**user stories for a small hotel system:**

1. As a guest, I want to be able to make a reservation online so that I can secure my booking and avoid the risk of not having a room available.
2. As a guest, I want to be able to view the hotel's available rooms and their rates online so that I can choose the best option for my budget and preferences.
3. As an employee, I want to be able to view the hotel's reservations and room availability so that I can manage them effectively and avoid overbooking or double bookings.
4. As an employee, I want to be able to create a new reservation for a guest, including their check-in and check-out dates, the type of room they want, and their payment information so that we can secure their booking and provide them with a confirmation.
5. As a guest, I want to be able to check in at the hotel easily and quickly so that I can start my stay.
6. As an employee, I want to be able to check in guests efficiently and accurately, verifying their reservation details and collecting any necessary information such as ID and payment.
7. As a guest, I want to be able to view my current bill at any time during my stay so that I can keep track of my expenses and avoid any surprises at checkout.
8. As an employee, I want to be able to manage the guest's bill throughout their stay, adding any additional charges or adjusting the room rate if necessary.
9. As a guest, I want to be able to check out of the hotel quickly and easily so that I can leave.
10. As an employee, I want to be able to check out guests efficiently, verifying their bill, processing their payment, and providing them with a receipt and a thank you for staying at the hotel.

**use cases for a small hotel system:**

1. Make Reservation: The guest selects the desired check-in and check-out dates, room type, and other relevant information, and the system checks for room availability and provides a confirmation number upon successful reservation.
2. View Room Availability: The guest or employee can view the current availability of rooms by entering the desired check-in and check-out dates, room type, and other filters as necessary.
3. Manage Reservations: The employee can view, create, modify, or cancel reservations in the system, ensuring that there are no double bookings and that the guest's requests are met.
4. Check-In: The guest arrives at the hotel and provides their confirmation number and other necessary information, which the employee enters into the system to verify the reservation, assign a room, and process payment as needed.
5. Manage Guest Details: The employee can view and update the guest's personal and payment information as needed, ensuring accuracy and security.
6. Manage Room Status: The employee can view and update the status of each room, such as cleaning, maintenance, or available for check-in.
7. Manage Room Inventory: The employee can view and update the inventory of rooms, including the types, rates, and amenities offered.
8. Manage Billing: The employee can view and update the guest's bill, adding any additional charges or adjusting the room rate if necessary, and processing payment at checkout.
9. Check-Out: The guest confirms their bill and pays the balance, and the employee enters the payment information into the system to complete the transaction and provide a receipt.
10. Generate Reports: The system can generate reports on various aspects of the hotel's operations, such as occupancy rates, revenue, and guest satisfaction, to help management make informed decisions.



