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| --- | --- | --- | --- | --- | --- | --- | --- |
| actors | guests | receptionist | staff-members | manager | maintainance-group | CAPTCHA Verification System | Google Maps |
| use cases | * make online reservation * view room availability * update reservation * cancel reservation * create account and manage account * view own booking * print booking * make payment * make request for chckout * make request to specific servant * make feedback * contact in real time to the servant. * Send request for the staff members to checkout * view food menu and order food and make payment (the user is expected to be in the room) * make payment for other services in the hotel | * make online reservation for the users that use manual system * update reservation * cancel reservation * track reservation * view room avaliablity * view requests from gusts * contact to the staff, manager, and gusts. * view user accounts * get notified by the staff members while the guests checkout if all things are ok * Check-in Guest * View Account * Issue Room Key | * get notified when the user needs check out * notify the receptionist the user capable to checkout * request for maintenance * notified when the user has make seccessful payment for other services * contact to the receptionist, manager, and gusts. * mark the status of the room(Add/Update Housekeeping Status * ) * View Account | * create account and allocate roles for the servant users * manage account(add, remove and delete account) * view the reports that is analysed by the system * Add Room * Update Room * Remove Room * View Account * View Booking | * get notifid when there is maintenance request * request for materials for the manager | * verify the user is not anonymous user | * track the location of the hotel relative to the current location of the guest making reservation |
| Discription of the use cases |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |