**USER STORIES**

**User Stories for Administrator**

User Account Management

1. Create & Manage Accounts:  
   *As an administrator, I want to create and manage user accounts, so that I can assign roles and control access levels.*
2. Assign Roles:  
   *As an administrator, I want to assign roles (front desk, housekeeping, guest, etc.), so that users only have access to the relevant features.*
3. Reset Passwords:  
   *As an administrator, I want to reset passwords for staff and guests, so that users can regain access if they forget their credentials.*

Room Inventory Management

1. Manage Rooms:  
   *As an administrator, I want to add, edit, and remove hotel rooms, so that the system stays updated with the available inventory.*
2. Categorize Rooms:  
   *As an administrator, I want to categorize rooms (deluxe, suite, standard), so that guests can choose the right type of accommodation.*
3. Real-Time Availability:  
   *As an administrator, I want to track the real-time availability and status of rooms, so that I can make data-driven decisions.*

Billing and Invoice Management

1. Generate Invoices:  
   *As an administrator, I want to generate invoices for guests, so that all charges are documented.*
2. Track Payments:  
   *As an administrator, I want to track payments and outstanding balances, so that I can ensure proper financial management.*

Reporting and Analytics

1. Generate Reports:  
   *As an administrator, I want to generate reports on room occupancy, revenue, and booking trends, so that I can make informed business decisions.*
2. Analyze Demographics:  
   *As an administrator, I want to analyze guest demographics, so that I can plan marketing strategies effectively.*

Discounts and Promotions Management

1. Manage Promotions:  
   *As an administrator, I want to create and manage promotional offers, so that I can attract more guests.*
2. Track Promotion Effectiveness:  
   *As an administrator, I want to track the effectiveness of promotions, so that I can adjust marketing strategies accordingly.*

Access Control and Security

1. Implement Role-Based Access:  
   *As an administrator, I want to implement role-based access control, so that users only access permitted features.*
2. Enable Data Encryption:  
   *As an administrator, I want to enable data encryption, so that sensitive information is protected.*

**User Stories for Guest**

Booking and Reservation

1. Search Rooms:  
   *As a guest, I want to search for available rooms, so that I can find accommodation that suits my needs.*
2. Filter by Category:  
   *As a guest, I want to filter rooms by category (deluxe, suite, standard), so that I can easily find the type of room I prefer.*
3. Book a Room:  
   *As a guest, I want to book a room online, so that I can secure my stay in advance.*
4. Instant Confirmation:  
   *As a guest, I want to receive an instant confirmation after booking, so that I know my reservation is successful.*

Check-in and Check-out Processing

1. Digital Check-In:  
   *As a guest, I want to check in digitally, so that I can avoid long queues at the front desk.*
2. Online Check-Out:  
   *As a guest, I want to check out online, so that I can leave the hotel without unnecessary delays.*

Payment Processing

1. Multiple Payment Options:  
   *As a guest, I want to pay using multiple payment methods (credit card, online wallet, bank transfer), so that I can choose my preferred option.*
2. Receive Digital Receipt:  
   *As a guest, I want to receive a digital receipt for my payments, so that I can keep a record of my expenses.*

Guest Information Management

1. Save Preferences:  
   *As a guest, I want to save my preferences (room type, special requests), so that my future bookings are personalized.*
2. View Booking History:  
   *As a guest, I want to view my booking history, so that I can keep track of my past stays.*

Special Services Management

1. Request Additional Services:  
   *As a guest, I want to request additional services (spa, airport transfers, room service), so that I can enhance my stay.*

Feedback and Review Module

1. Leave a Review:  
   *As a guest, I want to leave a review after my stay, so that I can share my experience with others.*
2. Provide Service Feedback:  
   *As a guest, I want to provide feedback on hotel services, so that the management can improve its offerings.*

Multi-Language and Multi-Currency Support

1. Language Selection:  
   *As a guest, I want to view the website in my preferred language, so that I can understand the booking process easily.*
2. Currency Conversion:  
   *As a guest, I want to see room prices in my preferred currency, so that I can know the cost in a familiar format.*

Notification System

1. Receive Booking Confirmations:  
   *As a guest, I want to receive booking confirmations via SMS or email, so that I can have a record of my reservation.*
2. Receive Check-In/Check-Out Reminders:  
   *As a guest, I want to receive reminders about my check-in and check-out dates, so that I can plan accordingly.*

User Stories for Front Desk Staff

Booking and Reservation

1. Create Walk-In Reservations:  
   *As a front desk staff, I want to create reservations for walk-in guests, so that I can accommodate last-minute bookings.*
2. Modify/Cancel Reservations:  
   *As a front desk staff, I want to modify or cancel reservations, so that I can assist guests with changes.*

Check-in and Check-out Processing

1. Assign Rooms:  
   *As a front desk staff, I want to assign rooms to guests during check-in, so that I can manage room allocation efficiently.*
2. Process Check-Out and Billing:  
   *As a front desk staff, I want to check out guests and generate their final bill, so that they can complete their stay smoothly.*

Billing and Invoice Management

1. Send Invoices:  
   *As a front desk staff, I want to print or email invoices to guests, so that they have a detailed record of their charges.*
2. Apply Discounts:  
   *As a front desk staff, I want to apply discounts or special offers during billing, so that guests can redeem their promotions.*

Guest Information Management

1. Access Guest Profiles:  
   *As a front desk staff, I want to view a guest’s profile and preferences, so that I can provide personalized service.*

Notification System

1. Send Confirmations and Reminders:  
   *As a front desk staff, I want to send booking confirmations and reminders to guests, so that they stay informed about their reservations.*

**User Stories for Housekeeping Staff**

Housekeeping Management

1. View Cleaning List:  
   *As a housekeeping staff, I want to see a list of rooms that need cleaning, so that I can prioritize my tasks.*
2. Update Room Status:  
   *As a housekeeping staff, I want to update room status after cleaning, so that the front desk knows when a room is ready.*

Room Maintenance Management

1. Log Maintenance Requests:  
   *As a housekeeping staff, I want to log maintenance requests, so that faulty room equipment can be repaired.*
2. Track Maintenance Tasks:  
   *As a housekeeping staff, I want to track ongoing maintenance tasks, so that I can follow up on pending issues.*

User Stories for Maintenance Staff

Room Maintenance Management

1. Receive Maintenance Requests:  
   *As a maintenance staff, I want to receive maintenance requests from housekeeping, so that I can address issues promptly.*
2. Mark Repairs as Completed:  
   *As a maintenance staff, I want to mark repairs as completed, so that the system updates the room’s availability.*

User Stories for IT and System Management

Integration with Third-Party Platforms (Optional)

1. Integrate with OTAs:  
   *As an IT staff, I want to integrate the system with third-party OTAs (Online Travel Agencies), so that we can receive external bookings.*
2. Sync with PMS:  
   *As an IT staff, I want to sync our system with a Property Management System (PMS), so that operations run smoothly.*

Mobile Compatibility

1. Ensure Mobile Access:  
   *As an IT staff, I want to ensure the system works on mobile devices, so that guests and staff can access it anytime.*

Final Review

* User Account Management: All aspects (creation, role assignment, password resets) are covered.
* Room Inventory & Booking: The stories for adding/editing rooms, searching, filtering, and booking cover the core requirements.
* Check-In/Check-Out & Payment: Digital processing, multiple payment options, and receipt generation are included.
* Guest, Housekeeping, & Maintenance: Guest profiles, housekeeping tasks, and maintenance requests are fully addressed.
* Billing, Reporting, & Promotions: Generating invoices, tracking payments, reporting, and promotional offers are clearly defined.
* Notifications, Feedback, & Multi-Language/Currency: Communication through notifications, review/feedback modules, and international support are present.
* Front Desk, IT, and Mobile: Support for walk-in bookings, integration, and mobile compatibility rounds out the system.

Everything is aligned with the requirements and organized by user role and feature area.

This comprehensive, organized list of user stories should serve as a complete guide for your development and ensure full coverage of your system requirements. Let me know if you need further refinements or additional details!