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| Name | Guest messages |
| Summary | System makes possible the communication between guest and receptionist. |
| Actor | Guest, Receptionist |
| Description | 1. Guest clicks on send message button to open an text area where he/she can write his/her message 2. Guest types the message with any issue or need that he/she has and clicks on the send button to send the message to the receptionist 3. Receptionist sees that he/she has received a new message and clicks on the messages panel in the dashboard page 4. Receptionist sees all the messages and clicks on the guest that he/she wants to reply 5. Receptionist writes a reply message for the guest and clicks Send Message button |
| Precondition | user has to be logged in |
| Alternatives | Guest can call receptionist. |
| Post Condition | Guest is notified for the message from receptionist. |