a booking and check in the guests.
- The system should verify that the booking is valid and the room is ready.
- The system should update the booking status to "Checked-In" and notify the user via email/SMS.

**25. As a receptionist, I want to check out guests when they depart so that the room can be made available for new bookings.**

**Acceptance Criteria:**

- Receptionist should be able to select a checked-in booking and proceed with the check-out process.
- The system should update the booking status to "Checked-Out".

**26. As a manager, I want to log in to the system using Hotel's credentials so that I can manage the hotel operations.**

**Acceptance Criteria:**

- Manager must enter valid credentials (Hotel ID and password).
- The system should authenticate the credentials and ensure the manager role is assigned.
- If authentication is successful, the manager should be redirected to the management dashboard.
- If authentication fails, the manager should receive an error message.

**27. As a manager, I want to manage the availability of rooms by adding new ones or removing existing ones to align with market demand and optimize occupancy.**

**Acceptance Criteria:**

- The manager should be able to add new rooms by entering details such as room type, price, amenities, and availability.
- The system should validate the new room details, ensuring they meet the required criteria before adding them to the inventory.
- The manager should be able to remove rooms from the inventory, provided they are not currently booked or occupied.
- The system should log all changes to room availability for audit purposes, including the reason for adding or removing rooms.



**28. As a manager, I want to view the booking history so that I can analyze past reservations and obtain data to resolve any conflicting or operational issues.**

**Acceptance Criteria:**

- The manager should be able to access a detailed list of past bookings, including guest names, check-in/check-out dates, room types, and payment statuses.
- The system should provide options to filter and sort the booking history by various criteria such as date range, room type, or guest name.
- The booking history should include the ability to view detailed information for each booking, including any modifications or special requests.

**29. As a manager, I want to access hotel analytics/stats for any time duration so that I can evaluate performance metrics and make informed decisions based on historical data.**

**Acceptance Criteria:**

- The manager should be able to select a specific time duration (e.g., daily, weekly, monthly, or custom range) for which to view analytics.
- The system should provide metrics such as occupancy rates, revenue, average daily rate, and customer satisfaction scores.
- The analytics should be presented in a user-friendly format, including visualizations such as charts and graphs.

**30. As a manager, I want to manage the prices for rooms so that I can adjust rates according to market demand, seasonality, and other factors to maximize revenue.**

**Acceptance Criteria:**

- The manager should be able to view the current pricing for all room types.
- The system should allow the manager to set or update prices for individual rooms or apply bulk pricing changes based on criteria such as season or demand.
- The updated pricing should be reflected immediately across all booking channels and interfaces.

**31. As an admin, I want to add or remove hotels so that I can manage the list of hotels available in the system.**

**Acceptance Criteria:**

- The admin should be able to add a new hotel by entering details such as name, location, and contact information.
- The admin should be able to remove a hotel from the list.
- Changes should be reflected immediately in the list of hotels.
- When the admin add new hotels to the system it should generate a new distinct Hotel ID.

**32. As an admin, I want to search and filter the list of hotels so that I can view all the currently registered hotels.**

**Acceptance Criteria:**

- The admin should be able to search for hotels by name, location, or hotel ID.
- The admin should be able to filter the list of hotels by criteria such as city, star rating, or availability status.
- The search and filter results should be displayed immediately and accurately reflect the current list of registered hotels