User Stories:

- **Users:**
- o Guest
- o Staff

As a **guest**, I want to know the hotel's services, so I enter my room number and my phone number to verify and view the available services.

As a **guest**, I want to order food, so I select the restaurant service, then choose the items needed, and complete the order process.

As a **guest**, I want to launder my clothes, so I select the laundry service, then send a laundry request for the responsible person to receive and deliver my clothes.

As a **guest**, I want to order groceries, so I select the grocery service, then write down the required items and complete the order process.

As a **guest**, I want to clean my room, so I select room service, and specify that I want it cleaned at a particular time.

As a **guest**, I want to know the events available in the city, so I select the events option, which informs me about the available activities.

As a **guest**, I want to drink coffee, so I select the coffee service, then choose the items needed, and complete the order process.

As a **guest**, I want an extra pillow, so I select room service, then specify the number available for me to add, and complete the order process.

As a **guest**, I want to know about the hotel facilities, so I browse the main page, read a brief about each area, and finally view the hotel map.

As **staff**, we can log in through the staff page.

As a **chief staff member**, I can assign a specific manager to each department.

As a **chief staff member**, I can view all data, orders, procedures, and modify them.

As a **restaurant staff member**, I can edit and add to the food menu.

As a **restaurant staff member**, I can accept or reject orders, explaining unavailable items.

As a **room service staff member**, I can accept requests for room needs like pillows, bedcovers, and more.

As a **room service staff member**, I can accept or reject cleaning requests if they conflict with cleaning another room.

As a **laundry staff member**, I can see laundry requests and go to collect them.

As a **laundry staff member**, I can send laundry invoices that have been collected.