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Hotel Management System Requirements Specification

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1. **Executive Summary**

1.1 Project Overview

As time moves on so does technology develops. Our idea was to create a decent system software for a specific hotel. For different hotels, restaurants, motels, resorts etc finding a good and suitable software is very important and gives the customers the feedback that they need and want. Without it they would waste more time, and time is money.

These problems would keep away from customers and we are trying not to. The hotel does not have a proper database, accounts for cleaner, inventory and receptionist. Admin has also a very important role in this management system software which is not very used by the owner of the hotel also.

We looked at how we could come up with a solution about the problem "Zum Ziel" hotel is facing. And what we will try to do is to create a software which will be very simple to use, will help to upgrade the efficiency and progress of hotel. The aim of this project is to end up with a proper functional system software that will be handful to the hotel and its customers.

1.2 Purpose and Scope of this Specification

The purpose of this entire project is to provide quality and standard services. This software application will focus on automatic functions such as pre-booking, booking functions, managing inventories in order for a real-time inventory to have a control of the rates across the channels and easy to update control. Also it is important for the admin page to be able to control all of the other pages such as cleaner, guests, receptionist and inventory.

If the admin page is functional and coordinates all the other workers, this will be a benefit to the customers. This software is going to come in help for the hotel by being more coordinated, specific and precise. We are gathering data for the hotel by tracking employees, customers, booking and organize it in the best way possible.

Apart from all these functionalities our Software will also ensure that the front office manager will not fumble with his day to day operations, his operations will be automated to the maximum so that there will be no possibility for human errors.

This system software will monitor everything from the moment that the booking is being done and it will be occupied to the system. We have seen that nowadays companies are being oriented to the system software for their businesses, so this is a better way to lower costs and to grow the productivity of the business.

2. Product/Service Description

Hotel management system is a desktop application project which will come in hand to the company providing the best service by surveying the employees work and also customer decisions. It saves effort and is more cost-effective.

It is important to cover the controlling, planning, activities that are being done in the company. In order to be more flexible, faster and better this system software will help "Zum Ziel" to ease its problems. Records of all the employees and their salary will be kept in a way to be correct with the employee and government.

2.1 Product Context

Hotel Management System software is a technology that allows hotel operators and owners to streamline their administrative tasks while also increasing their bookings in both the short-and long-term. Also it is very important for the hotel management system to enhance customer experience with its brand.

2.2 User Characteristics

There will be different users for different needs such as admin which will survey the most important part and is accountable for employees, rooms, statistics and other users such as guest, receptionist and cleaner. The log in page will be a page which every user can access it and it will lead to their personal pages.

1. Owner (admin) page
- Admin can log in to the system.
- Admin is responsible for different pages and users.
- Overall board – includes orders, new bookings, rate, customer comments, total revenue, notice me box and special customers.
- Employees – include add new employee box, employ data and edit. When adding the employee it will show first name, last name, email, password, birthday number etc
- Rooms – include day of reservation, day of leaving, requirements and cleaning time.
- Statistics – include rooms, nationalities, satisfaction, total revenue and best employee.
- More – includes how rooms are provided such as single, double etc. Employee and reservation box are included.
- Admin can create, remove, update employees
- Admin manages all the the other users.
- Admin can create or delete his employee accounts.

2. Guest Page
- Guest can log in to the system.
- Guest can sign up by writing their username and passwords.
- Can access their personal page.
- They can book by themselves online.

3. Cleaner
- Cleaner can log in to the system.
- Cleaner can sing in by writing their username and passwords.
- He/she should fill the rooms that have to be cleaned.
- Cleaner should put in if there is any damaging object, missing object, consumed drinks etc

4. Receptionist
- Receptionist can log in to the system.
- He deals with guest's check-in, check-out and answers phone calls.
- Is able to make and view the reservations which guests request.
- Receptionist has access to inventory and balance sheets.
- Is able to view rooms to be cleaned and can also print the receipt.

5. Log in
- Log in is a common page where each member can log in such as owner, guest, cleaner, receptionist.
- Log in page has an option to write name and username, password. In case if someone forgets his password he/she has the right to retype it.

2.3 Assumptions

We assume on this application:

1. All users have basic knowledge in English language.
2. All users have basic knowledge in computer and Smartphone usage.
3. It is assumed that the Hotel provides Credit Card payments.
4. Every user has access to a computer.
5. Hotel has internet connection all the time.
6. Every user like admin, receptionist, and cleaner will be trained to use this application before starting to use it.
7. The application will be secure and the data will be confidential.
8. It is assumed that the computer devices that will use the application will have Windows or Linux operating system

2.4   Constraints

- All users have to be logged in, in order to use the product and to access the information
- The users of the application should have basic knowledge of the application
- Phone memory of the users is another problem, prices and quality of android phones varies and so the memory, most of the workers are likely to have cheaper phones and that can be a problem for the application usage
- All users have to be logged in, in order to use the product and to access the information

2.5   Dependencies

Dependencies needed for the application:

- As it is a web based application it is always dependent on internet connection.
- A connection is required to send commands and receive answers, usually in the form of a result set.
- The application needs to run in a computer.
- Project cannot start without the acceptance of the admin.

3. <u>Requirements</u>

The following definitions are intended as a guideline to prioritize requirements

• Priority 1 – The requirement is a "must have" as outlined by policy/law

• Priority 2 – The requirement is needed for improved processing, and the fulfillment of the   requirement will create immediate benefits

• Priority 3 – The requirement is a "nice to have" that may include new functionality may be helpful to phrase the requirement in terms of its priority, e.g.
 "The value of the employee status sent to DIS **must be** either A or I" or "It **would be nice** if the application warned the user that the expiration date was 3 business days away".
Another approach would be to group requirements by priority category.

3. 1 Functional Requirements

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REQ	REQUIREMENTS	RECORDS	PRIORITY	DATE	RESPONSIBLE
1	Views for each account types	There will be 4 account types:Admin,client,cleaner,receptionist ,each one with its own view.	1	17.4.2020	Sonja Robo
2	Add, remove rooms	Thats a job admin can only do	1	17.4.2020	Rinika Alliu
3	The system will provide to admin chance to define room prices	It allows admin to take care of rates according to the season and its peaks.	1	17.4.2020	Rinika Alliu
4	Login constraint	Of course in order for users to access the data should be logged in	1	20.4.2020	Renato Murati
5	The system will make possible to view booked rooms	Receptionist and administrator can check if rooms are booked or not	1	20.4.2020	Ibrahim Kulli
6	Rooms available to customers	Receptionist and client can see if the room is available	1	21.4.2020	Erjon Spahija
7	View if rooms available	Receptionist can do that, see if rooms are available or not	1	21.4.2020	Rinika Alliu
8	Manage inventory	Administrator can manage the inventory	1	21.4.2020	Sonja Robo
9	Print invoices	Administrator can print invoices ,daily, monthly, yearly .	2	21.4.2020	Sonja Robo
10	Receptionist will book rooms	People may book a room in different ways ,may come physicaly in hotel,or by phone.	2	21.4.2020	Rinika Alliu
11	Reserve some dates for specific rooms	Rooms wich are being fixed canot be booked	1	21.4.2020	Ibrahim Kulli

12	Get statistics	Administrator can say who the top employee is of course based on statistics	3	21.4.2020	Rinika Alliu
13	Email notification	After the client books a room he will be notified with an email wich will tell him the booking was done	3	21.4.2020	Renato Murati
14	Admin will be able to add/remove employee	If someone will be fired or someone will be hired.	2	21.4.2020	Sonja Robo
15	Admin will be able to leave notes to employees	If admin has something to tell o the staff members then he can send messages	2	22.4.2020	Sonja Robo
16	Cleaner should have the info if the rooms are uncleaned	Cleaner can see in its own page which room is unclean	3	22.4.2020	Rinika Alliu
17	The system will include a web app for all types of users	Every user will enter to a specific page wich fits his interests		22.4.2020	Ibrahim Kulli
18	Client can write comments	All people are different so they have different wishes and if something is not listed in oue services they can leave comments	3	22.4.2020	Rinika Alliu
19	VAT will be calculated according to room price	Albanian legislation says about hotels that 6% of room price goes for VAT.so this will be calculated in the printed receipt.	2	224.2020	Erjon Spahija
20	Admin can add product to the inventory	In order to make easier for hotels product the admin can add products to the inventory	2	22.4.2020	Sonja Robo
21	Admin can control or even assign tasks	Admin can control different issues related to staff or hotel	3	22.4.2020	Sonja Robo
22	Admin can modify rooms wich are booked	People have different needs so admin can modify somthind they dont like or pospone their leaving	1	23.4 .2020	Rinika Alliu
23	Client can edit information	Clients can have acces to their personal information and be able to change something	3	23 .4.2020	Ibrahim Kulli

24	For each day should be specified which rooms will be cleaned by whom	So name of worker and number of roms and date	2	23.4.2020	Renato Murati
25	Rooms not cleaned	Cleaner will look rooms which need to be cleaned	3	23.4.2020	Rinika Alliu
26	Status of room	Cleaner can see if room is cleaned	2	23.4.2020	Sonja Robo
27	Have no only one room	Customer have the chance to book more than one room	2	23.4.2020	Sonja Robo
28	Checking rates	Customer can check rates and also reviews of hotel	2	24.4.2020	Rinika Alliu

3.2 Non-Functional Requirements

3.2.1 User Interface Requirements

- Accountable system
- Plain system
- Reducing time
- Every users information will be shown in database
- Pliable navigation to different page and from them

29	Book room	Customer can book room after being logged in system	1	24.4.2020	Ibrahim Kulli

3.2.1.1 Usability Requirements

- The main purpose of creating this web app is to be simple and each user feel comfortable when using it.

- The web app will be used by different people, clients also staff so each will have specific type of interface as their jobs or roles.

- So the main commands for each interface will be at the first page. If any problems happen or some new information is needed to be add or even deleted the persons can easily do it because the possibility to make changes will be there.

- Then of course all the management of hotel will be viewed by the admin and he will be informed for everything.

3.2.1.3 Learnability

- Our product will be easily understood, even it will be very easy to use the commands they will kind and provide extra information how to use it.

- If something is writeable is kind of boring but we will use some colors and graphics and this will make it more easy and attractable.

- About the language it will be in English because the hotel is located at Germany and has near also Swiss and France, and people who go there are also from very different places.

3.2.1.4 Accessibility

- The system will be able to handle multiple actions at same time.

- We will make sure that the errors will be almost 0 when that happens.

- The system as many ones will be executable every day 24 hours.

- Back up exists

- Information will be saved

3.2.1.5 Performance

- As I mentioned before there will be multiple users so our web application will use

- Multi-tier architecture.

- There will be user client, middle tier, and application server.

- The performance of web application will be based on :

- Speed of internet connection so it even in a slow one be good

- Responsive time so when someone search results, these should be inhabit in tolerable time.

3.2.1.6 Capacity

- The server where the web is stored needs at least 150MB of size so even when multiple users there will be no problems as example are slowing down of system etc.

- Even when internet connection is but very good there are possibilities to open and perform actions in system.

3.2.2 Organizational Requirements

3.2.2.1 Availability

- Web application will be able every day 24 hours.

- Web application can be used by everyone wherever they are.

- Web app will have secure web browsers.

- Web app also will have a high availability in order to get the maximum percentage of time the system is functioning.

3.2.2.2 Latency

We want that software be used when internet connection is strong so the website will be loaded in less than 1.5 sec

3.2.2.3 Monitoring

The software will be check out many times and even when is something wrong the administrator will be able to know what is going on and everything will be saved in specific files .

3.2.2.4 Maintenance

With time everything changes new things come out so the system will be build in that way that if we want to add more things we can do it. The administrator has the job to maintain the system and if something is not ok then it will be figured it out.

3.2.2.5 Operations

- Admin of course will have access to all the software; he can see everything what is going on in the hotel who and what comes in and out.

- Customers can book online

- Customers can leave a comment

- Cleaner can be logged in and see which room is unclean and clean it

- Receptionist can be logged in and then deal with customers and rooms.

3.2.3 External Requirements

3.2.3.1 System Interface

- Not everyone will be able to access the system. To keep safe the information the staff and admin will have a username and also an encrypted password.

- The people which have to deal with customers will have access on personal info systems and reservation stuff.

- And of course the admin will be the only one who will access all systems and subsystems.

- Customer Representatives will have access on Reservation and Personal Information subsystems.

- Receptionist will have access on the Reservation data of all customers

3.2.3.1.1 Network and Hardware Interfaces

- About network our system can be run by Firefox, Google Chrome, internet explorer and Safari.

- To have advantage customers can use the newest versions to have more cool stuff in their interfaces.

- We will try to design and to make it easy and cool.

- Symfony for the back-end and React.js for the front-end.

3.2.3.2 Security
- Make possible to detect some people who are not authorized to get into the system

- Make possible that also unauthorized programs to be detected

- Make possible that information which is personal to be protected

- Make possible that applications and interfaces be not attackable

- Make possible that someone to not interfere in staff informations.

- Make possible that communications and conversations be private

- Make possible that customers and users be recognized

- Make possible that every member of staff uses its own page.

3.2.3.2.1 Protection

After we searched we decided to use Symfony. It provides a complete security system for web development.
It uses HTTP basic authentication
It provides ways to authorize authenticated users based on their roles.
It allows the developers to implement their own authentication strategies.
Symphony has some components which contains subcomponents and can be used separately to guarantee a secure application.
Symphony / security- Http: It integrates the core sub-component with the HTTP protocol to handle HTTP requests and responses.
Symphony / security-Csrf: It makes possible protection against Cross-site Request Forgery attack.
Symphony / security-core: It makes possible that all the common security features, from authentication to authorization and from encoding passwords to loading users.

3.2.3.2.2 **Authorization and Authentication:**

For Authorization and Authentication is needed Symfony. What it does?
It uses the Authentication providers by complementary Authentication Provider Interface. It has also a method supports() by wich AuthenticationProviderManager decides if it supports the given token or not. If it is supported then it will call the provider method authenticate (). This method returns an authenticated token or throw an AuthenticationException.
The provider offers some authentications and to have a successful Authorization Symfony uses the Authorization Checker and the access listener.
The Password Encoder Factory, Authenticating Users by their Username and Password, Using Password Encoders ,Creating a custom Password Encoder.

3.2.3.3 *Data Management*

What does Data Management do? So as definition it is a way of managing knowledge and information and makes it accessible for specific purposes. And here data management include data which are effective of course and then include specific policies foe the business.
The information which enters in the system needs to be adjusted with needs of customers.

3.2.8 *Standards Compliance*
We have also added the receipt for customers in order for them to know the prices.

In the receipt customers can see TVSH, which is 7%. It will be printed out and given to

them.

3.2.10 Other Non-Functional Requirements

Please provide all necessary non-functional requirements, similar to the requirements explained in the lesson slides or in the textbook.

3.2.3.5 Domain Requirements

Only admin can create, update and delete employees.

If sign up option is clicked in the web application the user will be of type "Guest" of the hotel.

Rooms to be cleaned are automatically assigned to the worker by the system, if the worker is absent in a specific day, its work will be distributed to its coworkers. The user interface will be standard for all types of users.

System should take into account the exact time of check-out of the leaving guest and check-in of the new guest in order to avoid collisions between bookings.

The system should also take into account that there will be different currencies for online payments.

4. User Scenarios/Use Cases

Use case nr.	User Scenario	Description
1	Admin logs in into the system	Admin uses his/her username and password in order to log into the system.
2	Admin fails to login into the system	Admin fails to put the right information when registering so the log in fails.
3	Admin changes his/her credentials	Admin changes his/her password by retyping a new password in order to log in.
4	Admin signs out of the system	Admin clicks the logout button to initiate logout process. Then the home page will be displayed
5	Admin views room details of the system	Admin can check all room details that exist on the system including their number, price, type etc.
6	Admin adds new room to the system	Admin can add new rooms on the system by providing room number, price, type and other specification
7	Admin modifies room properties	Admin can modify room specification if there is such a need
8	Admin deletes room from the system	Admin can delete room from the system. He will be demanded to confirm the removal process if he/she clicks the delete room button.
9	Admin views staff/employee details	Admin can view all the details defined on the system for the registered staff/employee
10	Admin adds new staff/employee to the system	Admin can add new employee on the system. She/he will enter her/his information and give the login credentials to the new registered staff for her/his account
11	Admin modifies staff/employee credentials	Admin can modify insights for the staff. Most of the time it will be the salary that the admin chooses to change.
12	Admin deletes staff/employee from the system	Admin removes an employee from the system after she/he leaves the job
13	Admin adds product to the inventory	Admin can add specific product to the inventory so it will be easier to keep track of the hotel's product.
14	Admin modifies product	Admin can modify the available products.
15	Admin deletes products	Admin can delete a specific product from the system's inventory.
16	Admin views product details	Admin can check details of the products that exists on the system.
17	Admin views financial report	Admin views the financial report of his/her hotel for a specific time that he/she can choose

18	Admin views guest details	Admin views the details provided by the guests that has made a reservation at his/her hotel
19	Admin views rooms availability	Admin views rooms availability at a specific time for each room
20	Admin views booking details	Admin will be notified for every new booking, booking modification and booking cancellation that will be done.
21	Admin modifies booked rooms	Admin will be notified will an email or notification changes that have to be done for a reservation. This taking into the consideration that the guest and receptionist are not available to modify it.
22	Admin views guest reviews	Admin checks reviews done from the guest after their staying in the hotel and also can leave a reply to their comments if he wants to
23	Admin prints room cleanliness status	Admin can see which of the cleanser has to clean each specific room and have a printed receipt with these information
24	Admin leaves notes for the employees	Admin can send a message to other staff members of the system for a specific reason
25	Admin assigns and controls tasks	Admin can assign different tasks related to the hotel issues which have to be done and later approved by the staff member.
26	Receptionist logs in into the system	Receptionist user insert his/her own credentials (username/email and password) to login into the system
27	Receptionist fails to login into the system	Receptionist provides wrong username/email or password thus the login will fail
28	Receptionist changes his/her credentials	Receptionist can changes his/her stored information on the system (email, username, password etc.)
29	Receptionist logs out of the system	Receptionist clicks the logout button to initiate logout process.
30	Receptionist makes a reservation	Receptionist can make a reservation to the system by entering guests credentials and clicking 'Book' button
31	Receptionist replies to guest messages	Receptionist gets messages of the guests in the system and replies in the real time.
32	Receptionist can check who is Checking-in/ Checking-out of the hotel.	Receptionist can view check-in/check-out, in the dashboard of the system. So he can provide specific attention to the client
33	Receptionist is notified by the system for new bookings	Receptionist assures that the booking is done correctly, by being in touch with the client

	availability	from phone call.
35	Receptionist clicks settings	Receptionist can edit its credentials and can also upload a profile picture
36	Guest logs in the system	Guest insert his/her own credentials (username/email and password) to login into the system
37	Guest fails to login into the system	Guest provides wrong username/email or password thus the login will fail
38	Guest logs out of the system	Guest clicks the logout button to initiate logout process. Then the web page of Hotel Enera will be displayed.
39	Guest opens Profile	Guest receives a welcoming message.
40	Guest enters check-in, check-out dates and clicks 'Check availability' button	Guest can see room types available in the dates entered in the system
41	Guest clicks Book Now	Guest will have to fill out its credentials to make the request valid
42	Guest clicks Send Message	Guest can Contact in real time with the receptionist or manager of the hotel
43	Guest clicks setting	Guest can modify its credentials and also it can upload a picture.
44	Cleaner logs in the system	Cleaner is asked to insert his/her own credentials (username/email and password) to login into the system
45	Cleaner logs out of the system	Cleaner clicks the logout button to initiate logout process. Then the home page will be displayed
46	Cleaner views Dashboard	The information with the rooms he is assigned to clean is shown
47	Cleaner clicks setting	Cleaner can modify its credentials and also it can upload a picture.
48	Cleaner clicks tick or cross button in the rooms to be cleaned section	Cleaner changes the state of the room as clean or unclean due to certain reasons.
49	Cleaner clicks print	If there is a printer connected Cleaner can get the receipt with the information.

4.2 User scenario (Detailed)

Scenario 1 – Admin logs into the system
- Admin enters his username.
- Admin enters his password.
- If Admin enters correctly his username and password then he is able to log in into the system.

Scenario 2 – Admin fails to log in into the system.
- Admin doesn't enter correctly his username
- Admin doesn't enter correctly his password
- Admin fails to log in into the system.

Scenario 3- Admin changes his/her credentials
- Admin change his/her password in order to log in.
- User enters new password.
- User retypes new password.

Scenario 4 – Admin signs out of the system
- Admin is signed in.
- Admin is signed out of the system.

Scenario 5 – Admin views and is able to edit profile.

Admin can view his/her profile.
Admin can edit and update his/her profile.

Use Cases

Use case 1

Name	User login
Summary	User is successfully logged in after he/she provides correct credentials to the system
Actor	Admin, Receptionist, Guest, Cleaner
Description	The user opens login page and in order to gain access to the main page of the system and other features offered, he/she must provide his/her valid credentials to the login page or can directly sign in using Google Sign-in. The user will later be directed to the main page which is different for different types of user. a. User opens the login page of the system b. User is asked by the system to enter his/her credentials (username/password) c. User proves that he/she is not a robot by checking the Captcha d. User clicks Login button e. If his/her credentials matches with any of the data in the current database, the user is successfully logged in f. User gets redirected to the main view (dashboard) of the web page
Precondition	The user must first have been registered in the software using his/her personal credentials
Alternatives	There are no alternative options
Post Condition	The user gains access to their profile which differs from the user's role

Use case 2

Name	User manages his/her profile
Summary	User goes to Profile and edit data
Actor	Admin, receptionist, guest, cleaner
Description	- User click settings, under which will find the button Profile. There user can edit his/her details: name, surname, email, password, birthdate, address, edit picture, upload a new picture. - User edits or changes all the information that he/she wants to modify - User clicks Save button - The changed information is stored now on database and the page is refreshed with the new entered information
Precondition	User must be logged in
Alternatives	User types his/her credentials wrong so user will get e message error telling him/her that he has typed wrong credentials thus he will have to try to login again
Post Condition	The changed information is stored now on database and the page is refreshed with the new entered information

Use case 3

Name	**Admin manages staff**
Summary	Admin can view, edit, add, delete guests and employees information
Actor	Admin
Description	Manage employees • Admin clicks on the settings tab in the navigation bar • Admin clicks the view Staff details button in the settings tab • Admin will be redirected to the Staff's page where he can check all details for a specific employee, where admin can modify or delete data • In the other case admin can add an employee
Precondition	Admin must be logged in
Alternatives	None
Post Condition	Admin will have detailed knowledge about hotel's employees and customers.

Use case 4

Name	Admin manages inventory
Summary	Admin can add, modify or delete a product.
Actor	Admin

Description	Admin clicks Inventory button on the navigation bar
	
	   a. Admin clicks Add Product button and will be redirected to a fillable empty form where he/she can add information about the new entered product (name, amount, type etc.) Admin clicks Submit button in order to add the new product in the inventory
	
	   b. Admin clicks Edit Product button and is redirected to a form which contains the information for the current product from where he can update that information Admin clicks Save button to save the new entered information for the product
	
	   c. Admin points to the product that he wants to remove and clicks Remove button from the products view page A confirmation dialog will be showed asking if he/she is sure to remove the specific product

Precondition	Admin must be logged in
Alternatives	None
Post Condition	The inventory page is refreshed, and the product change(added, modified or deleted) will be shown on the inventory's page with the new information

Use case 5

Name	Admin manages rooms
Summary	Admin can view, edit, add, delete rooms
Actor	Admin
Description	Admin goes to the navigation bar, in the settings tab can view, edit, add, and delete rooms.
Precondition	Admin must be logged in
Alternatives	None
	Admin will have detailed knowledge about hotel's capacity.

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Name	Admin views dashboard
Summary	Admin should manage the financial report calculations, view guest details, guest review
Actor	Admin
Description	1. Admin clicks on the Statistics Tab in the navigation bar 2. Admin Clicks on Reports tab 3. Admin can choose two date (first date indicated from which date the report will be calculated and the second date indicates until what day the report will be calculated. 4. Admin can view guest details 5. Can view guest review
Precondition	Admin is logged in and has good knowledge on wages, expenses and budget of the hotel
Alternatives	None
	The report will be shown with different models (Line graph, Pie charts, Bar graph etc.) and with normal numbers as well.

Use case 7

Name	Notes for employees
Summary	Admin can assign task to each of the employees.
Actor	Admin, receptionist, cleaner
Description	e. Admin clicks on assign tasks in the dashboard page f. Admin can assign task to each of the employees if he/she is not available to reach them in other ways g. The tasks are shown on the dashboard of each user
Precondition	Admin must be logged in
Alternatives	Admin can reach employees in other way (for example call them)
Post Condition	Employees are able to see the tasks in their dashboard.

Use case 8

Name	Cleaning process
Summary	The cleaner has to check for the assigned room and after the work is done to change the status of the room cleaned.
Actor	Cleaner
Description	a. Cleaner clicks on the Rooms to be Cleaned panel b. Cleaner views which rooms are assigned to him/her for cleaning c. Cleaner clicks print report button to have a more transparent view of the room status
Precondition	Cleaner has to be logged in.
Alternatives	She can do the job manually.
Post Condition	After cleaning one of the assigned rooms he/she sets the status of the room to cleaned

Use case 9

Name	View booked rooms and availability
Summary	Admin and receptionist are able to check if each room is booked or not in a specific day.
Actor	Admin, receptionist
Description	a. User clicks on Booked Rooms tab in the navigation bar b. User can view the availability of each room on the schedule located in the Booked Rooms page and in print their cleaness status. c. User can choose Booked Room list view from where he can see all rooms and their availability on specific days d. User searches for a specific room number or type to filter the rooms availability view
Precondition	User has to be logged in.
Alternatives	None.
Post Condition	User has a clear rooms availability view.

Use case10

Name	Guest registration
Summary	User can register into the system.
Actor	guest
Description	a. Guest is not registered yet on the system thus he opens the sign up page of the system b. Guest fills the registration form with all his/her information
Precondition	User has not been registered before and has to fill all text boxes information.
Alternatives	None
Post Condition	Guest have to receive a confirmation email.

Use case 11

Name	Guest messages
Summary	System makes possible the communication between guest and receptionist.
Actor	Guest, Receptionist
Description	a. Guest clicks on send message button to open an text area where he/she can write his/her message b. 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 c. Receptionist sees that he/she has received a new message and clicks on the messages panel in the dashboard page d. Receptionist sees all the messages and clicks on the guest that he/she wants to reply e. 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.

Use case 12

Name	Booking
Summary	User can book a room after checking its availability.
Actor	Guest, receptionist
Description	a. User chooses two dates (check-in and check-out) which defines the period that he wants to stay in the hotel b. User will have a list of rooms that are available during these days with some information about the room c. User can click in one of the rooms available on these dates to view full details of that room d. User clicks book room within the dates that he/she has chosen
Precondition	User has to be logged in and room has to be available in order to be booked. If the guest make reservation by himself receptionist is just notified.
Alternatives	Guest can call receptionist.
Post Condition	Guest will be notified that the room is successfully booked

Use case 13

Name	Log out
Summary	User can logout the system after his/her session is over.
Actor	Admin, receptionist, cleaner, guest
Description	User click logout under settings tab.
Precondition	User has to be logged in.
Alternatives	None
Post Condition	If the user wants to login again, he/she has to write his credentials again otherwise a successful login will not be executed.