**Stories and Scenario**

## Story-1: Room Booking

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| *Story # S1* | : | As a Guest,  I want to book a room online,  So that I can secure accommodation before my arrival. |
| Priority | **:** | High |
| Estimate | **:** | L |
| Reason | **:** | Room booking is a core function of a hotel management system, directly impacting revenue and customer satisfaction. It requires integrating multiple components like room availability, pricing, and payment processing. |

1.1.1 => Scenario# S1.1

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| *Scenario# S1.1* | : | Successfully book a room |
| Prerequisite | **:** | Rooms are available for the selected dates. |
| Acceptance Criteria | **:** | **Given :** I am on the hotel’s booking page, **When :** I select the check-in and check-out dates, choose a room type, and provide personal and payment information, **Then :** I should see a confirmation message with the booking details, and the room should be reserved for the selected dates. |

1.1.2 => Scenario# S1.2

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| *Scenario# S1.2* | : | Attempt to book a room when no rooms are available |
| Prerequisite | **:** | All rooms are fully booked for the selected dates. |
| Acceptance Criteria | **:** | **Given :** I am on the hotel’s booking page, **When :** I select check-in and check-out dates, **Then :** I should see a message indicating no rooms are available for the selected dates , and I should be prompted to select alternative dates or join a waitlist. |

## Story-2: Payment Processing

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| *Story # S2* | : | As a Guest,  I want to pay for my booking online using my preferred payment method,  So that I can confirm my reservation instantly. |
| Priority | **:** | High |
| Estimate | **:** | L |
| Reason | **:** | Secure and efficient payment processing is vital for completing bookings. This feature involves handling sensitive data, integrating with payment gateways, and ensuring compliance with financial regulations. |

1.2.1 => Scenario# S1.1

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| *Scenario# S1.1* | : | Successful Payment Processing |
| Prerequisite | **:** | The guest has selected a room and provided valid payment information. |
| Acceptance Criteria | **:** | **Given :** I have selected my room, dates, and entered valid payment details on the hotel’s booking page, **When :** I submit the booking request, **Then :** the system should process the payment successfully, and I should receive a confirmation message with the booking details and a receipt , and the room should be reserved for my selected dates. |

1.2.2 => Scenario# S1.2

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| *Scenario# S1.2* | : | Payment Declined by Bank |
| Prerequisite | **:** | The guest has selected a room and entered payment details, but the bank declines the transaction. |
| Acceptance Criteria | **:** | **Given :** I have entered my payment details on the booking page, **When :** I submit the booking request, **Then :** the system should attempt to process the payment, and if the payment is declined by the bank , then I should receive a notification stating that the payment was declined , and I should be given the option to retry with the same or different payment details , or contact customer support for assistance. |

1.2.3 => Scenario# S1.3

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| *Scenario# S1.3* | : | Insufficient Funds |
| Prerequisite | **:** | The guest has selected a room and entered payment details, but there are insufficient funds in the account. |
| Acceptance Criteria | **:** | **Given :** I have entered my payment details on the booking page, **When :** I submit the booking request, **Then :** the system should attempt to process the payment, And if there are insufficient funds , then I should receive an error message indicating insufficient funds , and I should be prompted to use a different payment method or contact my bank. |

1.2.4 => Scenario# S1.4

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| *Scenario# S1.4* | : | Payment Processing Network Error |
| Prerequisite | **:** | The guest has selected a room and entered payment details, but a network error occurs during payment processing. |
| Acceptance Criteria | **:** | **Given :** I have entered my payment details and submitted the booking request, **When :** the payment is being processed, **Then** : if a network error occurs, then I should receive a message stating that a network error occurred and the payment could not be completed , and I should be given the option to retry the payment , or save my booking details and try again later. |

1.2.5 => Scenario# S1.5

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| *Scenario# S1.5* | : | Payment Success but No Booking Confirmation |
| Prerequisite | **:** | The guest has entered payment details and submitted a booking request. |
| Acceptance Criteria | **:** | **Given :** I have successfully processed the payment, **When :** a technical issue occurs before the booking confirmation is generated, **Then :** I should receive a notification that payment was successful but the booking confirmation failed , and I should be instructed to contact customer support to verify my booking , or receive an automated follow-up email with confirmation once the issue is resolved. |

1.2.6 => Scenario# S1.6

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| *Scenario# S1.6* | : | Payment Processed Twice |
| Prerequisite | **:** | The guest has entered payment details and submitted a booking request. |
| Acceptance Criteria | **:** | **Given :** I have submitted a booking request and processed the payment, **When :** a system glitch causes the payment to be processed twice, **Then :** I should receive an immediate notification of the duplicate charge, and the system should automatically initiate a refund for the duplicate payment , and I should receive a confirmation email stating the refund process. |

## Story-3: Room Availability Checking

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| *Story # S3* | : | As Guest,  I want to check room availability,  So that I can know which rooms are free for my desired dates. |
| Priority | **:** | High |
| Estimate | **:** | M |
| Reason | **:** | Searching for available rooms is essential for the booking process. It requires a real-time database query, which can be complex but is crucial for the user's booking experience. |

1.3.1 => Scenario# S1.1

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| *Scenario# S1.1* | : | Check Room Availability for Specific Dates |
| Prerequisite | **:** | The system is updated with the current room availability data. |
| Acceptance Criteria | **:** | **Given :** I am on the hotel's room availability check page, **When :** I input my desired check-in and check-out dates, **Then :** the system should retrieve the room availability for the selected dates , and I should see a list of available room types with the corresponding rates. |

1.3.2 => Scenario# S1.2

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| *Scenario# S1.2* | : | No Rooms Available for Selected Dates |
| Prerequisite | **:** | All rooms are fully booked for the selected dates. |
| Acceptance Criteria | **:** | **Given :** I am on the hotel's room availability check page, **When :** I input my desired check-in and check-out dates, **Then :** I should receive a message indicating that no rooms are available for the selected dates , and I should be offered alternative dates or the option to join a waitlist. |

1.3.3 => Scenario# S1.3

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| *Scenario# S1.3* | : | Checking Room Availability with Invalid Dates |
| Prerequisite | **:** | The user is attempting to select dates for availability checking. |
| Acceptance Criteria | **:** | **Given :** I am on the hotel's room availability check page, **When :** I enter an invalid date range (e.g., check-out date before check-in date or dates in the past), **Then** : I should receive an error message explaining the invalid date selection , and I should be prompted to enter a valid date range. |

1.3.4 => Scenario# S1.4

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| *Scenario# S1.4* | : | Check Room Availability for Multiple Room Types |
| Prerequisite | **:** | Multiple room types are available in the system. |
| Acceptance Criteria | **:** | **Given :** I am on the hotel's room availability check page, **When :** I input my desired check-in and check-out dates and select multiple room types, **Then :** the system should display the availability status for each selected room type , and I should see options for available rooms or a notification if any room types are fully booked. |

## Story-4: Feedback and Rating

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| *Story # S3* | : | As Guest,  I want to provide feedback and rate my stay,  So that the hotel can improve its services. |
| Priority | **:** | Medium |
| Estimate | **:** | M |
| Reason | **:** | Collecting feedback helps the hotel improve services and build trust with potential guests. |

1.4.1 => Scenario# S1.1

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| *Scenario# S1.1* | : | Successfully submit feedback and rating |
| Prerequisite | **:** | The guest has completed their stay. |
| Acceptance Criteria | **:** | **Given :** I have logged into the hotel’s guest portal after my stay, **When :** I navigate to the feedback section, select a star rating, and write my comments, **Then :** I should be able to submit my feedback, and I should see a confirmation message that my feedback has been received and will be reviewed by the hotel. |

1.4.2 => Scenario# S1.2

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| *Scenario# S1.2* | : | Attempt to submit feedback without a rating |
| Prerequisite | **:** | The guest has completed their stay and is logged into the guest portal. |
| Acceptance Criteria | **:** | **Given :** I am on the feedback submission page, **When :** I write my comments but do not select a star rating, **Then :** I should receive a prompt indicating that a rating is required to submit feedback , and I should be able to submit my feedback only after providing a rating. |

1.4.3 => Scenario# S1.3

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| *Scenario# S1.3* | : | Provide feedback as an anonymous guest |
| Prerequisite | **:** | The guest has completed their stay. |
| Acceptance Criteria | **:** | **Given :** I have logged into the hotel’s guest portal,  **When :** I navigate to the feedback section and choose the option to submit feedback anonymously, **Then :** I should be able to write my comments and submit my feedback without my personal details being attached to it , and I should see a confirmation that my anonymous feedback has been submitted. |

1.4.4 => Scenario# S1.4

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| *Scenario# S1.4* | : | Attempt to submit feedback before stay is completed |
| Prerequisite | **:** | The guest is still checked in. |
| Acceptance Criteria | **:** | **Given :** I am logged into the guest portal during my stay, **When :** I try to access the feedback section, **Then :** I should see a message stating that feedback can only be submitted after check-out , and I should be prompted to return after my stay to provide feedback and a rating. |

## Story-5: Housekeeping Requests

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| *Story # S3* | : | As Guest,  I want to request housekeeping services from my room,  So that I can ensure my room is cleaned according to my preferences. |
| Priority | **:** | Medium |
| Estimate | **:** | M |
| Reason | **:** | Allowing guests to request housekeeping improves service personalization and guest satisfaction. It involves simple communication with the housekeeping team. |

1.5.1 => Scenario# S1.1

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| --- | --- | --- |
| *Scenario# S1.1* | : | Successfully Submit a Housekeeping Request |
| Prerequisite | **:** | The guest is checked in and housekeeping services are available. |
| Acceptance Criteria | **:** | **Given :** I am logged into the hotel’s mobile app or guest portal, **When :** I navigate to the housekeeping section and select the services I need (e.g., room cleaning, extra towels),  **Then :** I should receive a confirmation that my request has been submitted, andI should see an estimated time of completion for the requested services. |

1.5.2 => Scenario# S1.2

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| *Scenario# S1.2* | : | Attempt to Request Housekeeping for an Unoccupied Room |
| Prerequisite | **:** | The room is currently unoccupied or not assigned to any guest. |
| Acceptance Criteria | **:** | **Given :** I am logged into the hotel’s mobile app or guest portal, **When :** I attempt to request housekeeping services for a room that is not currently assigned to me or any guest, **Then :** I should receive an error message indicating that the request cannot be processed because the room is unoccupied , and I should be prompted to check the room number or contact the front desk for assistance. |

1.5.3 => Scenario# S1.3

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| --- | --- | --- |
| *Scenario# S1.3* | : | Request Urgent Housekeeping Service |
| Prerequisite | **:** | The guest is checked in and housekeeping services are available. |
| Acceptance Criteria | **:** | **Given :** I am logged into the hotel’s mobile app or guest portal,  **When :** I navigate to the housekeeping section and mark my request as urgent (e.g., spill cleanup, immediate need for additional items), **Then :** I should receive a confirmation that my urgent request has been submitted , and I should see a notification that housekeeping staff will prioritize my request and provide an estimated time of arrival. |