# Scenario: Record Service Charge

## Scenario Description

This test scenario is to demonstrate the functionality of the record service charge use case and control class.

## Version Control

|  |  |  |  |
| --- | --- | --- | --- |
| Version # | Date | Author | Description |
| 0.1 | 01/01/2006 | Luke Johnson | Initial Draft |
| 1.0 | 01/10/2006 | Luke Johnson | Initial Version |

## Test Scripts

The following scripts will cover this scenario:

* 1. Successful record of service
  2. No booking found, the room re-entered and service recorded
  3. Service cancelled at input room ID
  4. Service cancelled at service type

## Use Case

* Hotel Record Service UC

## Test Components/Requirements

This test scenario covers the following high-level test requirements (see scripts below for specific requirements covered by each test script):

1. Successfully create and record a service charge for a guest

2. When a booking is not found, the system prompts guest to re-enter room ID. The user enters the correct room ID and successfully records a service charge

3. The guest cancels a service charge by entering a null field at input room ID

4. The guest cancels a service charge at service type and is prompted to enter a different service type.

## User Groups

* Guest

## Script #: 1.1 Successful record of service

### Script Description

* **Scenario:** A guest has successfully created a booking, checked in using their assigned confirmation number and now recording a ‘record service charge’ to their account successfully.
* **Test Condition Goal:** The service charge is successfully recorded to the guest’s room ID

### Setup

* Guest creates a booking
* Guest completes check in successfully
* Guest selects ‘Record Service’ from menu

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter room ID | **P** |
| 2 | Enter room number: **101** | Find booking by room ID | **P** |
| 3 |  | Prompt for service type | **P** |
| 4 | Enter service type: **B** | Prompt for cost | **P** |
| 5 | Enter cost: **7.99** | Display service charge cost confirmation | **P** |
| 6 | Hit <enter to continue: **Enter** | System continues…. | **P** |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| **ROOM ID** | 101 |
| **SERVICE TYPE** | B |
| **COST** | 7.99 |

## Script #: 1.2 No booking found, the room re-entered and service recorded

### Script Description

* **Scenario:** Guest has successfully created a booking, checked in using their assigned confirmation number and attempting to record a service charge. They enter in the incorrect Room ID.
* **Test Condition Goal:** The system should advise the guest, no active booking for that room id and ask guest to re-enter.

### Setup

* Guest creates a booking
* Guest completes check in successfully
* Guest selects ‘Record Service’ from menu

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter room ID | **P** |
| 2 | Enter room ID: **666** | The system displays a no active booking found message | **P** |
| 3 |  | Prompt for room ID | **P** |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| **ROOM ID** | 666 |

## Script #: 1.3 Service cancelled at input room number

### Script Description

* **Scenario:** Guest has successfully created a booking, checked in using their assigned confirmation number and attempting to record a service charge. They guest enters in a null input at ‘room id’ selection to cancel the request.
* **Test Condition Goal:** System displays a cancelled message.

### Setup

* Lorem Ipsum

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter room ID | **P** |
| 2 | Enter room ID: **null** | The system displays a cancelled message | **P** |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| **ROOM ID** | NULL |

## Script #: 1.4 Service cancelled at service type

### Script Description

* **Scenario:** Guest has successfully created a booking, checked in using their assigned confirmation number and attempting to record a service charge. They guest enters in a null input at ‘room id’ selection to cancel the request.
* **Test Condition Goal:** System displays a cancelled message.

### Setup

* Lorem Ipsum

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter room ID | **P** |
| 2 | Enter room ID:**101** | Find booking by room number | **P** |
| 3 |  | Prompt for service type | **P** |
| 4 | Enter service type: **null** | The system displays a cancelled message “*User reset at input cost*” | **P** |
| 5 |  | Normal flow continues from step 5 of use case. | **P** |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| **ROOM ID** | 101 |
| **SERVICE TYPE** | NULL |