**The User Story**

**Roles:**

* Admin - the one that monitors the site.
* Customer - the one that uses the reservation system.
* Reservation Personnel - the one who handles hotel reservations.

**Role Attributes:**

**Admin**

* Frequency of use - Everyday
* Domain expertise - Excellent
* Computer expertise - Excellent
* General goals - Speed

**Customer**

* Frequency of use - Often
* Domain expertise - Understands the general idea
* Computer expertise - Low
* General goals - Fast and efficient way to reserve.

**Reservation Personnel**

* Frequency of use - Everyday
* Domain expertise - Understands the general idea
* Computer expertise - Average
* General goals - Fast and efficient way to manage business

**Persona**

**Admin**

Andrewis a normal guy. He was hired by the website owner to manage the site. His job is to verify/block an account and manage reported Customers.

**Customer**

Care will be having a honeymoon with his wife. He wants to book for a hotel. But Care had a hard time finding a hotel with a romantic aura and was searching the net when Care found iReserve. After finding iReserve, Care realized that booking hotels is easier and that there is a lot of other hotels out there.

**Reservation Personnel**

Kaizer has a hotel business. He negotiates with a customer for a room reservation. He has the authority to decide whether he will accept or decline the request of the customer.

**Stories for Roles**

1. As an admin, I can verify an Reservation Personnel or a customer’s account
2. As an admin, I can manage whether to block or unblock reported account
3. As a customer, I want to register to the site so that I will have an account.
4. As a customer, I want to log in to my account so that I can fully access the site.
5. As a customer, I want to be able to logout my account so that I can keep it safe.
6. As a customer, I want to leave a feedback so that other Customers can know what I think.
7. As a customer, I want to type a keyword so that I can search and find what I’m looking for.
8. As a customer, I want to be able to view my account so that I can edit my Customer settings.
9. As a customer, I want to be able to visit the company’s profile so that I can know its history and reserve for it.
10. As a customer, I want to message the hotel management for inquiries.
11. As a customer, I want to recover my password.
12. As a customer, I want to report malicious account so the admin will be aware.
13. As an Reservation Personnel, I want to be able to view my profile.
14. As an Reservation Personnel, I want to be able to update my hotel’s profile.
15. As an Reservation Personnel, I want to report malicious account so the admin will be aware.
16. As an Reservation Personnel, I want to message the customer regarding his inquiry.
17. As an Reservation Personnel, I want to receive a notification when a customer avails a room.