UC-PRE-01 Book a room

Description The system shall allow listing all the rooms available in the period requested by the customer. Suppose there are no rooms available precisely in that period. In that case, the system shall show other availabilities so that the operator can suggest to the customer how to change the period of stay. This period is a time interval expressed as days between two dates. For example, from 05/07/1998 to 11/07/1998, there is a 7-day stay, having the room vacated on 12/07/1998 in the morning; therefore, starting from that day, the room will be available for any other reservations. In the event of no exact availability, the system shall show a table highlighting the requested availability of the hotel.

Searching for available rooms must consider the constraints imposed, such as blocked, assigned, or commissioned rooms to travel agencies. This function allows the operator (hotel operator or agency operator) to book a room

Primary actor: Operator (Hotel operator or Agency operator).

Supporting actors: N/A

Entry Condition: The operator is logged in

Exit condition On success: The new reservation is saved in persistent storage

Exit condition On failure: The reservation is not saved in persistent storage

Priority: High

Extension points: N/A

Generalization of: N/A

MAIN SCENARIO:

1. Operator: The user selects the “Book a room” link.

2. System: The system displays a form containing the room filters.

3. Operator: The user fills in the room type filter.

4. Operator: The user fills in the guest number filter.

5. Operator: The user fills in the date interval filter.

6. Operator: The user clicks the “Search Availability” button.

7. System: The system validates the room type filter.

8. System: The system validates the guest number filter.

9. System: The system validates the date interval filter.

10. System: The system searches for all rooms of the given type.

11. System: The system checks the capacity of each room to accommodate the guests.

12. System: The system checks if each room is in the Commission file for the given date interval.

13. System: The system searches for unbooked dates for each room in the Booked rooms file.

14. System: The system lists the available rooms.

15. Operator: The user browses the results.

16. Operator: The actor clicks the “Reserve rooms” button for the rooms of interest.

17. System: The system reads from persistent storage the room details for the selected rooms.

18. System: The system searches for requestable room services for the selected rooms.

19. System: The system lists the selected rooms.

20. System: The system lists the requestable services for each selected room.

21. Operator: The user presses “Reservation” for the reservation details of interest.

22. System: The system searches for supplements in the Configured season file.

23. System: The system lists the reservation details.

24. System: The system displays a blank formatted screen to insert the customer's details.

25. Operator: The user fills in the fiscal code field.

26. System: The system searches for the customer with the given fiscal code.

27. System: The system displays the customer details: surname, name, date of birth, fiscal code, address, city, email address, notes, currently occupied room, and last occupied room.

28. Operator: The user clicks the "Select" button for the displayed customer details.

29. System: The system fills the formatted screen with the customer’s details.

30. Operator: The user optionally enters additional customer’s details.

31. Operator: The user fills in the selection for the reservation details.

32. System: The system updates the customer’s details if needed.

33. System: The system searches for the season configuration in the given interval.

34. System: The system stores the reservation header.

35. System: The system stores the booked rooms for the given date interval.

36. System: The system saves the requested services for the booked rooms.

37. System: The system saves the children's ages for the reservation.

38. System: The system shows a confirmation message.

Alternative flow no. 1:

7.a1 System The system presents drop-down lists to specify every child’s age. The flow of events resumes at step no. 5 of the main scenario.

Alternative flow no. 1: no customers found with the given fiscal code:

17.a1 Hotel manager, Operator: The user fills in the surname, name, date of birth, address, city, email address, fiscal code fields, and optionally the notes field and submits the form.

18.a1 System : The system checks that: the surname and name fields contain at least two characters, the fiscal code field is valid, the date of birth is correct, the email address is valid and records the new customer in persistent storage.

19.a1 System : The flow of events resumes at step no. 19 of the main scenario.

Alternative flow no. 2: the customer requests to cancel the reservation:

13.a1 Operator: The user presses the Close button. The flow of events ends.

Alternative flow no. 3: the customer requests to cancel the reservation after confirming the room:

6.a1 Operator: The user presses the Close button.

7.a2 System : The flow of events ends.

Alternative flow no. 4: The operator wants to modify the reservation details before finalizing:

1. Operator: The user clicks the "Modify Reservation" button after reviewing the reservation details but before finalizing the booking.

2. System: The system allows the user to edit the reservation details such as dates, room type, and services.

3. Operator: The user updates the necessary details and submits the changes.

4. System: The system validates the updated details.

5. System: The system updates the reservation details in the session and displays the updated information for confirmation.

6. Operator: The user confirms the updated details and proceeds to finalize the booking.

7. System: The flow of events resumes at step no. 24 of the main scenario.

Alternative flow no. 5: The operator needs to add special requests or notes to the reservation:

1. Operator: The user selects the option to add special requests or notes during the reservation process.

2. System: The system provides a text field for entering special requests or notes.

3. Operator: The user enters the necessary information and submits it along with the reservation details.

4. System: The system saves the special requests or notes along with the reservation details in persistent storage.

5. System: The flow of events resumes at step no. 24 of the main scenario.

Alternative flow no. 6: The operator encounters an error while saving the reservation:

1. System: The system encounters an error while attempting to save the reservation details to persistent storage.

2. System: The system displays an error message indicating the failure to save the reservation.

3. Operator: The user is given the option to retry saving the reservation or to cancel the process.

4. Operator: The user chooses to retry and clicks the "Save Reservation" button again.

5. System: The system attempts to save the reservation details again.

6. System: If the save is successful, the system shows a confirmation message; if not, the system displays an error message and the flow of events ends.

Alternative flow no. 7: The operator wants to check-in the customer immediately after booking:

1. Operator: The user selects the option to check-in the customer immediately after booking.

2. System: The system updates the reservation status to "Checked-in" and assigns a room number.

3. System: The system generates the necessary documents for check-in, such as key cards and welcome packets.

4. Operator: The user confirms the check-in and provides the customer with the documents.

5. System: The system logs the check-in details and updates the room status to occupied.

6. System: The flow of events resumes at step no. 25 of the main scenario.

Alternative flow no. 8: The operator wants to book multiple rooms in a single transaction:

1. Operator: The user indicates the desire to book multiple rooms during the same transaction.

2. System: The system allows the user to specify the number of rooms and the details for each room.

3. Operator: The user enters the details for each room and submits the bulk reservation request.

4. System: The system validates the details for each room and checks availability.

5. System: The system reserves each room that meets the criteria and is available.

6. System: The system displays a summary of all booked rooms and their details for confirmation.

7. Operator: The user confirms the reservation details for all rooms.

8. System: The system saves the reservation details for all rooms in persistent storage.

9. System: The system shows a confirmation message for the bulk reservation.

Alternative flow no. 9: The operator needs to apply a discount or special rate to the reservation:

1. Operator: The user selects the option to apply a discount or special rate during the reservation process.

2. System: The system provides options for various discounts or special rates that can be applied to the reservation.

3. Operator: The user selects the appropriate discount or special rate and applies it to the reservation.

4. System: The system recalculates the total cost of the reservation with the applied discount or special rate.

5. System: The system displays the updated reservation cost for confirmation.

6. Operator: The user confirms the updated reservation details with the discount or special rate.

7. System: The flow of events resumes at step no. 24 of the main scenario.

Alternative flow no. 10: The customer has specific accessibility requirements:

1. Operator: During the reservation process, the user identifies that the customer has specific accessibility requirements.

2. System: The system filters and displays only rooms that meet the accessibility requirements specified by the user.

3. Operator: The user selects an accessible room that fits the customer's needs.

4. System: The system ensures that the selected room is equipped with the necessary accessibility features.

5. System: The flow of events resumes at step no. 16 of the main scenario.

Alternative flow no. 11: The operator needs to reserve additional amenities for the customer:

1. Operator: The user selects the option to reserve additional amenities (e.g., parking space, spa access) during the reservation process.

2. System: The system displays a list of available amenities that can be reserved.

3. Operator: The user selects the desired amenities and adds them to the reservation.

4. System: The system updates the reservation details to include the additional amenities.

5. System: The flow of events resumes at step no. 24 of the main scenario.

Alternative flow no. 12: The customer wants to reserve a room with a specific view or location:

1. Operator: The user identifies that the customer has a preference for a room with a specific view or location (e.g., sea view, high floor).

2. System: The system filters and displays rooms that match the customer's preferences.

3. Operator: The user selects a room that satisfies the customer's request.

4. System: The system confirms the availability of the selected room with the specific view or location.

5. System: The flow of events resumes at step no. 16 of the main scenario.

Alternative flow no. 13: The operator needs to handle a group reservation:

1. Operator: The user indicates that the reservation is for a group requiring multiple rooms.

2. System: The system enables the group reservation mode, allowing the user to book multiple rooms under a single reservation.

3. Operator: The user enters the details for each room required by the group and the total number of guests.

4. System: The system validates the details and checks the availability of rooms to accommodate the entire group.

5. System: The system reserves the necessary number of rooms and applies any group discounts or rates.

6. Operator: The user reviews the reservation summary for the group, including all rooms and rates.

7. System: The system saves the group reservation details in persistent storage.

8. System: The system shows a confirmation message for the group reservation.

Exceptions:

9.a1 System The system shows an error message stating that no results have been found.

9.b1 System The system shows a system error message.

18.c1 System The system shows an error message stating that no customer with the given fiscal code is available in persistent storage.

25.a1 System The system shows a system error message.

12.c1 System The system shows an error message stating that the selected room(s) is (are) already occupied.