USER REQUIREMENTS DOCUMENTS

HOTEL AUTOMATION SOFTWARE(HAS)

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HOTEL AUTOMATION SOFTWARE TOOL

VERSION 1.1

REQUIREMENT DOCUMENT

VERSION HISTORY

VERSION NUMBER	DATE	CHANGED BY	CHANGED MODE
V1.0	2024-08-09	Achyutha, Manasa,Kavya, Nagarjuna, Asifbasha	DRAFT REPORT
V1.1	2024-08-15	Achyutha, Manasa,Kavya, Nagarjuna, Asifbasha	ADDED USE CASES,USE CASE SPECIFICATIONS
V2.2	2024-09-23	Achyutha, Manasa,Kavya, Nagarjuna, Asifbasha	UPDATED USE CASE SPECIFICATIONS

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Introduction:

This document has the requirements of Hotel Automation Software(HAS). The HAS tool is used by Hotels. By using the HAS Tool, Hotels provide a better facilities for customers for their accommodation.

Purpose:

The purpose of this document is to gather the requirements that are needed for implementing the Hotel Automation Software(HAS). It also focuses on various aspects such as scope and visibility of different users ,overview on performance of different users.

The purpose of HAS is to provide efficiency to the Hotels in maintaining customer accommodation and maintain the data of the particular customer or user up to the date. It provides an online visibility of the status of an customer.

Intended Audience:

The intended audience will be the Hotel Administration who want to accommodate the customers of the Hotel

Product Vision

Vision Statement:

The product vision is to develop a HAS Tool, which is user friendly and easily accessible. This HAS Tool helps to manage accommodations of customers of the hotel.

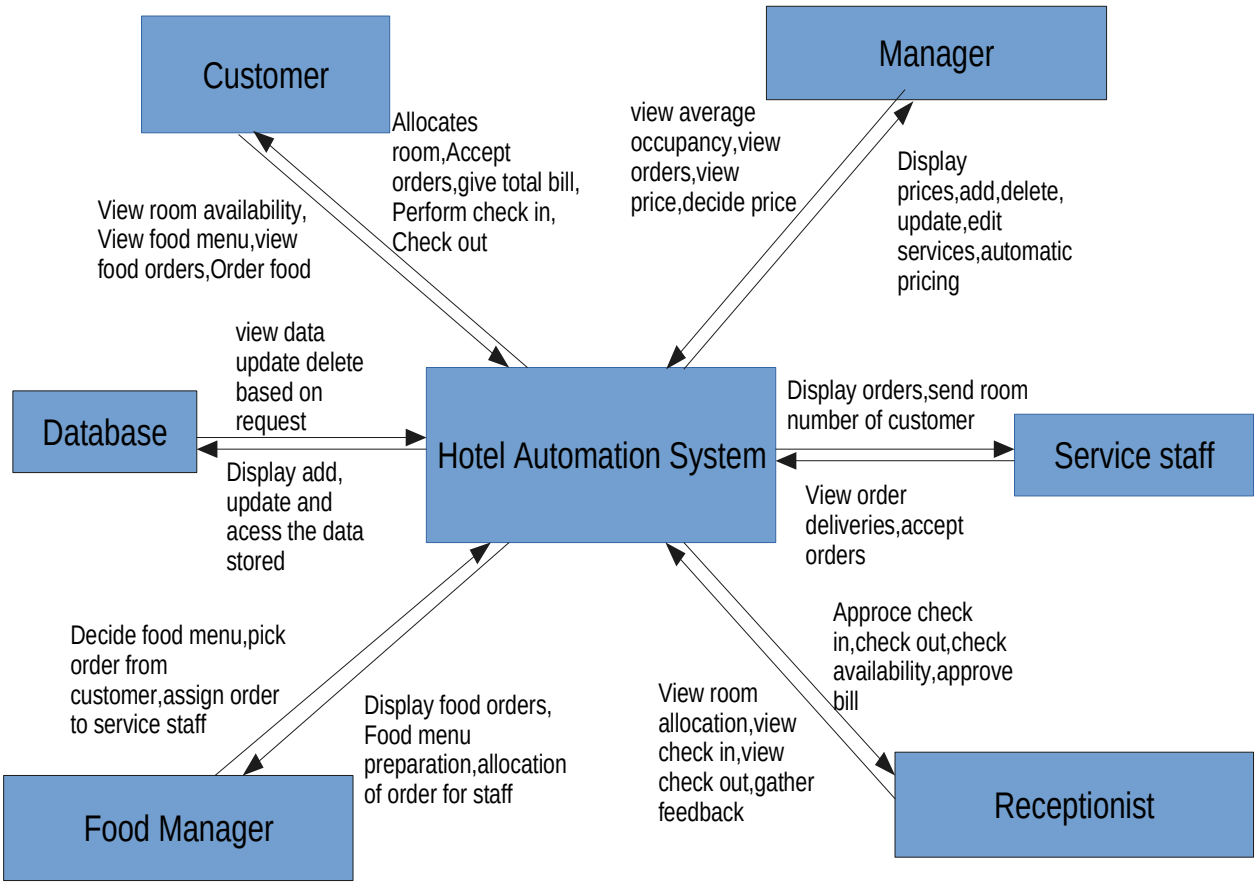
Technologies:

HTML,CSS,JAVASCRIPT,MONGO DB,EXPRESS JS,NODE JS,REACT JS

System in Context:

HAS Tool is a multi-user system which provides Information about customers accommodation in the hotel. It gets details from the customers and also accepts queries and provide solutions. It aims to provide basic visibility to give a clarity to the customers. It provides the status of rooms to users, support customer and manager. It allows manager to change the status of rooms.

Context Diagram:



User Characteristics:

The Users are typical computer users.

The users are familiar with using internet

Constraints:

N/A

System-Wide Requirements (Received):

Actors:

The system interacts with five kinds of users. Each user has own functions toaccess with system. The functionalities of users are dependent on each other.

Events:

HAS Tool is a multi-user system which provides the help to users.

- Customer
- Receptionist
- Manager
- Food Manager

Functional Requirements

Use Case Overview:

	Use-Case-ID	Use-case Name	Priority	Stability	Verifiability
1	UC-HAS-CA	Create Account	High	Stable	Verifiable
2	UC-HAS-BA	Book Room	High	Stable	Verifiable
3	UC-HAS-SFR	Search For Room	High	Stable	Verifiable
4	UC-HAS-CO	CheckOut	High	Stable	Verifiable
5	UC-HAS-VBS	View Booking Status	High	Stable	Verifiable
6	UC-HAS-VTB	View Total Billing	High	Stable	Verifiable
7	UC-HAS-CI	CheckIn	High	Stable	Verifiable
8	UC-HAS-GF	Give Feedback	High	Stable	Verifiable
9	UC-HAS-VFM	View Food Menu	High	Stable	Verifiable
10	UC-HAS-GFR	Give Food Review	High	Stable	Verifiable
11	UC-HAS-PO	Place Order	High	Stable	Verifiable
12	UC-HAS-PB	Pay Bill	High	Stable	Verifiable
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14	UC-HAS-VOFB	View Offline Booking	High	Stable	Verifiable
15	UC-HAS-VONB	View Online Booking	High	Stable	Verifiable

16	UC-HAS-VRA	View Room Availability	High	Stable	Verifiable
17	UC-HAS-AOB	Approve Online Bookings	High	Stable	Verifiable
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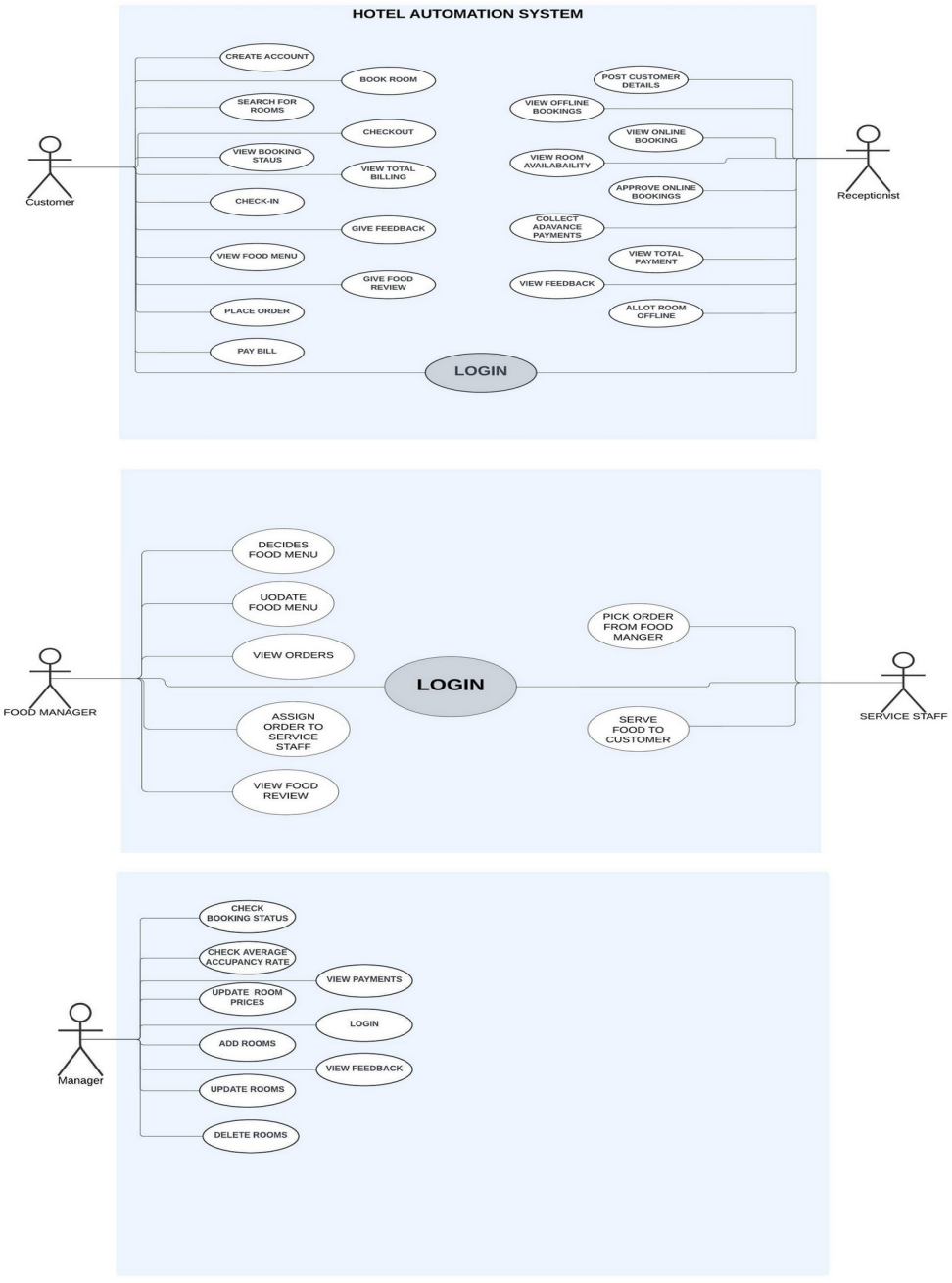
27	UC-HAS-POF	Pick Order From Food Manager	High	Stable	Verifiable
28	UC-HAS-SFC	Serve Food To Customer	High	Stable	Verifiable
29	UC-HAS-CBS	Check Booking Status	High	Stable	Verifiable
30	UC-HAS-CAO	Check Average Occupancy Rate	High	Stable	Verifiable
31	UC-HAS-VP	View Payments	High	Stable	Verifiable
32	UC-HAS-URP	Update Room Prices	High	Stable	Verifiable
33	UC-HAS-AR	Add Rooms	High	Stable	Verifiable

34	UC-HAS-VFMGR	View Feedback by Manager	High	Stable	Verifiable
35	UC-HAS-UR	Update Rooms	High	Stable	Verifiable
36	UC-HAS-DR	Deleter Rooms	High	Stable	Verifiable
37	UC-HAS-LN	Login	High	Stable	Verifiable

Use Case Diagram:



Use Case Specifications

1.UC-HAS-SFR:Search For Rooms

Use-Case ID:	**UC-HAS-SFR**
Use-case Name:	Search for Rooms
Description:	Customer searches for available rooms.
Pre-conditions:	Customer must be logged into the system.
Success guarantee (post-conditions):	Available rooms are successfully displayed based on the customer's criteria.
Frequency of use:	High
Main success scenario (or basic flow):	1. Customer logs into the system. 2. Customer enters search criteria (e.g., dates, room type). 3. System displays available rooms matching the criteria.
Frequency of occurrence:	High

2.UC-HAS-CA:Create Account

Use-Case ID:	**UC-HAS-CA**
Use-case Name:	Create Account
Description:	Customer creates an account in the system.
Pre-conditions:	Customer must have a valid email address.
Success guarantee (post-conditions):	The account is successfully created, and the customer can log in.
Frequency of use:	Low
Main success scenario (or basic flow):	1. Customer navigates to the registration page. 2. Customer enters the required details (e.g., name, email, password). 3. System verifies the information. 4. System creates the account and sends a confirmation email.
Frequency of occurrence:	Low

3.**UC-HAS-VBS:**View Booking status

Use-Case ID:	**UC-HAS-VBS**
Use-case Name:	View Booking Status
Description:	Customer views the status of their booking.
Pre-conditions:	Customer must have an active booking and be logged in.
Success guarantee (post-conditions):	Booking status is successfully displayed.
Frequency of use:	Medium
Main success scenario (or basic flow):	1. Customer logs into the system. 2. Customer navigates to the booking section. 3. System displays the status of the booking.
Frequency of occurrence:	Medium

4.**UC-HAS-CO:**Check Out

Use-Case ID:	**UC-HAS-CO**
Use-case Name:	Check-Out
Description:	Customer checks out of the hotel.
Pre-conditions:	Customer must have checked in previously.
Success guarantee (post-conditions):	Customer is successfully checked out, and the room is marked as available.
Frequency of use:	Medium
Main success scenario (or basic flow):	1. Customer approaches the reception for check-out. 2. Receptionist reviews the stay and any outstanding payments. 3. Customer settles any pending bills. 4. System updates the booking status to "Checked Out."
Frequency of occurrence:	Medium

5.UC-HAS-CI:Check In

Use-Case ID:	**UC-HAS-CI**
Use-case Name:	Check-In
Description:	Customer checks in to the hotel.
Pre-conditions:	Customer must have a confirmed booking.
Success guarantee (post-conditions):	Customer is successfully checked in, and the room is allotted.
Frequency of use:	Medium
Main success scenario (or basic flow):	1. Customer arrives at the hotel. 2. Customer provides booking details to the receptionist. 3. Receptionist verifies the booking and checks the customer in. 4. System updates the booking status to "Checked In."
Frequency of occurrence:	Medium

6.**UC-HAS-VTB:**View Total Bill

Use-Case ID:	**UC-HAS-VTB**
Use-case Name:	View Total Billing
Description:	Customer views the total billing for their stay.
Pre-conditions:	Customer must have an ongoing or completed stay and be logged in.
Success guarantee (post-conditions):	Total billing information is successfully displayed.
Frequency of use:	Medium
Main success scenario (or basic flow):	1. Customer logs into the system. 2. Customer navigates to the billing section. 3. System displays the total billing details.
Frequency of occurrence:	Medium

7.**UC-HAS-GF:**Gather Feedback

Use-Case ID:	**UC-CUST-GIVE-FEEDBACK**
Use-case Name:	Give Feedback
Description:	Customer gives feedback on their stay.
Pre-conditions:	Customer must have completed their stay and be logged in.
Success guarantee (post-conditions):	Feedback is successfully submitted and stored in the system.
Frequency of use:	Low
Main success scenario (or basic flow):	1. Customer logs into the system. 2. Customer navigates to the feedback section. 3. Customer enters feedback and submits it. 4. System stores the feedback.
Frequency of occurrence:	Low

8.**UC-HAS-VFM:**View Food Menu

Use-Case ID:	**UC-HAS-VFM**
Use-case Name:	View Food Menu
Description:	Customer views the food menu available at the hotel.
Pre-conditions:	Customer must be logged into the system.
Success guarantee (post-conditions):	Food menu is successfully displayed.
Frequency of use:	High
Main success scenario (or basic flow):	1. Customer logs into the system. 2. Customer navigates to the food menu section. 3. System displays the available food menu.
Frequency of occurrence:	High

9.**UC-HAS-PO:**Place Order

Use-Case ID:	**UC-HAS-PO**
Use-case Name:	Place Order
Description:	Customer places an order for food or services.
Pre-conditions:	Customer must be logged into the system.
Success guarantee (post-conditions):	Order is successfully placed and recorded in the system.
Frequency of use:	High
Main success scenario (or basic flow):	1. Customer logs into the system. 2. Customer navigates to the menu or services section. 3. Customer selects items and places an order. 4. System records the order and sends a confirmation.
Frequency of occurrence:	High

10.**UC-HAS-LN:**Login

Use-Case ID:	**UC-HAS-LN**
Use-case Name:	Login
Description:	Customer logs into the system.
Pre-conditions:	Customer must have an account with valid credentials.
Success guarantee (post-conditions):	Customer is successfully logged into the system.
Frequency of use:	High
Main success scenario (or basic flow):	1. Customer navigates to the login page. 2. Customer enters their username and password. 3. System verifies the credentials. 4. Customer is granted access to their account.
Frequency of occurrence:	High

11.**UC-HAS-GFR:**Give Food Review

Use-Case ID:	**UC-CUST-GIVE-FOOD-REVIEW**
Use-case Name:	Give Food Review
Description:	Customer provides a review for the food they ordered.
Pre-conditions:	Customer must have placed an order and be logged in.
Success guarantee (post-conditions):	Food review is successfully submitted and stored in the system.
Frequency of use:	Low
Main success scenario (or basic flow):	1. Customer logs into the system. 2. Customer navigates to the order history section. 3. Customer selects an order and enters a review. 4. System stores the food review.
Frequency of occurrence:	Low

12.UC-HAS-PB:Pay Bill

Use-Case ID:	UC-HAS-PB
Use-case Name:	Pay Bill
Description:	Customer pays the bill for their stay or orders.
Pre-conditions:	Customer must have an outstanding balance and be logged in.
Success guarantee (post-conditions):	Payment is successfully processed, and the bill is marked as paid.
Frequency of use:	High
Main success scenario (or basic flow):	1. Customer logs into the system. 2. Customer navigates to the billing section. 3. Customer selects the payment option and completes the payment. 4. System updates the payment status to "Paid

Food manager:

1.UC-FM-DFM:Use Case Specification

Use-Case ID:	**UC-FM-DFM**
Use-case Name:	Decide Food Menu
Description:	The food manager determines the available food items for the menu.
Pre-conditions:	1. The food manager is logged in. 2. The food items and categories are available.

Use-Case ID:	**UC-FM-DFM**
Success Guarantee (Post-Conditions):	The food menu is successfully decided and updated.
Frequency of Use:	Periodic
Main Success Scenario (or Basic Flow):	1. The food manager logs in. 2. The food manager navigates to the menu management section. 3. The food manager selects items and sets the menu. 4. The system updates the menu for customer visibility.
Extensions (or Alternate Flows):	1. If the food item data is incomplete: a. The system prompts for missing details before updating the menu.
Frequency of Occurrence:	Periodic

2.UC-FM-UFM: Update Food Menu

Use-Case ID:	**UC-FM-UFM**
Use-case Name:	Update Food Menu
Description:	The food manager updates the current food menu by adding or removing items.

Use-Case ID:	**UC-FM-UFM**
Pre-conditions:	1. The food manager is logged in. 2. The food items are available.
Success Guarantee (Post-Conditions):	The food menu is successfully updated.
Frequency of Use:	Medium
Main Success Scenario (or Basic Flow):	1. The food manager logs in. 2. The food manager navigates to the menu management section. 3. The food manager updates items and confirms changes. 4. The system reflects the updated menu for customers.
Extensions (or Alternate Flows):	1. If the update contains errors: a. The system prompts the food manager to review and fix the details.
Frequency of Occurrence:	Medium

3.**UC-FM-VO:** View Food Orders

Use-Case ID:	**UC-FM-VO**
Use-case Name:	View Food Orders

Use-Case ID:	**UC-FM-VO**
Description:	The food manager views all food orders placed by customers.
Pre-conditions:	1. The food manager is logged in. 2. Orders have been placed by customers.
Success Guarantee (Post-Conditions):	The food orders are displayed successfully.
Frequency of Use:	High
Main Success Scenario (or Basic Flow):	1. The food manager logs in. 2. The food manager navigates to the order management section. 3. The system displays the list of current food orders.
Extensions (or Alternate Flows):	1. If no orders are available: a. The system displays a “No orders available” message.
Frequency of Occurrence:	High

4.**UC-FM-AOS:**Assign Orders to Service Staff

Use-Case ID:	**UC-FM-AOS**
Use-case Name:	Assign Orders to Service Staff
Description:	The food manager assigns food orders to the service staff for delivery.
Pre-conditions:	1. The food manager is logged in. 2. Food orders are available and need to be assigned.
Success Guarantee (Post-Conditions):	The orders are successfully assigned to service staff.
Frequency of Use:	High
Main Success Scenario (or Basic Flow):	1. The food manager logs in. 2. The food manager views the list of unassigned orders. 3. The food manager assigns orders to available service staff. 4. The system updates the status to show orders are assigned.
Extensions (or Alternate Flows):	1. If there are no available service staff: a. The system informs the food manager and holds the orders until staff are available.
Frequency of Occurrence:	High

5.UC-FM-VFR: View Food Reviews

Use-Case ID:	**UC-FM-VFR**
Use-case Name:	View Food Reviews
Description:	The food manager views customer reviews and ratings for food items.
Pre-conditions:	1. The food manager is logged in. 2. Reviews are available from customers.
Success Guarantee (Post-Conditions):	The reviews are displayed successfully.
Frequency of Use:	Medium
Main Success Scenario (or Basic Flow):	1. The food manager logs in. 2. The food manager navigates to the review management section. 3. The system displays customer reviews and ratings.
Extensions (or Alternate Flows):	1. If no reviews are available: a. The system displays a “No reviews available” message.
Frequency of Occurrence:	Medium

STAFF

1.UC-SS-POF: Pick Order from Food Manager

Use-Case ID:	**UC-SS-POF**
Use-case Name:	Pick Order from Food Manager
Description:	The service staff picks up orders assigned by the food manager for delivery to the customer.
Pre-conditions:	1. The food manager has assigned an order. 2. The service staff is logged in.
Success Guarantee (Post-Conditions):	The order is successfully picked up for delivery.
Frequency of Use:	High
Main Success Scenario (or Basic Flow):	1. The service staff logs in. 2. The service staff navigates to the assigned orders section. 3. The system displays all assigned orders. 4. The service staff confirms the order pickup.
Extensions (or Alternate Flows):	1. If no orders are available: a. The system displays an empty list or “No orders available” message.
Frequency of Occurrence:	High

2.**UC-SS-SFC:** Serve Food to Customer

Use-Case ID:	**UC-SS-SFC**
Use-case Name:	Serve Food to Customer
Description:	The service staff serves the food to the customer after picking up the order.
Pre-conditions:	1. The service staff has picked up the order. 2. The customer is available to receive the order.
Success Guarantee (Post-Conditions):	The food is successfully served to the customer.
Frequency of Use:	High
Main Success Scenario (or Basic Flow):	1. The service staff picks up the order. 2. The service staff delivers the food to the customer. 3. The customer confirms receipt.
Extensions (or Alternate Flows):	1. If the customer is not available: a. The system prompts the service staff to attempt delivery later.
Frequency of Occurrence:	High

MANAGER:

1.**UC-HAS-CBS:** Check Booking Status

Use-Case ID:	**UC-HAS-CBS**
Use-case Name:	Check Booking Status
Description:	The manager checks the status of room bookings.
Pre-conditions:	1. The manager is logged in. 2. Bookings are available to view.
Success Guarantee (Post-Conditions):	The booking status is displayed successfully.
Frequency of Use:	High
Main Success Scenario (or Basic Flow):	1. The manager logs in. 2. The manager navigates to the booking management section. 3. The system displays the status of all room bookings.
Extensions (or Alternate Flows):	1. If no bookings are available: a. The system displays a “No bookings available” message.
Frequency of Occurrence:	High

2.**UC-HAS-CAO:** Check Average Occupancy Rate

Use-Case ID:	**UC-HAS-CAO**
Use-case Name:	Check Average Occupancy Rate
Description:	The manager checks the average occupancy rate of the hotel.
Pre-conditions:	1. The manager is logged in. 2. Occupancy data is available.
Success Guarantee (Post-Conditions):	The average occupancy rate is displayed successfully.
Frequency of Use:	Periodic
Main Success Scenario (or Basic Flow):	1. The manager logs in. 2. The manager navigates to the analytics or occupancy section. 3. The system displays the average occupancy rate.
Extensions (or Alternate Flows):	1. If no data is available: a. The system displays a message indicating that occupancy data is not available.
Frequency of Occurrence:	Periodic

3.UC-HAS-VP: View Payments

Use-Case ID:	**UC-HAS-VP**
Use-case Name:	View Payments
Description:	The manager views the total payments received from bookings and services.
Pre-conditions:	1. The manager is logged in. 2. Payment records are available.
Success Guarantee (Post-Conditions):	Payment details are displayed successfully.
Frequency of Use:	Medium
Main Success Scenario (or Basic Flow):	1. The manager logs in. 2. The manager navigates to the payment management section. 3. The system displays payment details including totals and breakdowns.
Extensions (or Alternate Flows):	1. If no payment data is available: a. The system displays a “No payment data available” message.
Frequency of Occurrence:	Medium

4.**UC-HAS-URP:** Update Room Prices

Use-Case ID:	**UC-HAS-URP**
Use-case Name:	Update Room Prices
Description:	The manager updates the room prices based on demand, season, or other factors.
Pre-conditions:	1. The manager is logged in. 2. The system has pricing control capabilities.
Success Guarantee (Post-Conditions):	Room prices are updated successfully.
Frequency of Use:	Periodic
Main Success Scenario (or Basic Flow):	1. The manager logs in. 2. The manager navigates to the pricing management section. 3. The manager updates room prices. 4. The system saves the new prices and applies them.
Extensions (or Alternate Flows):	1. If the updated prices are invalid: a. The system prompts the manager to correct the values.
Frequency of Occurrence:	Periodic

5.**UC-HAS-AR:** Add Room Services

Use-Case ID:	**UC-HAS-AR**
Use-case Name:	Add Room Services
Description:	The manager adds additional room services for customers.
Pre-conditions:	1. The manager is logged in. 2. Service options are available to add.
Success Guarantee (Post-Conditions):	New room services are added successfully.
Frequency of Use:	Low
Main Success Scenario (or Basic Flow):	1. The manager logs in. 2. The manager navigates to the room service management section. 3. The manager adds or configures new room services. 4. The system updates the services list.
Extensions (or Alternate Flows):	1. If the service details are incomplete: a. The system prompts the manager to provide the required information.
Frequency of Occurrence:	Low

6. **UC-HAS-VFHAS:**View Feedback

Use-Case ID:	**UC-HAS-VFHAS**
Use-case Name:	View Feedback
Description:	The manager views feedback provided by customers regarding their stay and services.
Pre-conditions:	1. The manager is logged in. 2. Feedback data is available.
Success Guarantee (Post-Conditions):	Customer feedback is displayed successfully.
Frequency of Use:	Medium
Main Success Scenario (or Basic Flow):	1. The manager logs in. 2. The manager navigates to the feedback section. 3. The system displays all available feedback and ratings.
Extensions (or Alternate Flows):	1. If no feedback is available: a. The system displays a “No feedback available” message.
Frequency of Occurrence:	Medium

7.**UC-HAS-UR:** Update Room Services

Use-Case ID:	**UC-HAS-UR**
Use-case Name:	Update Room Services
Description:	The manager updates or modifies existing room services.
Pre-conditions:	1. The manager is logged in. 2. Existing room services are available for updates.
Success Guarantee (Post-Conditions):	Room services are updated successfully.
Frequency of Use:	Low
Main Success Scenario (or Basic Flow):	1. The manager logs in. 2. The manager navigates to the room service management section. 3. The manager updates existing services. 4. The system reflects the changes in the services list.
Extensions (or Alternate Flows):	1. If the updated service details are incomplete: a. The system prompts the manager to correct the information.
Frequency of Occurrence:	Low

8.**UC-HAS-DR:** Delete Room Services

Use-Case ID:	UC-HAS-DR
Use-case Name:	Delete Room Services
Description:	The manager removes obsolete or redundant room services.
Pre-conditions:	1. The manager is logged in. 2. The service to be deleted exists.
Success Guarantee (Post-Conditions):	The room service is successfully deleted.
Frequency of Use:	Low
Main Success Scenario (or Basic Flow):	1. The manager logs in. 2. The manager navigates to the room service management section. 3. The manager selects and deletes unwanted services. 4. The system removes the service from the list.
Extensions (or Alternate Flows):	1. If the service cannot be deleted due to dependencies: a. The system notifies the manager and provides options.
Frequency of Occurrence:	Low

RECEPTIONIST:

1.UC-HAS-PCD: Post Customer Details

Use-Case ID:	UC-HAS-PCD
Use-case Name:	Post Customer Details
Description:	Receptionist posts customer details into the system.
Pre-conditions:	Receptionist must be logged into the system.
Success guarantee (post-conditions):	Customer details are successfully saved in the system.
Frequency of use:	High
Main success scenario (or basic flow):	1. Receptionist logs into the system. 2. Receptionist navigates to the customer details section. 3. Receptionist enters customer details. 4. System saves the customer details.
Frequency of occurrence:	High

2.UC-HAS-VOFB:View Offline Bookings

Use-Case ID:	**UC-HAS-VOFB**
Use-case Name:	View Offline Bookings
Description:	Receptionist views bookings made offline.
Pre-conditions:	Receptionist must be logged into the system.
Success guarantee (post-conditions):	Offline bookings are successfully displayed to the receptionist.
Frequency of use:	Medium
Main success scenario (or basic flow):	1. Receptionist logs into the system. 2. Receptionist navigates to the offline bookings section. 3. System displays all offline bookings.
Frequency of occurrence:	Medium

3.UC-HAS-VONB: View Online Bookings

Use-Case ID:	**UC-HAS-VONB**
Use-case Name:	View Online Bookings
Description:	Receptionist views bookings made online.
Pre-conditions:	Receptionist must be logged into the system.
Success guarantee (post-conditions):	Online bookings are successfully displayed to the receptionist.
Frequency of use:	Medium
Main success scenario (or basic flow):	1. Receptionist logs into the system. 2. Receptionist navigates to the online bookings section. 3. System displays all online bookings.
Frequency of occurrence:	Medium

4.UC-HAS-VRA: View Room Availability

Use-Case ID:	**UC-HAS-VRA**
Use-case Name:	View Room Availability
Description:	Receptionist checks the availability of rooms.
Pre-conditions:	Receptionist must be logged into the system.
Success guarantee (post-conditions):	Room availability is successfully displayed to the receptionist.
Frequency of use:	High
Main success scenario (or basic flow):	1. Receptionist logs into the system. 2. Receptionist navigates to the room availability section. 3. System displays room availability information.
Frequency of occurrence:	High

5.UC-HAS-AROF: Allot Room Offline

Use-Case ID:	**UC-HAS-AROF**
Use-case Name:	Allot Room Offline
Description:	Receptionist allots a room to a customer based on offline booking.
Pre-conditions:	Receptionist must be logged into the system.
Success guarantee (post-conditions):	Room is successfully allotted to the customer.
Frequency of use:	Medium
Main success scenario (or basic flow):	1. Receptionist logs into the system. 2. Receptionist selects a customer from offline bookings. 3. Receptionist allots a room to the customer. 4. System updates the booking status.
Frequency of occurrence:	Medium

6.UC-HAS-CAP: Collect Advance Payments

Use-Case ID:	**UC-HAS-CAP**
Use-case Name:	Collect Advance Payments
Description:	Receptionist collects advance payments from customers.
Pre-conditions:	Receptionist must be logged into the system.
Success guarantee (post-conditions):	Advance payments are successfully recorded in the system.
Frequency of use:	High
Main success scenario (or basic flow):	1. Receptionist logs into the system. 2. Receptionist navigates to the payment collection section. 3. Receptionist records the advance payment. 4. System updates the payment status.
Frequency of occurrence:	High

7.UC-HAS-VTP: View Total Payment

Use-Case ID:	**UC-HAS-VTP**
Use-case Name:	View Total Payment
Description:	Receptionist views the total payments made by a customer.
Pre-conditions:	Receptionist must be logged into the system.
Success guarantee (post-conditions):	Total payments are successfully displayed.
Frequency of use:	Medium
Main success scenario (or basic flow):	1. Receptionist logs into the system. 2. Receptionist navigates to the payments section. 3. System displays the total payments for a customer.
Frequency of occurrence:	Medium

8.UC-HAS-VF: View Feedback

Use-Case ID:	**UC-HAS-VF**
Use-case Name:	View Feedback
Description:	Receptionist views customer feedback.
Pre-conditions:	Receptionist must be logged into the system.
Success guarantee (post-conditions):	Customer feedback is successfully displayed.
Frequency of use:	Medium
Main success scenario (or basic flow):	1. Receptionist logs into the system. 2. Receptionist navigates to the feedback section. 3. System displays customer feedback.
Frequency of occurrence:	Medium

9.UC-HAS-AOB: Approve Online Bookings

Use-Case ID:	**UC-HAS-AOB**
Use-case Name:	Approve Online Bookings
Description:	Receptionist approves bookings made online by customers.
Pre-conditions:	Receptionist must be logged into the system.
Success guarantee (post-conditions):	Online bookings are successfully approved.
Frequency of use:	High
Main success scenario (or basic flow):	1. Receptionist logs into the system. 2. Receptionist navigates to the online bookings section. 3. Receptionist reviews and approves bookings. 4. System updates the booking status to approved.
Frequency of occurrence:	High