# Holly Hotel Management Test

February 2015

Robert Moore and Patrick Harsh

Prior to the finalized implementation of the proposed system, the development team will be eliciting Holly Hotel staff to assist in the testing of the functionality and the usability of the proposed system. The tests will consist of Acceptance testing utilizing test cases. These tests will progress from simple functionality up through the functional chains. It is assumed that prior to implementing these test, the proposed system has already proceeded through internal quality control testing.

Below is a list of tasks that each designated staff member will be asked to perform on the system.

# Front Desk Personnel

1. Login to the system
2. Add a Guest to the System
3. Edit an existing guest in the system
4. Reserve a room for a guest
   1. Enter reservation criteria
      1. Verify that rooms that meet that criteria will be available
   2. Reserve a room for a guest, assigning the billing to another customer
5. Reserve a room that is part of an event
   1. Look up event
   2. Look up available rooms that match rooms types reserved for the event
   3. Lookup/enter guest information
   4. Create reservation for the guest using rates/types specified in event
   5. Reduce event reservation block (Automated)
6. Find a reservation in the system
   1. Modify Reservation
7. Find Available Rooms
   1. Search by Type (meeting, sleeping, suite)
   2. Search by Features (Beds, Pools, etc.)
8. Check in a Reservation
   1. Look up the reservation
   2. Find available rooms that match the reservation
   3. Check guest into the room
9. Check in a Guest without a Reservation
   1. Lookup up Guest
      1. Add Guest if they do not Exist
   2. Find available rooms
      1. Filter Rooms by desired options
   3. Check Guest into the room
10. Make room adjustments
    1. Find existing stay
       1. By room number
       2. By Guest Information
    2. Find available replacement rooms
    3. Check guest into new room
       1. Keep the same rate
       2. Assign new rate
    4. Transfer balance from pervious room to new room (Automated)
    5. Check guest out of previous room (Automated)
    6. Mark old room for maintenance request (Automated)
11. Check-Out Guest
    1. Find Stay
       1. By Guest
       2. By Room Number
    2. Produce Bill
    3. Record Payment
    4. Mark charges “Paid”
    5. Mark room as vacant
    6. Generate maintenance ticket (Automated)

# Event Staff

1. Create an Event
   1. Look up Host Information
      1. Add Host information
   2. Look up event space availability
   3. Create Reservation for specified space
      1. Specify alternate bill-to customer/organization
   4. Create Room Reservation Block for Event
   5. Add features/meals to the reservation
2. Modify an Event
   1. Look up Event
      1. Find by event name
      2. Find by Host Name
      3. Find by Bill-to Name
      4. Find by Date
   2. Make Modification and save

# Maintenance Staff

1. Flag a Room for maintenance
   1. Find room by room number
   2. Create Maintenance ticket
      1. Enter Start and Anticipated end date of service
      2. Include maintenance description
2. Perform maintenance on rooms
   1. Find open maintenance tickets
   2. Add notes to the maintenance log
   3. Close the maintenance ticket

# Administration

1. Add Facilities
   1. Add Buildings
   2. Add Wings
   3. Add features to the wings
   4. Specify floors for each wing
   5. Specify if smoking is permissible per wing/floor
   6. Add Rooms to the Building/Wing/Floor
2. Edit Faculties
   1. Modify Building Name
   2. Modify Wing Name
   3. Add/Remove features from the wings
   4. Add floors to the wings
   5. Change smoking designation on wing/floor
   6. Modify Rooms

On the successful completion of the above tasks, the team will move ahead with implementing the production systems that will need to be put into place to support the system. When these systems are put into place, the team will create a Gold and Pilot databases. All testing will be performed in the pilot database. The Gold database will have restricted access, with only key team members having access to apply configuration changes that have been fully piloted.

In order to validate that the appropriate amount of resources have been allocated to the new system, the new production hardware will be used for all piloting and training. Additional load evaluators may be required to fully tax the system. When possible, the employees will perform some of their training at their normal work areas to validate configuration.