

1. ID: recLogin

Title: Log In

Story: As a receptionist I would like login to a unified management system with a unique identifier

2. ID: recAdd

Title: Add Guests

Story: As a receptionist I would like to add guest information into a unified database

3. ID: recModify

Title: Modify Guests

Story: As a receptionist I would like to be able to modify guest information with the unified database

4. ID: recDelete

Title: Delete Guests

Story: As a receptionist I would like to delete guest records from the unified database

5. ID: recSearch

Title: Search Database

Story: As a receptionist I would like to query a unified database for guest information or reservations

6. ID: recCheckIn

Title: Check In

Story: As a receptionist, I would like to be able to check guests into a single management system.

7. ID: recCheckOut

Title: Check Out

Story: As a receptionist I would like to be able to check guests out of a single management system.

8. ID: recCreateRes

Title: Create a Reservation

Story: As a receptionist, I would like to be able to create a reservation that easily accessible/retrievable

9. ID: recModifyRes

Title: Modify Reservation

Story: As a receptionist I would like to modify a reservation, wherein the updated reservation details are reflected across a unified management system.

10. ID: recDeleteRes

Title: Delete a Reservation

Story: As a receptionist I would like to delete/close a reservation, wherein the deleted/closed reservation details are reflected across a unified management system

11. ID: recUpdateRm

Title: Update Room Availability

Story: As a receptionist I would like room availabilities to be automated.

12. ID: recGenelInv

Title: Generate Invoice

Story: As a receptionist I would like to generate a client invoice from a single source within a unified management system.

13. ID: recGenelInv

Title: Generate Invoice

Story: As a receptionist I would like process a client's payment.

14. ID: recAnsPhone

Title: Answer the phone

Story: As a receptionist I would like to be able to answer the phone or make phone calls.

15. ID: recSendConf

Title: Send Booking Confirmation

Story: As a receptionist I would like to be able to send booking confirmations from within a unified management system.

16. ID: recRoomAcCard

Title: Room access

Story: As a receptionist I would like to create an access card.

17. ID: manLogin

Title: Manager Log In

Story: As a manager I would like to have more secure login access with a unique identifier

18. ID: mgrSameRec

Title: Perform Receptionist Tasks

Story: As a manager I would like to be able to perform the same tasks as the receptionist with regards to clients

19. ID: manC-inList

Title: Check-in List

Story: As a manager I would like to be able to check the lists of customers to check-in.

20. ID: manC-outList

Title: Check-out List

Story: As a manager I would like to be able to check the lists of customers to check-out.

21. ID: manModRec

Title: Modify Records

Story: As a manager I would like to be able to modify records, so that I can fix any mistakes.

22. ID: manFinRep

Title: Produce Fin. Reports

Story: As a manager I would like to be produce financial reports.

23. ID: mgrPullRep

Title: Pull Reports

Story: As a manager I would like to pull occupancy reports from the system.

24. ID: manPrintRep

Title: Print Reports

Story: As a manager I would like to be able to print reports.

25. ID: mgrAddEmp

Title: Add Employees

Story: As a manager I would like to add employees an employee database.

26. ID: mgrModifyEmp

Title: Modify Employees

Story: As a manager I would like to modify employees in the database

27. ID: mgrDelEmp

Title: Delete Employees

Story: As a manager I would like to delete employees in the database.

28. ID: mgrAssign

Title: Assign Tasks

Story: As a manager I would like to assign tasks to my employees.

29. ID: mgrCreateEven

Title: Create Events

Story: As a manager I would like to be able to create events.

30. ID: manOrgEven

Title: Organize Events

Story: As a manager I would like to be able to plan and organize the events.

Access
System

Gather
information

Make
Reservation

Log In

Gather
Information
from guest

Check room
and dates
availabilities

Confirm
reservation
in system

Gather
payment
information

Process
payment

Enter
username

Gather
guest(s)
name(s)

Navigate to the
calendrer/room
view

Confirm room
and availabilities
details with
guest

Gather credit
card or other
payment
information
from guest

Generate
invoice

Enter
password

Gather
guest
address

Confirm that
room type is
available at for
requests dates

Communicate
costs to the
guests

Give
invoice
to client

Press login
button

Gather
guest phone
number

Gather
guests room
preferences

Gather check-
in and check-
out dates