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| USE CASE NAME | Check in |
| ID | UC1 |
| SCENARIO | Guest checks-in to booked stay |
| TRIGGERING EVENT | Guest wants to check-in to booked stay |
| BRIEF DESCRIPTION | Guest that is not currently checked-in wants to check-in to their previously booked stay |
| ACTORS | Guest, Staff |
| ASSUMPTIONS | Guest is not checked-in and has a booked stay |
| FREQUENCY OF USE | Daily |
| RELATED USE CASES | Check out |
| STAKEHOLDERS | Hotel |
| PRECONDITIONS | Guest has a previously booked stay and is not checked-in |
| POSTCONDITIONS | Guest is checked-in to their stay |
| MAIN COURSE | 1. Guest clicks to check-in on touch screen 2. Guest is prompted for information 3. If guest has a booked stay for the current date, guest is checked-in to the system 4. Guest is prompted to get room key |
| ALTERNATE COURSE | 1. If guest does not have a booked stay, message is displayed 2. Guest is prompted to either notify staff or book a stay |

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| USE CASE NAME | Check out |
| ID | UC2 |
| SCENARIO | Guest checks-out of booked stay |
| TRIGGERING EVENT | Guest wants to check-out of booked stay |
| BRIEF DESCRIPTION | Checked-in guest would like to check-out of their current stay |
| ACTORS | Guest, Staff |
| ASSUMPTIONS | Guest is checked-in and either wants to leave early or is at the end of their booked stay |
| FREQUENCY OF USE | Daily |
| RELATED USE CASES | Check in |
| STAKEHOLDERS | Hotel |
| PRECONDITIONS | Guest is currently checked-in to a stay |
| POSTCONDITIONS | Guest is checked-out of the stay |
| MAIN COURSE | 1. Guest clicks to check-out on touch screen 2. Guest is prompted for information 3. If guest is checked-in, guest is checked-out of system 4. Message is displayed to turn in room keys |
| ALTERNATE COURSE | 1. If guest is not checked-in: 2. Message is displayed 3. Guest is prompted to notify staff 4. If guest checks-out early: 5. Refund is calculated 6. If payment was made with card, refund is dispersed to card    1. If other form of payment or refund error, staff is notified |

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| USE CASE NAME | Get room key |
| ID | UC3 |
| SCENARIO | Guest gets printed room key |
| TRIGGERING EVENT | Guest requests room key |
| BRIEF DESCRIPTION | Guest would like to get a room card key to their booked room |
| ACTORS | Guest, Staff |
| ASSUMPTIONS | Guest is checked-in and either has not their allotted room keys |
| FREQUENCY OF USE | Daily |
| RELATED USE CASES | Replace room key |
| STAKEHOLDERS | Hotel |
| PRECONDITIONS | Guest does not have a room key |
| POSTCONDITIONS | Guest has a room key |
| MAIN COURSE | 1. Guest clicks to get room key on touch screen 2. If guest is check-in and keys have not been dispensed, guest is asked how many keys to print (up to max) 3. Specified number of keys are printed |
| ALTERNATE COURSE | 1. If guest is not checked-in: 2. Guest is prompted to check-in or notify staff 3. If max number of keys have been dispensed: 4. Guest is prompted to replace room key or notify staff |

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| USE CASE NAME | Book stay |
| ID | UC4 |
| SCENARIO | User schedules a hotel stay in an available room |
| TRIGGERING EVENT | User requests booking a stay |
| BRIEF DESCRIPTION | User would like to book a stay in an available room for a specified amount of time |
| ACTORS | User |
| ASSUMPTIONS | User is requesting a new stay in a room available during the specified dates |
| FREQUENCY OF USE | Daily |
| RELATED USE CASES | Alter stay, Cancel stay |
| STAKEHOLDERS | Hotel |
| PRECONDITIONS | The specified room is available between the specified dates |
| POSTCONDITIONS | The specified room is booked for the specified dates, to the requesting user |
| MAIN COURSE | 1. User clicks to book stay on touch screen or website 2. User is prompted to select date range 3. User is prompted to select an available room or room type 4. Stay is booked into the system 5. User is prompted to either pay now or pay later |
| ALTERNATE COURSE | 1. If no rooms are available for a specified date range, a message is displayed |