Group Nice

NiceH&R
Use-Case Specification

Version <3.0>

Revision History

Date	Version	Description	Author
17/11/2023	1.0	PA2 Version	Group Nice
26/11/2023	2.0	Combine all use-case specification files first	Cao Minh
27/11/2023	3.0	Adding more use-cases	Cao Minh

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

Table of Contents

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

1. Use-Case Name : Feedback   16

1. Use-Case Name : Log in/Log out/Registration   19

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

Use-Case Specification: Booking Management

1. Use-Case Name: Booking Management

1.1 Brief Description

The use case diagram illustrates the primary functionalities of the booking management system for a hotel and restaurant website. Users can perform various actions related to bookings. The Receptionist can manage bookings made by guests, confirm reservations, and update booking details. The Admin oversees the entire system, managing user accounts and handling system configurations.

2. Flow of Events

2.1 Basic Flow

1. Receptionist/Admin logs into the hotel and restaurant management system.

2. System presents the booking management interface.

3. System displays a list of existing bookings categorized by date, and status.

4. Receptionist/Admin chooses a specific booking to manage (view details, update, confirm, or cancel).

5. System shows detailed information about the selected booking (booking ID, guest details, date and time).

6. System updates the booking information and sends a notification or confirmation to the guest if there are changes.

7. System updates the booking status (confirmed/canceled) and sends relevant notifications to the guest.

2.2 Alternative Flows

2.2.1 *Handling Booking Conflict*

1. Receptionist/Admin elects "Manage Bookings" to modify an existing booking.

2. System displays the list of bookings for the selected date and service type.

3. Receptionist/Admin attempts to modify a booking (e.g., change date/time or merge bookings).

4. System detects a conflict with the requested modification (overlapping bookings).

5. System notifies the Receptionist/Admin about the conflict and presents available options.

6. System offers alternatives such as suggesting alternative timings, splitting bookings, or relocating to resolve the conflict.

7. Receptionist contacts the guest for further discussion and resolution.

8. System adjusts the booking details according to the chosen resolution.

9. System updates the booking status and notifies the guest about the changes made.

3. Special Requirements

3.1 Data Privacy and Security

Ensure compliance with data protection regulations by implementing data encryption, secure storage practices, and access control measures for guest information, including personal details and payment data.

3.2 Scalability

The booking management system should be designed to accommodate scalability needs, handling an increasing number of bookings and users without compromising performance. It should effectively scale to meet peak demand periods.

3.3 System Availability and Reliability

Guarantee high availability and reliability of the booking management system by implementing redundancy, failover mechanisms, and regular system maintenance to minimize downtime.

3.4 Performance Optimization

Optimize system performance to ensure quick response times for booking updates, searches, and data retrieval. Implement caching mechanisms and database optimizations to enhance system performance.

4. Preconditions

4.1 System Availability

The booking management system must be operational and accessible to receptionists and administrators. The system should be running without any critical issues that might hinder the management of bookings

4.2 User Authentication

Receptionists and administrators must have successfully logged into the system with valid credentials and appropriate access rights to perform booking management tasks.

4.3 Data Integrity

The system should have accurate and up-to-date information about existing bookings, services availability, and guest details.

4.4 Permission to Manage Bookings

The logged-in user (Receptionist or Admin) must have the necessary permissions and authorization to access and manage bookings within the system

5. Postconditions

5.1 Updated Booking Information

The system reflects the changes made during the booking management process, such as modifications, cancellations, or confirmations, in the database and user interface

5.2 Notification Sent

Notifications are sent to guests to inform them about any changes in their bookings, such as confirmations, modifications, or cancellations.

5.3 Status Updated

If a booking was canceled or a room was booked, the status of rooms or tables should be updated.

5.4 Guest Communication Recorded

Any communication between the receptionist/admin and the guest regarding late cancellations, modifications, or conflicts is logged

6. Extension Points

6.1 Integration with Loyalty Programs

This extension point enables integration with loyalty programs or membership systems, allowing the

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

system to track and apply loyalty points, discounts, or exclusive offers for recurring guests. It extends the booking management process to incorporate loyalty benefits seamlessly.

Use-Case Specification: Book Room-Table

1   Use-Case Name: Book Room - Table

1.1   Brief Description

The use case diagram illustrates the primary functionalities involved in booking a room or table on our website. It showcases actors interacting with the system to accomplish tasks related to room or table reservations, emphasizing the key actions and relationships between users and the system components.

2.   Flow of Events

2.1   Basic Flow

2.1.1   Reserve Room

1.   User accesses "Book now" section of the website.
2.   System displays options to "Book Room".
3.   User enters the required details.
4.   System checks room availability based on the provided information.
5.   If rooms are available:
-    System displays a list of available rooms matching the criteria.
-    User selects a preferred room.
6.   User confirms the reservation request.
7.   System prompts for payment details.
8.   User provides payment information.
9.   System processes the reservation and confirms the booking, providing a confirmation number and details.
10.   System inform successful reservation

2.1.2   Reserve Table

1.   User accesses "Book now" section of the website.

2.   System displays options to "Book Table".

3.   User enters the required details.

4.   System checks table availability based on the provided information.

5.   If tables are available:

-    System displays a list of available areas matching the criteria.

-    User selects a preferred area.

6.   User confirms the table reservation request.

7.   System processes the reservation and confirms the booking

8.   System inform successful reservation

2.2   Alternative Flows

2.2.1   Payment Failure

1.   After confirming the reservation details and proceeding to payment, the System encounters a payment failure.

2.   System prompts the User about the payment issue.

3.   User tries a different payment method or re-enters payment details.

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

● If successful:

System completes the reservation and provides confirmation

● If unsuccessful:

User may choose to:

▪ Contact system through our email address for assistance.

▪ Cancel the reservation or retry payment later.

2.2.2 Overbooking Management

Due to system error, the System overbooks rooms or tables.

System identifies the overbooking scenario.

System immediately notifies the affected guests about the overbooking situation.

System provide a full refund.

3. Special Requirements

3.1 Usability Requirements

The website interface must be user-friendly and accessible, ensuring ease of navigation for individuals of varying technical abilities.

3.2 Performance Requirements

● The system should be capable of handling concurrent submissions during peak times without significant performance degradation or timeouts.

● Response time for checking room/table availability and processing reservations should be quick to provide a seamless user experience

3.3 Security

● Compliance with data protection laws to safeguard users' privacy and personal information.

● Adherence to industry standards and regulations related to online transactions and payments for secure payment processing.

3.4 Compatibility

The book room-table submission functionality should be compatible across various web browsers (e.g., Chrome, Firefox, Safari) and devices (desktops, tablets, mobile phones) to cater to a wide range of users.

4. Preconditions

4.1 Reserve Room

4.1.1 System Availability

The book room system must be operational and accessible to users.

4.1.2 User Authentication

The user must be logged into their account or identified as a guest with the necessary access privileges to make a room reservation.

4.1.3 Payment Method

If required, the user must have a valid payment method available for the room reservation.

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

4.2 Reserve Table

4.2.1 System Availability

The book table system must be operational and accessible to users

4.2.2 User Authentication

The user must be logged into their account or identified as a guest with the necessary access privileges to make a table reservation.

4.2.3 Payment Method

If required, the user must have a valid payment method available for the table reservation.

5. Postconditions

5.1 Reserved Room-Table State

The system updates the room's or table's status to " unavailable" in the inventory database, marking it as unavailable for further bookings during the specified reservation period.

5.2 Confirmation Sent

A confirmation notification is sent to the guest/user, including details such as room's and table's number

6. Extension Points

6.1 Membership Benefits

If the user is a member or part of a loyalty program, the system may offer exclusive benefits such as discounts and complimentary services for booking a room-table.

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

Use-Case Specification: Feedback

1.   Use-Case Name : Feedback

1.1   Brief Description

The "Feedback" use case in our website delineates the pivotal role of facilitating interactions between customers and the website. Its primary purpose is to enable customers to share their experiences, opinions, and suggestions regarding their stay or dining encounters, encompassing ratings, comments, or recommendations. This use case enhances customer satisfaction, refining services, and fostering customer-centric environment.

2.   Flow of Events

2.1   Basic Flow

The Customer navigates to the "feedback" section on the website.

The System presents a form prompting the Customer to input feedback details, including:

●   Ratings with stars.

●   Free-text comments or suggestions.

Once completed, the Customer submits the feedback through the designated button.

The System validates the input and stores the feedback details in the database, associating it with the respective transaction or visit.

A confirmation message is displayed to the Customer, acknowledging successful feedback submission.

2.2   Alternative Flows

2.2.1   *The customer encounters technical issues during the feedback submission process.*

1.   While entering feedback information, the website experiences a sudden server error or connectivity issue.

2.   The System displays an error message indicating the technical problem and advises the Customer to try submitting feedback again later.

3.   The Customer attempts to refresh the page or resubmit the feedback.

4.   If the issue persists: The System provides an alternative means for the Customer to submit feedback through our email address

5.   The System acknowledges the alternative submission and assures the Customer that the feedback will be recorded and addressed promptly.

6.   The System logs the technical issue encountered for further investigation and resolution by the technical support team.

2.2.2   *Timeout Issue*

1.   While entering feedback information, due to an extended session or other technical reasons, the System initiates an automatic timeout.

2.   The System detects inactivity and prompts the Customer with a timeout warning indicating that the session will expire soon.

3.   The Customer completes the feedback form but exceeds the session timeout duration before submitting.

4.   The System automatically logs out the Customer or terminates the session due to the timeout.

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

5.   The System displays an error message, informing the Customer that the session has expired and the submitted feedback data might have been lost.

6.   The Customer re-authenticates or logs back into the website to resume the feedback submission process.

7.   The System confirms the successful submission of the feedback and provides a confirmation message to the Customer.

3.   Special Requirements

3.1   Usability Requirement:

The feedback submission interface must be intuitive and user-friendly, ensuring ease of navigation and accessibility for users of varying technical proficiency. This includes clear instructions and appropriate form fields.

3.2   Performance Requirement:

The system should be capable of handling concurrent submissions during peak times without significant performance degradation or timeouts. Additionally, it should maintain responsiveness even under heavy user load to avoid server overload issues.

3.3   Data Integrity and Security:

All feedback data entered by customers must be securely stored and transmitted using encryption protocols to ensure confidentiality and prevent unauthorized access or data breaches.

3.4   Compatibility:

The feedback submission functionality should be compatible across various web browsers (e.g., Chrome, Firefox, Safari) and devices (desktops, tablets, mobile phones) to cater to a wide range of users.

4.   Preconditions

4.1   Customer access to feedback submission interface

Before initiating the "Feedback" use case, the system must ensure that the customer is logged into their account or has access to the feedback submission interface on the website. This means the customer must have successfully navigated to the feedback section and logged into their account. The system should verify the customer's authentication status and grant access to the feedback form or interface for entering feedback details. Without this precondition met, the customer cannot proceed with submitting feedback through the system.

4.2   Internet connectivity

Before initiating the "Feedback" use case, the customer's device must have functional internet connectivity. This precondition ensures that the customer can access the website's feedback submission interface without interruptions due to network issues

4.3   Available feedback form

The system must have an active and accessible feedback form or interface for customers to provide their feedback. This form should be properly loaded and functional without any technical errors preventing the customer from accessing or using it.

5.   Postconditions

5.1   Feedback recorded

After the completion of the "Feedback" use case, the system should have recorded the submitted feedback details into the database associated with the respective customer's account or transaction. This postcondition ensures that the feedback data is successfully stored within the system.

5.2 Confirmation message displayed

Upon successful submission of feedback, the system should display a confirmation message to the customer indicating that their feedback has been received and recorded. This confirms to the customer that their feedback submission was successful.

6. Extension Points

6.1 Feedback Attachments

Enable customers to attach images as part of their feedback submission.

6.2 Real-Time Feedback Notifications

Mark feedback with real-time

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

Use-Case Specification: Log in/ Log out/ Registration

1.   Use-Case Name : Log in/Log out/Registration

1.1   Brief Description

The use case diagram illustrates the interactions between actors and the system for user authentication on a hotel and restaurant website. It encompasses three primary functionalities: "Login," "Logout," and "Registration." These functionalities facilitate the interaction between the system and the users, allowing new users to registration, existing users to log in, and all users to securely access and utilize the services offered by the website.

2.   Flow of Events

2.1   Basic Flow

2.1.1   Login

1.   The User accesses the website's login page.
2.   System presents fields for email and password.
3.   User enters valid credentials and submits.
4.   System verifies the entered credentials.
5.   -   If credentials are valid, the system authenticates the user and grants access to the user's account.
-    If credentials are invalid, the system displays an error message, prompting the user to re-enter the correct credentials.

2.1.2   Logout

1.   Authenticated User navigates to the logout option within their account.
2.   User clicks on the logout button.
3.   System terminates the user's session and redirects to the homepage or a confirmation page, confirming the successful logout.

2.1.3   Registration:

1.   The Customer navigates to the "Registration" section on the website.
2.   System presents a form requesting necessary information such as email, password, personal details, etc.
3.   User fills in the required information.
4.   System validates the provided information (checks for unique email).
5.   -   If all information is valid, the system creates a new user account and sends a confirmation message.
-    If any information is invalid or incomplete, the system prompts the user to correct the errors and resubmit the form.

2.2   Alternative Flows

2.2.1   Invalid Login Credentials

1.   System verifies the entered credentials.
2.   If credentials are invalid: System displays an error message indicating the incorrect credentials.
3.   User is prompted to re-enter the correct credentials

2.2.2   Existing User During Registration

1.   System detects that the entered email or username already exists in the database.

2.   System prompts the user with an error message indicating the need to choose a different email or username.

3.   User is informed to provide unique credentials that are not already registered in the system.

3. Special Requirements

3.1 Usability Requirement

The interface must be intuitive and user-friendly, ensuring ease of navigation and accessibility for users of varying technical proficiency. This includes clear instructions and appropriate form fields.

3.2 Data Integrity and Security

● Password Encryption: All passwords stored in the database must be encrypted using encryption algorithms to ensure data security and prevent unauthorized access.
● Secure Connection: The website has to ensure secure communication between the user's device and the server.

3.3 Performance Requirement:

Optimize website performance to ensure fast loading times and responsiveness, even during peak traffic periods.

3.4 Compatibility:

Should be compatible across various web browsers (e.g., Chrome, Firefox, Safari) and devices (desktops, tablets, mobile phones) to cater to a wide range of users.

4. Preconditions

4.1 Login

The website is accessible and operational.
The user has an active and stable internet connection.
The user has reached the login page of the website.
User credentials (email and password) have been previously created and exist in the system.

4.2 Logout

● The user is currently logged into their account.
● The website is accessible and operational.
● The user has navigated to the logout option within their account settings.

4.3 Registration

● The website is accessible and operational.
● The user has reached the registration page of the website.
● The user provides valid and complete information required for registration (unique email, password, personal details).
●

5. Postconditions

5.1 Login

● If successful:
o The user is authenticated and logged into their account.
o Access is granted to the user-specific features, services, or information available within the logged-in state.
o Session variables are set, allowing the user to navigate through different sections of the website without re authentication.
● If unsuccessful:
o The user remains in a non-authenticated state and is not granted access to their account.

5.2 Logout

● If successful:

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

o   The user's session is terminated, revoking access to the account-specific features or services.

o   The system redirects the user to the homepage or a designated landing page, confirming the successful logout.

●   If unsuccessful:

o   The user remain logged in or experience issues terminating the session

5.3   Registration

●   If successful:

o   The system creates a new user account associated with the provided credentials and personal details.

o   The user receives confirmation of successful registration

o   The newly registered user can proceed to log in using the registered credentials.

●   If unsuccessful:

o   The system does not create a new user account due to invalid or incomplete information provided during registration.

o   The user is prompted to rectify the errors or provide missing information before resubmitting the registration form.

o   No new account is created until successful submission of valid registration information.

6.   Extension Points

6.1   Inactivity Timeout

Implement an inactivity timeout feature that automatically logs out users after a specified period of inactivity, enhancing security and protecting user accounts.

6.2   Instant Account Activation

Implement instant account activation upon successful registration.

Use-Case Specification: View Staff's Information

1.   Use-Case Name : View Staff's Information

1.1   Brief Description

The "View Staff Information" use case in the hotel and restaurant management app enables authorized users, such as managers or administrators, to access and review comprehensive details about the staff members working within the establishment. This feature serves the purpose of providing a centralized and efficient way to monitor, manage, and keep track of essential information related to the workforce, including but not limited to personal details, job roles, work schedules, and contact information. By facilitating easy access to staff information, the use case contributes to streamlined management processes, effective communication, and informed decision-making within the hotel and restaurant operations.

2.   Flow of Events

2.1   Basic Flow

Authentication:

- The user logs into the management app with appropriate credentials.

- The system verifies the user's identity and permissions.

Dashboard Access:

- Upon successful authentication, the user is directed to the app's dashboard or a specific staff management section.

Staff Overview:

- The user selects the "View Staff Information" option or navigates to the staff management section.

Search or Filter:

- The user may have the option to search for specific staff members or filter the list based on criteria such as department, role, or status.

Select Staff Member:

- The user clicks on a particular staff member to view detailed information.

Display Staff Information:

- The app displays comprehensive details about the selected staff member, including personal information (name, contact details), job details (position, department), and relevant work-related information.

Navigation Options:

- The user may have options to navigate between different sections of the staff profile, such as work schedule, performance metrics, or training history.

Additional Features:

- Depending on the app's functionality, the user may have access to additional features, such as editing staff information, viewing attendance records, or generating reports.

Logout:

- After reviewing the staff information, the user can log out of the app to secure their session.

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

2.2 Alternative Flows

2.2.1 Staff member not found

Search or Filter:

- The user initiates a search or applies filters to find a specific staff member.

Staff Selection:

- If the staff member is found, the system proceeds to display the information (as described in the Basic Flow).

- If the staff member is not found:

   The system generates an alert or notification indicating that the staff member is not in the database.

Option to Create New Profile:

- In response to the alert, the user is presented with an option to create a new profile for the missing staff member.

Profile Creation:

- If the user chooses to create a new profile, the system guides them through a profile creation process, including entering necessary details.

Confirmation and Resumption:

- Upon successful creation, the system returns to the main flow, now with the newly created staff member's profile displayed.

Cancellation Option:

- If the user chooses not to create a new profile, the system returns to the main flow without displaying detailed staff information.

This alternative flow addresses the scenario where a staff member is not found in the initial search, providing the user with the option to create a new profile if needed.

2.2.2 Insufficient Permissions

Authentication:

- The user attempts to log into the management app with their credentials.

Permission Verification:

- The system verifies the user's identity and permissions.

Insufficient Permissions Alert:

- If the user lacks the necessary permissions to view staff information:

- The system generates an alert indicating insufficient permissions for the requested action.

Permission Request:

- The system prompts the user to contact an administrator or request permission to view staff information.

Administrator Intervention:

- If the user contacts an administrator or requests permission:

- The administrator reviews the request and may choose to grant or deny the requested permissions.

Permission Granted:

- If permission is granted, the system allows the user to proceed with the staff information view (returning to the

NiceH&R		Version: <3.0>
Use-Case Specification: Booking Management		Date: 27/11/2023
<document identifier>		

main flow).

Permission Denied:

- If permission is denied:

  The system may provide information on the denial reason.

- The user is directed back to the main flow without access to staff information.

Logout:

- Regardless of the outcome, the user can log out of the app to secure their session.

This alternative flow addresses the scenario where a user lacks the required permissions to view staff information, providing a process for seeking permission and handling the outcome appropriately.

3.   Special Requirements

3.1   Security and Data Privacy:

- The system must adhere to data protection regulations, ensuring that staff information is securely stored and accessed only by authorized personnel.
- Implement encryption protocols to safeguard sensitive data during transmission.

3.2   Performance Considerations:

- The system should be designed to handle a potentially large volume of staff records efficiently to ensure quick response times, especially in environments with a substantial workforce.

3.3   Usability and Accessibility:

- The user interface for viewing staff information should be intuitive and user-friendly to facilitate easy navigation.
- Ensure compatibility with assistive technologies for users with disabilities.

4.   Preconditions

4.1   User Authentication:

The user must successfully log in with valid credentials to access the hotel and restaurant management app.

4.2   User Authorization:

- The user must have the necessary permissions and role-based access rights to view staff information. Insufficient permissions will prevent access to this use case.

4.3   Staff Information Database:

- The system must have a populated and up-to-date staff information database, containing relevant details about the workforce.

4.4   Network Connectivity:

- The user's device must have a stable network connection to retrieve staff information from the centralized database.

5.   Postconditions

5.1   User Session:

The user remains logged into the system if there are no logout actions explicitly taken during the "View Staff Information" use case.

5.2   Staff Information Display:

If the user successfully views staff information, the system displays the relevant details on the user interface according to the selected staff member.

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

5.3 Audit Logging:

A record of the user's access to staff information is logged in the audit trail, capturing details such as the user ID, timestamp, and actions performed.

5.4 Option for Additional Actions:

Depending on the design and features of the application, the user may be presented with options to perform additional actions, such as printing staff details or exporting information.

5.5 Return to Main Flow:

After completing the "View Staff Information" use case, the system returns to the main flow or the user's dashboard, ready for the next interaction.

6. Extension Points

6.1 Editing Staff Information:

Extension Point: If the user wants to edit or update staff information while viewing it.
Conditions: The user has appropriate permissions and the system supports editing capabilities.
Actions: The system allows the user to modify staff details and updates the database accordingly.

6.2 Accessing Detailed Reports:

Extension Point: If the user needs more detailed reports or analytics about the staff.
Conditions: The system provides reporting functionalities.
Actions: The user can navigate to a reporting module to generate detailed reports on staff metrics, performance, or other relevant data.

6.3 Viewing Historical Data:

Extension Point: If the user wants to view historical or archived staff information.
Conditions: The system supports historical data storage.
Actions: The user can access a separate module or versioning system to view past staff details or changes.

6.4 Notification Preferences:

Extension Point: If the user wants to set notification preferences related to staff updates.
Conditions: The system includes notification settings.
Actions: The user can configure preferences for receiving notifications about staff changes, new hires, or other relevant events.

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

Use-Case Specification: View-Room

1.   Use-Case Name : View-Room

1.1   Brief Description

The "View Room Information" use case allows both potential guests and visitors to explore available rooms and their details within the hotel and restaurant website. Users can access this feature to browse through various room categories, view room images, check amenities, availability, pricing, and make informed about their accommodation preferences. This use case provides an interactive platform for users to gather comprehensive information, aiding them in selecting suitable accommodations tailored to their preferences and requirements.

2.   Flow of Events

2.1   Basic Flow

User navigates to the Rooms section.

System presents a list of available room categories

System displays details of the selected room category:

Room images showcasing the interior, view, and amenities.

Pricing details per night or for the duration of stay.

User go to the booking process if chosen or continues browsing other areas of the website.

2.2   Alternative Flows

2.2.1   Technical Error or Unresponsive System

1.   User navigates to the hotel and restaurant website to view room information.

2.   System encounters technical issues or experiences unresponsiveness due to maintenance or unexpected errors.

3.   User attempts to select a specific room category, but the system fails to display the room details

4.   System prompts an error message indicating technical difficulties and apologizes for the inconvenience caused.

5.   User encounters the following choices:

Retry Action: User chooses to reload the page or retry the action to view room information.

Contact Support: User report the issue to customer support through our email address.

6.   System acknowledges the issue and informs the user that technical specialists are investigating the problem.

7.   User can:

Choose to wait for the system to resolve the issue and retry later.

Decide to leave the website and try again at a later time.

3.   Special Requirements

3.1   Usability Requirements

The view room submission interface must be intuitive and user-friendly, ensuring ease of navigation and

accessibility for users of varying technical proficiency.

3.2 Performance Requirements

The system should be capable of handling concurrent submissions during peak times without significant performance degradation or timeouts. Additionally, it should maintain responsiveness even under heavy user load to avoid server overload issues.

3.3 Data Integrity and Security

Provide secure login functionality for registered users and implement appropriate authentication mechanisms to prevent unauthorized access

3.4 Compatibility

The view room submission functionality should be compatible across various web browsers (e.g., Chrome, Firefox, Safari) and devices (desktops, tablets, mobile phones) to cater to a wide range of users.

4. Preconditions

4.1 Website Accessibility

- The hotel and restaurant website must be accessible and operational.
- User devices (desktop, mobile, tablet) must have an internet connection and a compatible web browser.

4.2 Data Readiness

Room information, including details, images, availability, and pricing, must be up-to-date and available in the system's database or repository.

4.3 Navigation Context

The user must be in the appropriate section of the website related to viewing rooms (Rooms).

4.4 System Stability

The system should not be experiencing critical technical issues or errors that might disrupt the user's ability to view room information.

5. Postconditions

5.1 Selected Room Information Displayed

The system displays detailed information about the selected room category or type, including images, descriptions, amenities, and pricing.

5.2 Navigation State

The system maintains the user's navigation state, allowing seamless backtracking to the previous page if needed.

5.3 Session Persistence

User session data is preserved, providing continuity if the user decides to return to the room viewing process later.

5.4 Error Handling

If any errors occurred during the process, the system may display appropriate error messages or guidance for the user, indicating how to proceed or report the issue

6. Extension Points

6.1 Customizable Room Configurations

Allow users to customize certain aspects of the room (e.g., bed preferences, additional amenities).

Use-Case Specification: View Menu

1. Use-Case Name : View Menu

1.1 Brief Description

The "Menu" feature allows users (both customers and guests) to access and browse through the available menus offered by the hotel or restaurant. This functionality provides a comprehensive listing of food and beverage available at various times (breakfast, lunch, and dinner).

2. Flow of Events

2.1 Basic Flow

The Customer navigates to the "Menu" section on the website.

The system displays the main menu interface, showcasing various categories such as Breakfast, Lunch, Dinner, Beverages

The customer/guest can either:

view item names, descriptions

navigate back to the main menu or select another category.

The customer can proceed to make a reservation or continue browsing other sections of the website.

2.2 Alternative Flows

2.2.1 No Menu Items Available

1. The Customer navigates to the "Menu" section on the website

2. The customer/guest selects the "Menu" option.

3. The system attempts to retrieve the menu data but encounters an issue where no menu items are available due to maintenance, database errors, or other technical issues.

4. The system displays an error message indicating the unavailability of the menu items.

5. The system returns to the homepage or previous page, allowing the customer/guest to explore other sections of the website or perform different actions.

3. Special Requirements

3.1 Usability Requirement:

The view menu submission interface must be intuitive and user-friendly, ensuring ease of navigation and accessibility for users of varying technical proficiency. This includes clear instructions and appropriate form fields.

3.2 Performance Requirement:

The system should be capable of handling concurrent submissions during peak times without significant performance degradation or timeouts. Additionally, it should maintain responsiveness even under heavy user load to avoid server overload issues.

3.3 Data Integrity and Security:

Implement security measures to safeguard the system from potential cyber threats, ensuring the safety of user data and system functionality.

3.4 Compatibility:

The view menu submission functionality should be compatible across various web browsers (e.g., Chrome, Firefox, Safari) and devices (desktops, tablets, mobile phones) to cater to a wide range of users.

4. Preconditions

4.1 Website Accessibility

● The hotel and restaurant website must be accessible and operational.
● User devices (desktop, mobile, tablet) must have an internet connection and a compatible web browser.

4.2 Data Readiness

Menu information, including details, images must be up-to-date and available in the system's database or repository.

4.3 Navigation Context

The user must be in the appropriate section of the website related to viewing menu (Menu).

4.4 System Stability

The system should not be experiencing critical technical issues or errors that might disrupt the user's ability to view room information.

5. Postconditions

5.1 Menu Displayed

The system displays the requested menu with various categories (Breakfast, Lunch, Dinner, Beverages) available for browsing.

5.2 Navigation State

The system maintains the user's navigation state, allowing seamless backtracking to the previous page if needed.

5.3 Session Persistence

User session data is preserved, providing continuity if the user decides to return to the room viewing process later.

5.4 Error Handling

If any errors occurred during the process, the system may display appropriate error messages or guidance for the user, indicating how to proceed or report the issue

6. Extension Points

6.1 Detailed Dietary Information

This extension provides an in-depth breakdown of nutritional content, allergen information, or special dietary attributes for the menu item.

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

Use-Case Specification: Guest Management

1. Use-Case Name : Guest Management

1.1 Brief Description

Guest management in a hotel and restaurant app involves overseeing the entire guest experience, from reservations to check-out. It focuses on creating a smooth, personalized journey for guests, encompassing booking, check-in, room or table assignments, and ensuring their preferences are catered to.

2. Flow of Events

2.1 Basic Flow

- Guest initiates reservation through the app.

- System presents available options (rooms or tables).

- Guest selects preferred choice.

- System prompts for reservation details (dates, preferences).

- Guest provides required information.

- System confirms reservation and issues a unique identifier.

- On arrival, guest initiates check-in through the app.

- System verifies reservation details and assigns a room or table.

- Guest may request additional services or make special preferences.

- Throughout the stay, the system handles requests and services.

- On departure, guest initiates check-out through the app.

- System generates the final bill and completes the check-out process.

2.2 Alternative Flows

2.2.1 Reservation Modification

- Guest decides to modify an existing reservation.

- Initiates modification through the app.

- System verifies the reservation and prompts for changes.

- Guest provides updated details (dates, preferences).

- System confirms the modified reservation.

2.2.2 Room/Table Unavailability

- Guest initiates reservation.

- System detects unavailability of preferred choice.

- Presents alternatives or suggests different dates.

- Guest either selects an alternative or adjusts dates.

- System confirms the adjusted reservation.

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

2.2.3 Late Check-in

- Guest arrives later than the specified check-in time.

- Initiates late check-in through the app.

- System adjusts room or table assignment based on availability.

- Notifies any applicable charges for late check-in.

- Guest confirms and proceeds with the adjusted check-in.

2.2.4 Early Check-Out

- Guest decides to check out earlier than planned.

- Initiates early check-out through the app.

- System calculates adjusted charges.

- Guest confirms the early check-out.

- System generates the final bill and completes the check-out process.

3. Special Requirements

3.1 Usability

- The app interface should be intuitive and user-friendly for guests of varying technological proficiency.
- Accessibility features must comply with relevant standards.

3.2 Security

- Guest data, especially personal and financial information, must be encrypted and comply with data protection regulations.
- The app should implement secure authentication protocols for user access.

3.3 Performance

- Response times for reservation and check-in should be within 5 seconds to ensure a seamless user experience.
- The system must handle concurrent reservations without performance degradation.

4. Preconditions

4.1 User Authentication

The guest must have a registered account and be successfully logged into the app.

4.2 Internet Connectivity

Guest must have an active and stable internet connection for real-time data exchange.

4.3 Reservation Availability

For reservation-related use cases, there must be available rooms or tables during the desired time period.

4.4 Payment Method Setup

If applicable, the guest must have a valid and accepted payment method linked to their account.

5. Postconditions

5.1 Reservation Confirmed

After the reservation use case, the system is in a state where the guest's reservation is confirmed, and relevant details are stored.

5.2 Successful Check-In

Following the check-in use case, the system is in a state where the guest is checked into the assigned room or table.

5.3 Payment Processed

After completing the payment for services, the system is in a state where the financial transaction is successfully processed.

5.4 Room or Table Availability Updated

After handling unavailability scenarios, the system is in a state where alternative options are presented, or the reservation is adjusted accordingly.

6. Extension Points

6.1 Contactless Check-In/Check-Out

Given evolving preferences, an extension point can introduce contactless processes, allowing guests to check in or out without physical interaction.

6.2 Special Requests

If the guest has special requests during the reservation process (e.g., specific room preferences), the system can extend to handle and accommodate these requests.

6.3 Additional Payment Method

Extending the payment processing capability to include various payment methods (e.g., digital wallets) can enhance flexibility for guests.

Use-Case Specification: Check-Out

1.   Use-Case Name : Check Out

1.1   Brief Description

The check-out process is all about guests wrapping up their stay or meal. It includes things like paying the bill, returning keys, and giving feedback. The aim is to make sure guests leave smoothly, with everything settled and a good impression.

2.   Flow of Events

2.1   Basic Flow

- Guest informs the staff of their intention to check out.

- System acknowledges the check-out request.

- Staff provides details on the total bill and any outstanding charges.

- Guest settles the payment through the preferred method.

- System confirms the successful payment.

- Staff collects any room keys or settles additional service matters.

- System updates records to reflect the completed check-out.

2.2   Alternative Flows

2.2.1   Split Payment

- Guest expresses the desire to split the bill between multiple payment methods.
- Staff accommodates the request, provides a breakdown, and processes payments accordingly.
- System updates records to reflect the split payment.

2.2.2   Delay Departure

- Guest requests a delayed check-out time.
- Staff assesses availability and potential charges for the extended stay.
- Guest confirms the arrangement, settles any additional fees, and departs at the agreed-upon time.
- System updates records to reflect the adjusted check-out time.

2.2.3   Additional Services Settlement

- Guest wishes to settle outstanding charges for additional services during check-out.
- Staff provides a detailed breakdown of additional charges.
- Guest settles the payment for additional services, and the system updates records.
- These alternative flows address specific scenarios or exceptions that may occur during the check-out process, providing flexibility in handling various situations.

3.   Special Requirements

3.1   Data Privacy

Adhere to data protection regulations to safeguard guest information and maintain privacy during the check-out process.

3.2   Usability Standards

Uphold usability standards to ensure that the check-out process is intuitive and user-friendly for guests.

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

3.3 Reliability

The system must consistently and reliably handle the check-out process, minimizing downtime or disruptions.

4. Preconditions

4.1 Guest Authentication

The guest must be successfully authenticated, confirming their identity within the system.

4.2 Reservation Completion

The guest must have completed the reservation period, reaching the intended check-out date.

4.3 Availability of Staff

Adequate staff must be available to assist with the check-out process and address any guest queries.

4.4 Room Inspection (if applicable)

If relevant, the room must undergo inspection to ensure it meets check-out standards.

5. Postconditions

5.1 Transaction Completion

The system is in a state where the check-out transaction is successfully completed.

5.2 Updated Billing Records

Billing records are in a state where they are accurately updated to reflect the settled charges and payment information.

5.3 Room Availability Updated

The system reflects the updated room availability status post check-out.

5.4 Guest Profile Update

The guest profile within the system is in a state where it is updated to include the completed check-out details.

6. Extension Points

6.1 Express Check-Out

Implement an extension point for an express check-out option, allowing guests to streamline the process independently.

6.2 Automated Receipt Delivery

Extend the system to automatically deliver digital receipts to guests upon completing the check-out process

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

Use-Case Specification: Contact

1.   Use-Case Name : Contact

1.1   Brief Description

The contact feature in this project is all about making it easy for guests to talk with the hotel or restaurant staff. It's like a direct line for questions, requests, or feedback. The idea is to give guests a straightforward way to communicate and get what they need, making their experience better and more personalized.

2.   Flow of Events

2.1   Basic Flow

-     Guest initiates contact through the designated channel (website).

-     System acknowledges the contact request.

-     Guest specifies the nature of the inquiry, request, or feedback.

-     System processes the information and directs it to the relevant department or staff.

-     Staff receives the contact details and responds accordingly.

-     System notifies the guest of the staff's response.

2.2   Alternative Flows

2.2.1   *Urgent Assistance Request*

-     Guest initiates contact for urgent assistance.
-     System recognizes the urgency and escalates the request to priority status.
-     Relevant staff is immediately alerted to address the urgent matter.
-     Staff responds promptly, and the system ensures the guest is notified of the expedited resolution.

2.2.2   *Contact Channel Unavailability*

-     Guest attempts to initiate contact, but the designated channel is temporarily unavailable.
-     System acknowledges the issue and offers alternative contact methods.
-     Guest chooses an alternative channel, and the system directs the inquiry or request accordingly.
-     Staff responds through the chosen alternative channel.

2.2.3   *Contact Information Update Request*

-     Guest initiates contact to update their contact information.
-     System acknowledges the request and prompts the guest to provide the updated details.
-     Guest provides the new contact information.
-     System updates the guest's contact details, and staff confirms the changes.

3.   Special Requirements

3.1   Multilingual Support

The system must support multiple languages to accommodate guests with diverse linguistic preferences.

3.2   Responsiveness

The contact system should respond promptly to guest inquiries, ensuring a timely and efficient communication process.

NiceH&R	Version: <3.0>
Use-Case Specification: Booking Management	Date: 27/11/2023
<document identifier>	

3.3 Notification Handling

Guests should receive clear and timely notifications regarding the status of their contact inquiries or requests.

4. Preconditions

4.1 Active Internet Connection

The guest's device must have an active and stable internet connection for smooth communication.

4.2 Contact Channel Availability:

The designated contact channel (e.g., messaging, email) must be available and operational.

4.3 Availability of Staff:

Staff members responsible for responding to contact inquiries or requests must be available and accessible.

5. Postconditions

5.1 Communication Acknowledged

The system is in a state where it acknowledges the guest's contact initiation, confirming receipt of the communication.

5.2 Staff Notified

Relevant staff members are in a state where they have been notified of the guest's contact and are prepared to respond.

5.3 Updated Contact History

The guest's contact history within the system is in a state where it includes the most recent communication for future reference.

6. Extension Points

6.1 Automated Responses

Implement an extension point for automated responses to common inquiries, ensuring swift acknowledgment and immediate assistance.