

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, Employee
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 paid booked stay and is not checked-in
POSTCONDITIONS	Guest is checked-in to their stay
MAIN COURSE	<ol style="list-style-type: none"> 1. Guest clicks to check-in on 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	<ol style="list-style-type: none"> a. If guest does not have a booked stay: <ol style="list-style-type: none"> 1. message is displayed 2. Guest is prompted to either notify staff or book a stay b. If guest has not paid: <ol style="list-style-type: none"> a. Guest is prompted to pay

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, Employee
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	<ol style="list-style-type: none"> 1. Guest clicks to check-out on 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	<ol style="list-style-type: none"> a. If guest is not checked-in: <ol style="list-style-type: none"> 1. Message is displayed 2. Guest is prompted to notify staff b. If guest checks-out early: <ol style="list-style-type: none"> 1. Refund is calculated 2. If payment was made with card, refund is dispersed to card <ol style="list-style-type: none"> a. If other form of payment or refund error, staff is notified

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, Employee
ASSUMPTIONS	Guest is checked-in and does not have 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	<ol style="list-style-type: none"> 1. Guest clicks to get room key on 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	<ol style="list-style-type: none"> a. If guest is not checked-in: <ol style="list-style-type: none"> 1. Guest is prompted to check-in or notify staff b. If max number of keys have been dispensed: <ol style="list-style-type: none"> 1. Guest is prompted to replace room key or notify staff c. If printer error: <ol style="list-style-type: none"> 1. Staff is notified

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	<ol style="list-style-type: none"> 1. User clicks to book stay on screen 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	<ol style="list-style-type: none"> 1. If no rooms are available for a specified date range, a message is displayed

USE CASE NAME	Check availability
ID	UC5
SCENARIO	User checks availability of rooms for stay
TRIGGERING EVENT	User requests to see availability
BRIEF DESCRIPTION	User would like to see the availability of rooms in the hotel
ACTORS	User
ASSUMPTIONS	It is possible to check room availability
FREQUENCY OF USE	Daily
RELATED USE CASES	N/A
STAKEHOLDERS	Hotel
PRECONDITIONS	There are rooms in the system that can be checked
POSTCONDITIONS	The room availability is returned to the requesting user
MAIN COURSE	<ol style="list-style-type: none"> 1. User clicks to search available rooms 2. Page loads with list of all available rooms 3. User specifies specific rooms or types of rooms, and hits enter 4. Page loads with list of available rooms matching search conditions
ALTERNATE COURSE	<ol style="list-style-type: none"> 1. If no rooms are available that match the specified search conditions, a message is displayed

USE CASE NAME	Pay
ID	UC6
SCENARIO	Guest pays their bill
TRIGGERING EVENT	Guest wants to pay their bill
BRIEF DESCRIPTION	Guest would like to view and pay the bill for their booked stay
ACTORS	Guest, Employee
ASSUMPTIONS	Guest has an unpaid bill related to their booked stay
FREQUENCY OF USE	Daily
RELATED USE CASES	Check pay
STAKEHOLDERS	Hotel
PRECONDITIONS	Guest has an unpaid bill
POSTCONDITIONS	Guest has paid the owed bill
MAIN COURSE	<ol style="list-style-type: none"> 1. Guest clicks to pay on screen 2. Guest is prompted for information 3. Page loads with total pay due and prompts for payment information 4. Payment is processed
ALTERNATE COURSE	<ol style="list-style-type: none"> a. If no payment information is found: <ol style="list-style-type: none"> 1. message is displayed 2. Guest is prompted to notify staff b. If payment is unsuccessful: <ol style="list-style-type: none"> 1. Guest is prompted to try again

USE CASE NAME	Check room rates
ID	UC7
SCENARIO	User checks the rate for a room / type of room
TRIGGERING EVENT	User requests room rate
BRIEF DESCRIPTION	User would like to view the nightly rate for a specific room or type of room
ACTORS	User
ASSUMPTIONS	It is possible to check room rates
FREQUENCY OF USE	Daily
RELATED USE CASES	Set room rates
STAKEHOLDERS	Hotel
PRECONDITIONS	There are room rates in the system
POSTCONDITIONS	User has seen the rates for the specified room or room type
MAIN COURSE	<ol style="list-style-type: none"> 1. User clicks to search available rooms on screen 2. Page loads with list of all available rooms 3. User specifies specific rooms or types of rooms, and hits enter 4. User selects room to view nightly rate
ALTERNATE COURSE	<ol style="list-style-type: none"> 1. If no rooms are available that match the specified search conditions, a message is displayed

USE CASE NAME	Replace room key
ID	UC8
SCENARIO	Guest gets a replacement room key
TRIGGERING EVENT	Guest requests a replacement room key
BRIEF DESCRIPTION	Guest that has lost their room keys would like to get a replacement room key
ACTORS	Guest, Employee
ASSUMPTIONS	Guest has a current stay and has lost their normally allotted room keys
FREQUENCY OF USE	Weekly
RELATED USE CASES	Get room key
STAKEHOLDERS	Hotel
PRECONDITIONS	Guest has printed and lost their allotted room keys
POSTCONDITIONS	Guest has a replacement key card for their current stay
MAIN COURSE	<ol style="list-style-type: none"> 1. User clicks to get room key on screen 2. System detects that guest has already printed allotted room keys 3. User is prompted to print replacements for a fee or notify staff 4. User specifies number of replacements and clicks to print replacement keys 5. Specified number of replacement keys are printed
ALTERNATE COURSE	<ol style="list-style-type: none"> a. If allotted keys have not been printed: <ol style="list-style-type: none"> 1. Course continues as in get room key b. If printer error: <ol style="list-style-type: none"> 1. Staff is notified

USE CASE NAME	Cancel stay
ID	UC9
SCENARIO	User cancels a booked stay
TRIGGERING EVENT	User would like to cancel a booked stay
BRIEF DESCRIPTION	Guest or assisting employee would like to cancel the guest's currently booked stay
ACTORS	Guest, Employee
ASSUMPTIONS	Guest has a currently booked stay that has not started
FREQUENCY OF USE	Weekly
RELATED USE CASES	Book stay, Alter stay
STAKEHOLDERS	Hotel
PRECONDITIONS	Guest has a booked stay that has not started yet
POSTCONDITIONS	Booked stay is cancelled and guest account is credited for previous charge
MAIN COURSE	<ol style="list-style-type: none"> 1. User clicks to alter stay 2. User is prompted for guest information 3. Alter stay page for specified stay loads 4. User clicks to cancel stay and is prompted to confirm 5. Stay is cancelled and charge from stay is credited to guest account
ALTERNATE COURSE	<ol style="list-style-type: none"> 1. If guest does not have a booked stay, message is displayed 2. Guest is prompted to notify staff

USE CASE NAME	Check work schedule
ID	UC10
SCENARIO	Employee checks the work schedule
TRIGGERING EVENT	Employee requests to see work schedule
BRIEF DESCRIPTION	Employee would like to view their schedule of assigned shifts
ACTORS	Employee
ASSUMPTIONS	Employee has access to work schedule
FREQUENCY OF USE	Daily
RELATED USE CASES	Set work schedule
STAKEHOLDERS	Hotel
PRECONDITIONS	The work schedule exists in the system
POSTCONDITIONS	Employee has seen the work schedule
MAIN COURSE	<ol style="list-style-type: none"> 1. Employee clicks to view work schedule 2. Employee is prompted for information 3. Work schedule page is displayed
ALTERNATE COURSE	<ol style="list-style-type: none"> 1. If entered credentials are invalid, a message is displayed

USE CASE NAME	Check owed pay
ID	UC11
SCENARIO	Employee checks their currently owed pay
TRIGGERING EVENT	Employee requests to see currently owed pay
BRIEF DESCRIPTION	Employee would like to view a calculation of the pay they are currently owed for hours worked
ACTORS	Employee
ASSUMPTIONS	Employee's worked hours are saved in the system
FREQUENCY OF USE	Daily
RELATED USE CASES	N/A
STAKEHOLDERS	Hotel
PRECONDITIONS	System has accurate information on hours employee has worked
POSTCONDITIONS	Employee has viewed their currently owed pay
MAIN COURSE	<ol style="list-style-type: none"> 1. Employee clicks to view work schedule on screen 2. Employee is prompted for information 3. Work schedule page is displayed, with a button to check pay 4. Employee clicks to check pay 5. Currently owed pay is displayed
ALTERNATE COURSE	<ol style="list-style-type: none"> 1. If entered credentials are invalid, a message is displayed

USE CASE NAME	Alter stay
ID	UC12
SCENARIO	User alters a booked stay
TRIGGERING EVENT	User requests to alter a booked stay
BRIEF DESCRIPTION	Guest or assisting employee would like to alter the start or end date for the guest's currently booked stay
ACTORS	Guest, Employee
ASSUMPTIONS	Guest has a currently booked stay that has either not started or guest would like to shorten/lengthen
FREQUENCY OF USE	Weekly
RELATED USE CASES	Book stay, Cancel stay
STAKEHOLDERS	Hotel
PRECONDITIONS	Guest has a booked stay, and the booked room is available for the new dates
POSTCONDITIONS	The start and/or end dates of the booked stay have been changed
MAIN COURSE	<ol style="list-style-type: none"> 1. User clicks to alter stay 2. User is prompted for guest information 3. Alter stay page for specified stay loads 4. User inputs new start date and/or end date 5. Stay is updated and guest account is updated to reflect correct payment due
ALTERNATE COURSE	<ol style="list-style-type: none"> 1. If guest does not have a booked stay, message is displayed 2. Guest is prompted to notify staff

USE CASE NAME	Clock in
ID	UC13
SCENARIO	Employee clocks-in to their shift
TRIGGERING EVENT	Employee wants to clock-in to their current shift
BRIEF DESCRIPTION	Employee would like to clock-in to a current, assigned shift
ACTORS	Employee
ASSUMPTIONS	Employee has a currently scheduled shift and is not clocked-in
FREQUENCY OF USE	Daily
RELATED USE CASES	Clock out
STAKEHOLDERS	Hotel
PRECONDITIONS	Employee has a scheduled shift for the current day/time
POSTCONDITIONS	Employee is clocked-in to their current shift
MAIN COURSE	<ol style="list-style-type: none"> 1. Employee clicks to clock-in on screen 2. Employee is prompted for information 3. If Employee has a currently scheduled shift, employee is clocked-in to shift
ALTERNATE COURSE	<ol style="list-style-type: none"> a. If entered credentials are invalid, a message is displayed b. If employee does not have a currently scheduled shift, a message is displayed

USE CASE NAME	Clock out
ID	UC14
SCENARIO	Employee clocks-out of their shift
TRIGGERING EVENT	Employee wants to clock-out of their current shift
BRIEF DESCRIPTION	Employee would like to clock-out of their current, assigned shift
ACTORS	Employee
ASSUMPTIONS	Employee is clocked-in to a scheduled shift and is at the end of the shift or would like to leave early
FREQUENCY OF USE	Daily
RELATED USE CASES	Clock in
STAKEHOLDERS	Hotel
PRECONDITIONS	Employee has a scheduled shift that they are currently clocked-in to
POSTCONDITIONS	Employee is no longer clocked-in to their current shift
MAIN COURSE	<ol style="list-style-type: none"> 1. Employee clicks to clock-in on screen 2. Employee is prompted for information 3. If employee is currently clocked-in to a shift, employee is clocked out
ALTERNATE COURSE	<ol style="list-style-type: none"> 1. If entered credentials are invalid, a message is displayed 2. If employee is not clocked-in to a shift, a message is displayed

USE CASE NAME	Set work schedule
ID	UC15
SCENARIO	Manager sets the work schedule
TRIGGERING EVENT	Manager requests to set the work schedule
BRIEF DESCRIPTION	Manager would like to set the work schedule for an employee or group of employees
ACTORS	Manager
ASSUMPTIONS	Manager has assigned employees
FREQUENCY OF USE	Weekly
RELATED USE CASES	Check work schedule, Set room rates
STAKEHOLDERS	Hotel
PRECONDITIONS	User is designated as a manager and has assigned employees
POSTCONDITIONS	The work schedule is set in the system
MAIN COURSE	<ol style="list-style-type: none"> 1. Manager clicks 'Manager Options' on screen 2. Manager is prompted for information 3. Page loads with manager options 4. Manager clicks to edit work schedule 5. Manager is prompted to create a new schedule for a specified time or load a schedule 6. New or saved schedule page is loaded 7. Manager inputs shifts for employees 8. Manager clicks to publish work schedule 9. Schedule is set in the system
ALTERNATE COURSE	<ol style="list-style-type: none"> 1. If entered credentials are invalid, a message is displayed

USE CASE NAME	Set room rates
ID	UC16
SCENARIO	Manager sets the rate for a room / type of room
TRIGGERING EVENT	Manager requests to set the rate for a room / type of room
BRIEF DESCRIPTION	Manager would like to set the nightly rate for a specific room or type of room
ACTORS	Manager
ASSUMPTIONS	Manager has access to setting room rates
FREQUENCY OF USE	Less than weekly
RELATED USE CASES	Check room rates, Set work schedule
STAKEHOLDERS	Hotel
PRECONDITIONS	User is designated as a manager and there are rooms in the system
POSTCONDITIONS	The nightly rate has changed for the room or type of room
MAIN COURSE	<ol style="list-style-type: none"> 1. Manager clicks 'Manager Options' on screen 2. Manager is prompted for information 3. Page loads with manager options 4. Manager clicks to set room rates 5. Set room rates page loads 6. Manager inputs specific room numbers or type of rooms, as well as new rates 7. Manager clicks to save rates 8. Specified room rates are updated in the system
ALTERNATE COURSE	<ol style="list-style-type: none"> 1. If entered credentials are invalid, a message is displayed