# Scenario : *Book Room*

## Scenario Description

## When a customer wants to stay at the hotel, they book a room, so they can check in when they arrive at the hotel

## Version Control

|  |  |  |  |
| --- | --- | --- | --- |
| Version # | Date | Author | Description |
| 0.1 | 24/09/18 | Paul Mills | Initial Draft |
| 1.0 | 25/09/18 | Paul Mills | Initial Version review |
| 1.1 | 27/09/18 | Paul Mills | Initial Version complete |

## Test Scripts

The following scripts will cover this scenario:

* 1. Existing Guest books an available room
  2. New Guest books an available room
  3. Existing Guest attempts to book an unavailable room , then books another type of room
  4. Existing Guest attempts to book an unavailable room , then cancels
  5. Existing Guest credit is refused, then enters a credit card that is authorised
  6. Existing Guest credit is refused, then cancels
  7. Alt Flow 5.2 - User resets during room selection. If at step 8, of the normal flow the user provides null input then the normal flow is rejoined at Step 5
  8. Alt Flow 5.7 - Room is not suitable. If after step 9 of the normal flow the number of occupants is greater than the allowed number for the room type, then the normal flow is resumed at Step 5

## Use Case

* Book Room

## Test Components/Requirements

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

* Make sure existing guests can be found
* Make sure booking can be made
* Make sure no conflicting booking can be made
* Make sure booking is not made if user tries to book unavailable room then cancels
* Make sure booking can be made after credit refusal, then credit authorisation
* Make sure booking is not made if user credit is refused

## User Groups

* Guest

## Script #: 1. 1 Existing Guest books an available room

### Script Description

* An existing guest books an available room

### Setup

* Guest “Herman, 1313 Mockingbird Lane, phone 333” must be registered with the hotel (pre-existing)
* A required room type (single) room must exist and have no conflicting booking
* The user selects “Book Room” from main menu

### Teardown

* The booking created during the test should be removed

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter Phone Number | P |
| 2 | Enter Phone number: 333 | Display existing guest details  Name: Herman, Address: 1313 Mockingbird Lane, Phone: 333 | P |
| 3 |  | Room Type selection displays  S: Single room, 1  D: Double room, 2  T: Twin share, 3 | P |
| 4 | Enter Room Selection: S | Display ”Enter Number of Occupants” | P |
| 5 | Enter Number of Occupants: 1 | Display “Enter Arrival Date: - day” | P |
| 6 | Enter Arrival Day: 11 | Display “Enter Arrival Date: - month” | P |
| 7 | Enter Arrival Month: 10 | Display “Enter Arrival Date: - year” | P |
| 8 | Enter Arrival Year: 2009 | Display Arrival Date  Arrival Date: 11-10-2009 | P |
| 9 |  | Display “ Enter Length of Stay” | P |
| 10 | Enter Length of Stay: 3 | Display Booking details and cost  The cost of booking a Single room from 11-10-2009 for 3 nights is $300.00 | P |
| 11 |  | Display “Enter credit card details”  V: Visa  M: MasterCard | P |
| 12 | Enter card type: V | Display “Enter Credit Card Number” | P |
| 13 | Enter card number: 4 | Display “Enter CCV” | P |
| 14 | Enter CCV number : 4 | System checks for credit card authorisation | P |
| 15 |  | Displays booking details + conf number  Single room 101 is booked from 11-10-2009 for 3 nights by Herman.  Visa Credit card number 4 has been debited $300.00  Confirmation Number : 1192009101 | P |
| 16 |  | Systems asks  Hit <enter> to continue | P |
| 17 | Press “Enter” | System displays  Booking completed | P |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| NAME | Herman |
| ADDRESS | 1313 Mockingbird Lane |
| PHONE | 333 |
| ROOM TYPE | Single |
| OCCUPANTS | 1 |
| Card | Visa |
| CARD# | 4 |
| CCV | 4 |
| ARRIVE | 10-11-2009 |
| STAY | 3 Nights |

## Script #: 1.2 New Guest books an available room

### Script Description

* A New guest books an available room

### Setup

* Guest “Eric 461 Ocen Blvd, phone 222” must be not registered with the hotel (pre-existing)
* A required room type (twin) room must exist and have no conflicting booking
* The user selects “Book Room” from main menu

### Teardown

* The booking created during the test should be removed

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter Phone Number | P |
| 2 | Enter Phone number: 222 | System check to see if phone number / guest registered | P |
| 3 |  | Display “Enter guest name:” | P |
| 4 | Enter guest name: Eric | Display “Enter guest address” | P |
| 5 |  | Displays Guest details  Name: Eric, Address: 461 Ocean Blvd, Phone: 222 | P |
| 6 |  | Room Type selection displays  S: Single room, 1  D: Double room, 2  T: Twin share, 3 | P |
| 7 | Enter Room choice: T | Display ”Enter Number of Occupants” | P |
| 8 | Enter Number of Occupants: 2 | Display “Enter Arrival Date: - day” | P |
| 9 | Enter Arrival Day: 10 | Display “Enter Arrival Date: - month” | P |
| 10 | Enter Arrival Month: 02 | Display “Enter Arrival Date: - year” | P |
| 11 | Enter Arrival Year: 2016 | Display Arrival Date  Arrival Date: 10-02-2016 | P |
| 12 |  | Display “ Enter Length of Stay” | P |
| 13 | Enter Length of Stay: 2 | Display Booking details and cost  The cost of booking a Twin share from 10-02-2016 for 2 nights is $600.00 | P |
| 14 |  | Display “Enter credit card details”  V: Visa  M: MasterCard | P |
| 15 | Enter card type: V | Display “Enter Credit Card Number” | P |
| 16 | Enter card number: 3 | Display “Enter CCV” | P |
| 17 | Enter CCV number : 3 | System checks for credit card authorisation | P |
| 18 |  | Displays booking details + conf number  Twin share 301 is booked from 10-02-2016 for 2 nights by Eric.  Visa Credit card number 3 has been debited $600.00  Confirmation Number : 1012016301 | P |
| 19 |  | Systems asks  Hit <enter> to continue | P |
| 20 | Press “Enter” | System displays  Booking completed | P |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| NAME | Eric |
| ADDRESS | 461 Ocean Blvd |
| PHONE | 222 |
| ROOM TYPE | Twin |
| OCCUPANTS | 2 |
| Card | Visa |
| CARD# | 3 |
| CCV | 3 |
| ARRIVE | 10-02-2016 |
| STAY | 2 Nights |

## Script #: 1.3 Existing Guest attempts to book an unavailable room , then books another type of room

### Script Description

* An existing guest attempts to book a room that is unavailable books an available room, then books a different type of room

### Setup

* Guest “Herman, 1313 Mockingbird Lane, phone 333” must be registered with the hotel (pre-existing)
* A required room type (Twin) room must exist and have conflicting booking
* The user selects “Book Room” from main menu

### Teardown

* The booking created during the test should be removed

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter Phone Number | P |
| 2 | Enter Phone number: 333 | Display existing guest details  Name: Herman, Address: 1313 Mockingbird Lane, Phone: 333 | P |
| 3 |  | Room Type selection displays  S: Single room, 1  D: Double room, 2  T: Twin share, 3 | P |
| 4 | Enter Room choice: T | Display ”Enter Number of Occupants” | P |
| 5 | Enter Number of Occupants: 2 | Display “Enter Arrival Date: - day” | P |
| 6 | Enter Arrival Day: 10 | Display “Enter Arrival Date: - month” | P |
| 7 | Enter Arrival Month: 02 | Display “Enter Arrival Date: - year” | P |
| 8 | Enter Arrival Year: 2016 | Display Arrival Date  Arrival Date: 10-02-2016 | P |
| 9 |  | Display “ Enter Length of Stay” | P |
| 10 | Enter Length of Stay: 2 | Display Booking problem – date not available  Twin share is not available between 10-02-2016 and 12-02-2016 | P |
| 11 | System does NOT go back to start of menu to make another room type selection, but instead prompts for new dates instead. No option to book 2nd room without quitting then rerun script 1.1 Making no selection and pressing enter will return to main menu, but users are not notified of this option – ENTER pressed in this test to continue and re-select Book Room | | **F** |
| 12 |  | Prompt to enter Phone Number | **P** |
| 13 | Enter Phone number: 333 | Display existing guest details  Name: Herman, Address: 1313 Mockingbird Lane, Phone: 333 | **P** |
| 14 |  | Room Type selection displays  S: Single room, 1  D: Double room, 2  T: Twin share, 3 | **P** |
| 15 | Enter Room choice: D | Display ”Enter Number of Occupants” | **P** |
| 16 | Enter Number of Occupants: 2 | Display “Enter Arrival Date: - day” | **P** |
| 17 | Enter Arrival Day: 10 | Display “Enter Arrival Date: - month” | **P** |
| 18 | Enter Arrival Month: 02 | Display “Enter Arrival Date: - year” | **P** |
| 19 | Enter Arrival Year: 2016 | Display Arrival Date  Arrival Date: 10-02-2016 | **P** |
| 20 |  | Display “ Enter Length of Stay” | **P** |
| 21 | Enter Length of Stay: 2 | Display Booking details and cost  The cost of booking a Double room from 10-02-2016 for 2 nights is $400.00 | **P** |
| 22 |  | Display “Enter credit card details”  Enter credit card details  V: Visa  M: MasterCard  Enter credit card type selection: | **P** |
| 23 | Enter card type: V | Display “Enter Credit Card Number” | **P** |
| 24 | Enter card number: 4 | Display “Enter CCV” | **P** |
| 25 | Enter CCV number : 4 | System checks for credit card authorisation | **P** |
| 26 |  | Displays booking details + conf number  Double room 201 is booked from 10-02-2016 for 2 nights by Herman.  Visa Credit card number 4 has been debited $400.00  Confirmation Number : 1012016201 | **P** |
| 27 |  | Systems asks  Hit <enter> to continue | **P** |
| 28 | Press “Enter” | System displays  Booking completed | **P** |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| NAME | Herman |
| ADDRESS | 1313 Mockingbird Lane |
| PHONE | 333 |
| ROOM TYPE | Twin (refused) |
| OCCUPANTS | 2 |
| Card | Visa |
| CARD# | 4 |
| CCV | 4 |
| ARRIVE | 10-02-2014 |
| STAY | 2 Nights |
| New Room TYpe | Double |

## Script #: 1.4 Existing Guest attempts to book an unavailable room , then cancels

### Script Description

* An existing guest attempts to book a room that is unavailable books an available room, then cancels booking process

### Setup

* Guest “Herman, 1313 Mockingbird Lane, phone 333” must be registered with the hotel (pre-existing)
* A required room type (Twin) room must exist and have conflicting booking
* The user selects “Book Room” from main menu

### Teardown

* The booking created during the test should be removed

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter Phone Number | P |
| 2 | Enter Phone number: 333 | Display existing guest details  Name: Herman, Address: 1313 Mockingbird Lane, Phone: 333 | P |
| 3 |  | Room Type selection displays  S: Single room, 1  D: Double room, 2  T: Twin share, 3 | P |
| 4 | Enter Room choice: T | Display ”Enter Number of Occupants” | P |
| 5 | Enter Number of Occupants: 2 | Display “Enter Arrival Date: - day” | P |
| 6 | Enter Arrival Day: 10 | Display “Enter Arrival Date: - month” | P |
| 7 | Enter Arrival Month: 02 | Display “Enter Arrival Date: - year” | P |
| 8 | Enter Arrival Year: 2016 | Display Arrival Date  Arrival Date: 10-02-2016 | P |
| 9 |  | Display “ Enter Length of Stay” | P |
| 10 | Enter Length of Stay: 2 | Display Booking problem – date not available  Twin share is not available between 10-02-2016 and 12-02-2016 | P |
| 11 | System does NOT go back to start of menu to make another room type selection, but instead prompts for new dates instead. No way to exit out of program. Making no selection and pressing enter will return to main menu, but users are not notified of this option | | **F** |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| NAME | Herman |
| ADDRESS | 1313 Mockingbird Lane |
| PHONE | 333 |
| ROOM TYPE | Twin(refused) |
| OCCUPANTS | 2 |
| Card | Visa |
| CARD# | 4 |
| CCV | 4 |
| ARRIVE | 10-02-2014 |
| STAY | 2 Nights |
| New Room TYpe | Twin |

## Script #: 1. 5 Existing Guest credit is refused, then enters a credit card that is authorised

### Script Description

* An existing guest books an available room bur credit is refused, but uses alternative credit card that is accepted

### Setup

* Guest “Stormy, 6 High Drive, phone 999” must be registered with the hotel (pre-existing)
* A required room type (Double) room must exist and have no conflicting booking
* The user selects “Book Room” from main menu

### Teardown

* The booking created during the test should be removed

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter Phone Number | P |
| 2 | Enter Phone number: 999 | Display existing guest details  Name: Stormy, Address: 6 High Drive, Phone: 999 | P |
| 3 |  | Room Type selection displays  S: Single room, 1  D: Double room, 2  T: Twin share, 3 | P |
| 4 | Enter Room Selection: D | Display ”Enter Number of Occupants” | P |
| 5 | Enter Number of Occupants: 2 | Display “Enter Arrival Date: - day” | P |
| 6 | Enter Arrival Day: 25 | Display “Enter Arrival Date: - month” | P |
| 7 | Enter Arrival Month: 05 | Display “Enter Arrival Date: - year” | P |
| 8 | Enter Arrival Year: 2017 | Display Arrival Date  Arrival Date: 25-05-2017 | P |
| 9 |  | Display “ Enter Length of Stay” | P |
| 10 | Enter Length of Stay: 2 | Display Booking details and cost  The cost of booking a Double room from 25-05-2017 for 2 nights is $400.00 | P |
| 11 |  | Display “Enter credit card details”  Enter credit card details  V: Visa  M: MasterCard  Enter credit card type selection: | P |
| 12 | Enter card type: M | Display “Enter Credit Card Number” | P |
| 13 | Enter card number: 777 | Display “Enter CCV” | P |
| 14 | Enter CCV number : 777 | System checks for credit card authorisation | P |
| 15 |  | Displays credit refused message  MasterCard credit card number 777 was not authorized for $400.00 | P |
| 16 |  | Display “Enter credit card details”  Enter credit card details  V: Visa  M: MasterCard  Enter credit card type selection: | P |
| 17 | Enter card type: V | Display “Enter Credit Card Number” | P |
| 18 | Enter card number: 5 | Display “Enter CCV” | P |
| 19 | Enter CCV number : 5 | System checks for credit card authorisation | P |
| 20 |  | Displays booking details + conf number  Double room 201 is booked from 25-05-2017 for 2 nights by Stormy.  Visa Credit card number 5 has been debited $400.00  Confirmation Number : 2542017201 | P |
| 21 |  | Systems asks  Hit <enter> to continue | P |
| 22 | Press “Enter” | System displays  Booking completed | P |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| NAME | Stormy |
| ADDRESS | 6 High Drive |
| PHONE | 999 |
| ROOM TYPE | Double |
| OCCUPANTS | 2 |
| Card | Mastercard - refused |
| CARD# | 777 - refused |
| CCV | 777 -refused |
| Card | Visa |
| CARD# | 5 |
| CCV | 5 |
| ARRIVE | 25-05-2017 |
| STAY | 2 |

## Script #: 1.6. Existing Guest credit is refused, then cancels

### Script Description

* An existing guest books an available room but credit is not authorized and guest cancels the booking process.

### Setup

* Guest “Trump, 1600 Pen Ave, phone 666” must be registered with the hotel (pre-existing)
* A required room type (Double) room must exist and have no conflicting booking
* The user selects “Book Room” from main menu

### Teardown

* The booking created during the test should be removed

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter Phone Number | P |
| 2 | Enter Phone number: 666 | Display existing guest details  Name: Trump, Address: 1600 Pen Ave, Phone: 666 | P |
| 3 |  | Room Type selection displays  S: Single room, 1  D: Double room, 2  T: Twin share, 3 | P |
| 4 | Enter Room Selection: D | Display ”Enter Number of Occupants” | P |
| 5 | Enter Number of Occupants: 2 | Display “Enter Arrival Date: - day” | P |
| 6 | Enter Arrival Day: 10 | Display “Enter Arrival Date: - month” | P |
| 7 | Enter Arrival Month: 05 | Display “Enter Arrival Date: - year” | P |
| 8 | Enter Arrival Year: 2017 | Display Arrival Date  Arrival Date: 10-05-2017 | P |
| 9 |  | Display “ Enter Length of Stay” | P |
| 10 | Enter Length of Stay: 6 | Display Booking details and cost  The cost of booking a Double room from 10-05-2017 for 6 nights is $1200.00 | P |
| 11 |  | Display “Enter credit card details”  Enter credit card details  V: Visa  M: MasterCard  Enter credit card type selection: | P |
| 12 | Enter card type: V | Display “Enter Credit Card Number” | P |
| 13 | Enter card number: 666 | Display “Enter CCV” | P |
| 14 | Enter CCV number : 666 | System checks for credit card authorisation | P |
| 15 |  | Displays credit refused message  Visa credit card number 666 was not authorized for $1200.00 | P |
| 16 |  | Display “Enter credit card details”  Enter credit card details  V: Visa  M: MasterCard  Enter credit card type selection: | P |
| 17 | Assuming user Quits and tries to re-book – system allows to make completed booking with no evidence of previous failed booking | | P |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| NAME | Trump |
| ADDRESS | 1600 Pen Ave |
| PHONE | 666 |
| ROOM TYPE | Double |
| OCCUPANTS | 2 |
| Card | Mastercard - refused |
| CARD# | 777 - refused |
| CCV | 777 -refused |
| ARRIVE | 10-05-2017 |
| STAY | 6 |

## Script #: 1.7 User resets during room selection (Alt Flow 5.2)

### Script Description

* An existing guest books an available room but NULL selection (press enter) during number of occupants selection – should return menu to prompt for room type. This script will end at this point , as successful booking scenarios have already been tested above

### Setup

* Guest “Herman, 1313 Mockingbird Lane, phone 333” must be registered with the hotel (pre-existing)
* A required room type (single) room must exist and have no conflicting booking
* The user selects “Book Room” from main menu

### Teardown

* The booking created during the test should be removed

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter Phone Number | P |
| 2 | Enter Phone number: 333 | Display existing guest details  Name: Herman, Address: 1313 Mockingbird Lane, Phone: 333 | P |
| 3 |  | Room Type selection displays  S: Single room, 1  D: Double room, 2  T: Twin share, 3  Enter room type selection: | P |
| 4 | Enter Room Selection: S | Display ”Enter Number of Occupants” | P |
| 5 | Enter Number of Occupants:NULL (press enter) | Room Type selection displays  S: Single room, 1  D: Double room, 2  T: Twin share, 3  Enter room type selection: | P |

(see previous scripts for continued successful flows

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| NAME | Herman |
| ADDRESS | 1313 Mockingbird Lane |
| PHONE | 333 |
| ROOM TYPE | Single |
| OCCUPANTS |  |

## Script #: 1.8 Room is not suitable (Alt Flow 5.7)

### Script Description

* An existing guest books an available room but number of occupants exceeds the room capacity – should return menu to prompt for room type. This script will end at this point , as successful booking scenarios have already been tested above

### Setup

* Guest “Herman, 1313 Mockingbird Lane, phone 333” must be registered with the hotel (pre-existing)
* A required room type (single) room must exist and have no conflicting booking
* The user selects “Book Room” from main menu

### Teardown

* The booking created during the test should be removed

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter Phone Number | P |
| 2 | Enter Phone number: 333 | Display existing guest details  Name: Herman, Address: 1313 Mockingbird Lane, Phone: 333 | P |
| 3 |  | Room Type selection displays  S: Single room, 1  D: Double room, 2  T: Twin share, 3 | P |
| 4 | Enter Room Selection: S | Display ”Enter Number of Occupants” | P |
| 5 | Enter Number of Occupants: 2 | Display message  Room type unsuitable, please select another room type | P |
| 6 |  | Room Type selection displays  S: Single room, 1  D: Double room, 2  T: Twin share, 3  Enter room type selection: | P |

(see previous scripts for continued successful flows

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| NAME | Herman |
| ADDRESS | 1313 Mockingbird Lane |
| PHONE | 333 |
| ROOM TYPE | Single |
| OCCUPANTS | 2 |