

IT314  
Software Engineering

**Group 6**  
**Guesthouse Booking and Management System**

Lab 3  
User Stories

*Numbered list represents front story and dot represents backstory.*

As a receptionist...

1. I want to view the data of online registered customers so that I can validate their confirmation.
  - If the customer is registered, the query is a success and we can view their data, etc.
2. I want to view the check-in & check-out details of customers/guests already staying in the guest house so that I can edit the vacancy details of the rooms.
  - If vacant, show the room numbers, if not vacant then show who is currently living in that room.
3. I want to view customer feedback so that I can reply to them appropriately.
  - The receptionist replies to any particular customer feedback

4. I want to see the inventory of the guest house so that I can manage the items according to their availability.
  - If stock is available, then show how much is available.
  - If not available then ask admin to order more stock of the same.
5. I want to do registration on the spot for the customers who approach the guest-house directly (offline bookings).
  - Save the customer data securely in the database.

As an admin:

1. I want a hierarchical login portal for me, staff and customers so that the privacy of users can be maintained.
  - If he is a receptionist, load page details containing the customer and hotel.
  - If he is an admin, load page details of staff along with customer and hotel details.
2. I want to approve the leave applications of staff.

- If the leave request is reasonable then approve it.
  - If not then tell the reason to staff why not reasonable.
3. I want to see all the details that the receptionist can access and also view the statistics of staff.
- If a particular staff member is working, then the admin can contact him and display his working details.
  - If not working then display that he is off shift.
4. I want a good interface to view the performance of the guest house so that I could know how well the business is running.
- If the option is selected, then the representation of business analytics is shown.

As a customer:

1. I should be able to book my visit to this hotel online. I should also be able to book rooms offline (through the receptionist).

2. I should be able to make payments in both online and offline modes (for offline bookings). Moreover, the money transferred should be through a safe transaction portal if an online payment mode is used.

- For a safe transaction, the customer must have various secure banking portals to make the transaction.
- If there's any cancellation for any reason, then the cancellation charges and the refund system should be adaptable to make these changes.
- According to the cancellation policy the user must receive an acknowledgement of the cancellation and receive the refund as per the policy.

3. I should be able to receive a confirmation prompt for my final booking.

- Via email or a message prompt, the user should receive a confirmation of the final booking.

4. I want to rate and review my stay at this guesthouse so that future customers can get an honest opinion of the guest house and the

guest house can improve their service accordingly.

- Customer has the option to give feedback after completing the stay.