

ID	UC – Corporate Guest Making a Reservation through Clerk
Scope	Hotel Reservation System
Level	User Goal
Stakeholders and Interests	<p>Corporate Guest</p> <ul style="list-style-type: none"> - Wants to make a reservation for a business stay, ensuring their corporation is billed for the costs. <p>Clerk</p> <ul style="list-style-type: none"> - Needs to assist the Guest in making a reservation, ensure the accuracy of the information provided, and follow up with the system's functionality. <p>Admin</p> <ul style="list-style-type: none"> - Assists the Clerk and Guest if needed.
Precondition	<ol style="list-style-type: none"> 1. The Corporate Guest is from a valid Corporation that is already in the system 2. The Corporate Guest has a company account that can be billed. 3. There are rooms available 4. Clerk has access to manual reservation documents, just in case the system fails

Postcondition	<ol style="list-style-type: none"> 1. The reservation is confirmed, and the corporation is flagged for billing at a later date
Main Success Scenario	<ol style="list-style-type: none"> 1. Corporate Guest requests a reservation. 2. Clerk logs into the system. 3. Clerk asks the Corporate Guest for reservation details (dates, number of guests, room type, preferences). 4. Clerk checks room availability in the system. 5. Clerk provides the Corporate Guest with available room options and prices. 6. Corporate Guest chooses a room. 7. Clerk fills out the reservation information in the system, or looks up info if Guest has made a reservation in the past. 8. Clerk informs the Guest of the hotel rules and the final reservation price. 9. Clerk selects corporate billing as the payment method for the reservation. 10. Clerk confirms the Corporate Guest's company name and verifies the corporate id. 11. Clerk completes the reservation in the system. 12. System flags the reservation for corporate billing and confirms the booking. 13. Clerk provides the Corporate Guest with the reservation confirmation details.

Alternate Paths

*a System unavailable

1. Clerk will make a manual reservation
2. Clerk updates the system with the reservation details once it is back online

*b System has no connection to network

1. Clerk asks Admin to reset network

2.a Clerk fails to login

1. Clerk either tries to login again or changes password

3.a Guest provides incomplete reservation details

1. Clerk requests the missing information (e.g., missing date, number of guests, or other details)
2. Once the Guest provides the missing details, the Clerk continues the reservation process.

4.a There are no rooms available

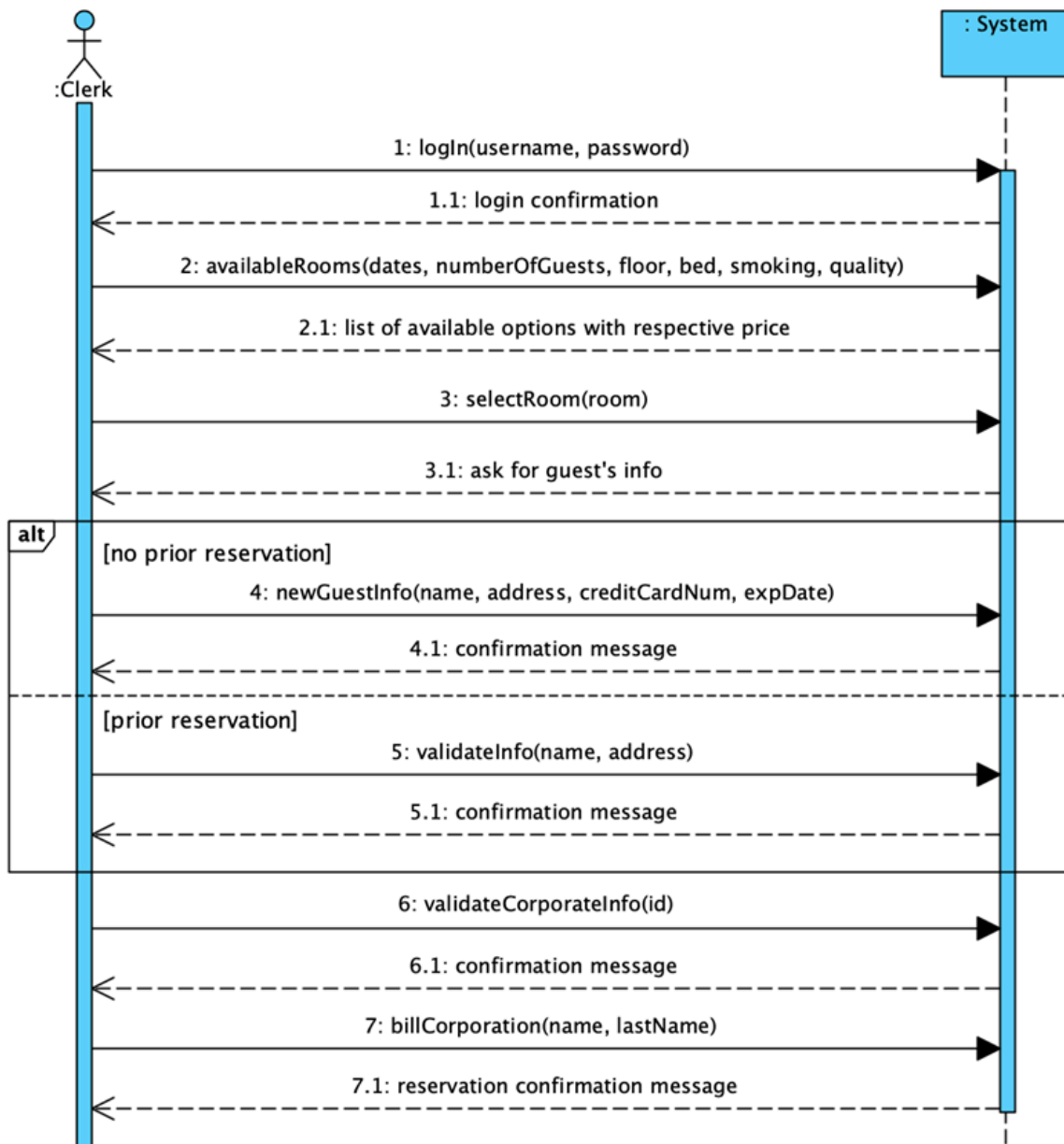
1. The Clerk will inform the Guest that a reservation is not possible at the moment.

8.a Guest does not agree with terms

1. The Clerk discards the reservation and may suggest alternative room or pricing options if available.

	<p>10.a ID does not match Corporation ID</p> <ol style="list-style-type: none">1. Clerk asks Corporate Guest to contact corporation for a valid ID.2. If Corporate Guest cannot provide a valid ID, the Clerk offers to either cancel the reservation or to treat Corporate Guest as a regular Guest.
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SSD 3:



Operation Contract 3:

System
logIn(username, password) availableRooms(dates, numberOfGuests, floor, bed, smoking, quality) selectRoom(room) newGuestInfo(name, address, creditCardNum, expDate) validateInfo(name, address) validateCorporateInfo(id) billCorporation(name, lastName)

Contract CO1: logIn(username, password)

Operation	logIn(username, password)
Cross References	Guest Making a Reservation through Clerk Admin Creates a Clerk Account Corporate Guest Making a Reservation through Clerk
Pre-conditions	<ul style="list-style-type: none"> ▫ The Clerk is not logged in and needs system access to assist the Corporate Guest.
Post-conditions	<ul style="list-style-type: none"> ▫ The Clerk is successfully logged into the system. (system state modification) ▫ A Clerk session is created and is associated with the Clerk instance. (association formed)

Contract CO2: availableRooms(dates, numberOfGuests, floor, bed, smoking, quality)

Operation	availableRooms(dates, numberOfGuests, floor, bed, smoking, quality)
Cross References	Guest Making a Reservation through Clerk Corporate Guest Making a Reservation through Clerk
Pre-conditions	<ul style="list-style-type: none">▫ The Clerk is logged in.▫ The Corporate Guest has provided necessary reservation details (dates, number of guests, preferences)
Post-conditions	<ul style="list-style-type: none">▫ A list of available rooms is retrieved based on the Guest's preferences and date. (retrieval of data)▫ The Clerk can view and present these options to the Guest.

Contract CO3: selectRoom(room)

Operation	selectRoom(room)
Cross References	Guest Making a Reservation through Clerk Corporate Guest Making a Reservation through Clerk
Pre-conditions	<ul style="list-style-type: none">▫ The Guest has chosen a room from the available list provided by the Clerk.
Post-conditions	<ul style="list-style-type: none">▫ A Room instance room is associated with the Guest's reservation. (association formed)▫ The room is reserved temporarily in the system to avoid double-booking. (system reservation)

Contract CO4: newGuestInfo(name, address, creditCardNum, expDate)

Operation	newGuestInfo(name, address, creditCardNum, expDate)
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Cross References	<p>Guest Making a Reservation through Clerk</p> <p>Corporate Guest Making a Reservation through Clerk</p>
Pre-conditions	<ul style="list-style-type: none"> ▫ The Guest has provided their personal information and credit card details for the reservation. ▫ The Clerk is entering this information on behalf of the Guest.
Post-conditions	<ul style="list-style-type: none"> ▫ A new Guest instance guest is created and stored. (instance creation) ▫ guest.name, guest.address, guest.creditCardNum, guest.expDate are stored in the system. (attribute modification) ▫ guest is associated with the reservation. (association formed)

Contract CO5: validateInfo(name, address)

Operation	validateInfo(name, address)
Cross References	Guest Making a Reservation through Clerk Corporate Guest Making a Reservation through Clerk
Pre-conditions	<ul style="list-style-type: none">▫ The Guest's personal information (name, address, credit card) has been entered.
Post-conditions	<ul style="list-style-type: none">▫ The system validates the provided information for accuracy and completeness. (validation)▫ The validated information is confirmed and associated with the Guest and reservation. (association formed)▫ If validation fails, the Clerk is notified to correct the information.

Contract CO6: validateCorporateInfo(id)

Operation	validateCorporateInfo(id)
Cross References	Corporate Guest Making a Reservation through Clerk
Pre-conditions	<ul style="list-style-type: none">▫ The Corporate Guest has provided their corporate ID▫ The Clerk has entered the corporate ID into the system for validation
Post-conditions	<ul style="list-style-type: none">▫ The system checks the validity of the corporate ID. (validation)▫ If the corporate ID is valid, it is associated with the reservation. (association formed)▫ If the corporate ID is invalid, the system notifies the Clerk to request a valid ID from the Corporate Guest. (error handling)▫ The system flags the reservation for corporate billing if the ID is valid. (billing state modification)

Contract CO7: billCorporation(name, lastName)

Operation	billCorporation(name, lastName)
Cross References	Corporate Guest Making a Reservation through Clerk
Pre-conditions	<ul style="list-style-type: none"> ▫ The Corporate Guest has been validated, and a room has been selected. ▫ The Corporate Guest's name and last name have been provided and are linked to their corporate account.
Post-conditions	<ul style="list-style-type: none"> ▫ The system retrieves the Corporate Guest's billing information from the corporate account. (data retrieval) ▫ The reservation is flagged for corporate billing, meaning the corporation will be invoiced at a later date. (billing state modification) ▫ The reservation is stored in the system and associated with the corporate billing account. (association formed) ▫ A confirmation of the reservation and billing status is provided to the Clerk and Corporate Guest. (system confirmation)

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