**User/Customer Requirements**

* A user can sing up to the platform, and later on sign in
* Cannot delete acct
  + Because they might exploit new customer deals and stuff like that
* Can modify some parts of their account details
* Can use the same account in multiple hotels.
* Can only order/edit/cancel services when checked into the hotel
  + The service
* Add/edit/remove reviews to each hotel’s services
* Add/edit/remove reviews to each food menu item
* Can chat with members of the front desk
  + Any front desk staff can be able to choose to begin chatting. Just like how when you chat with customer care online.
  + User gets to rate their chat session
  + The customer agent gets a rating
* B

**Hotel Requirements**

* Can add/remove/edit services to their hotel. Eg; laundry, food order, dry-cleaning, transportation
  + When removing a service, make show to prompt user to confirm.
* Can add, edit, and delete menu items and their features
  + Price, pictures, description, avg wait-time, promos, cart function + checkout
* Can add/edit/remove front desk chat feature

**Admins/managers**

* Can assign/remove staff to different services/departments
* Only authorized within your own hotel
* Can make staff asst-admin and remove too
  + When a manager leaves, they shouldn’t have admin privilege anymore. This can be a huge risk.