**Use case Description – Booking system.**

|  |  |
| --- | --- |
| **Name** | Booking |
| **Description** | Create a customer booking(slope) |
| **Triggering Event** | Customer phones in or comes to the desk to make a session booking. |
| **Actors** | Slope Operator. |
| **Pre-Conditions** | The customer must be already registered and onto the system (main menu 🡪register) |
| **Post-Conditions** | Customer should be booking into a slop and saved.  Instructor assigned to customer if required.  Payment must be taken in (appropriately priced eg: member/prem member. ) |
| **Flow** | |  |  | | --- | --- | | **Actor** | **System** | |  |  | | 1: Slope operator has been requested to make a booking either by a customer on the front desk or by phoning in. | 1.1: Displays GUI | | 2: Slope operator clicks on “booking” button. | 2.1: Displays slope schedule.  2.2: Displays Booking Form  Prompting slope operator to input user id (checking if customer has been registered.) | | 3: Slope operator inputs user ID | 3.1: Displays user details.  3.2: Displays slope Schule  3.3: Prompts operator if instructor  Needs to be booked. (Boolean value) | | 4: Slope operator selects yes or no | 4.1: Requests operator to book user into free slope schedule. | | 5: operator selects timeslot for customer. | 5.1: Confirms customer has been booked.  5.2: Displays updated slope schedule  5.3: Displays price on screen  5.4: Displays finish button | | 6: Slope operator pressures finish button to close tab. | 6.1: Retunes to main menu form. | |
| **Alternative Flow** | 3: Customer does not remember their id. Operator can find user by entering email address or by first, last name and home address. (Two back u options if user does not remember id or email address.)  4: Operator presses for instructor. System will then show instructor schedule along with free slope seclude. |
| **Exception Flow** | 2.1: There are no free timeslots available on the slope schedule.  3: Customer details are incorrect. |
| **Assumptions** | That the user has already been registered. |