1. ID: recLogIn

Title: Log In

Story: As a receptionist I would like with a unique identifier

1. ID: recAdd

Title: Add Guests

Story: As a receptionist I would like to add new guest information to the system

1. ID: recModify

Title: Modify Guests

Story: As a receptionist I would like to be able to modify existing guest information.

1. ID: recDelete

Title: Delete Guests

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

1. ID: recSearchGuest

Title: Search Database for Guest

Story: As a receptionist I would like to obtain guest information.

1. ID: recSearchRes

Title: Search Database for Reservation

Story: As a receptionist I would like to obtain reservation information.

1. ID: recCheckIn

Title: Check In

Story: As a receptionist, I would like to be able to check guests in.

1. ID: recCheckOut

Title: Check Out

Story: As a receptionist I would like to be able to check guests out.

1. ID: recCreateResWalkin

Title: Create a Walk-in Reservation

Story: As a receptionist, I would like to be able to create a reservation when a guest is present.

1. ID: recCreateResPhone

Title: Create a Phone-in Reservation

Story: As a receptionist, I would like to be able to create a reservation when a guest calls in.

1. ID: recModifyRes

Title: Modify Reservation

Story: As a receptionist I would like to modify an existing reservation.

1. ID: recDeleteRes

Title: Delete a Reservation

Story: As a receptionist I would like to delete, cancel, or close a reservation.

1. ID: recRmAvail

Title: Update Room Availability

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

1. ID: recCheckAvail

Title: Check Room Availability

Story: As a receptionist I would like to be able to verify current room availabilities.

1. ID: recCalenderView

Title: View All Bookings

Story: As a receptionist I would like to view a calendar of all scheduled reservations.

1. ID: recGeneInv

Title: Generate Invoice

Story: As a receptionist I would like to generate a booking invoice.

1. ID: recProPay

Title: Process Payment

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

1. ID: recPhone

Title: Answer the phone

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

1. ID: recGatherInfo

Title: Gather Guest Information

Story: As a receptionist I would like to be able to gather guest’s personal information.

1. ID: recGatherInfo

Title: Gather Guest Information

Story: As a receptionist I would like to be able to gather guest’s payment information.

1. ID: recKeyCard

Title: Room access

Story: As a receptionist I would like to activate a key card.

1. ID: recSendConf

Title: Send Booking Confirmation

Story: As a receptionist I would like to be able to send booking confirmations.

1. ID: recAbort

Title: Exit System

Story: As a receptionist I would like to be able to abort or exit the system.

1. ID: mgrPull

Title: Pull Reports

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

1. ID: mgrAssign

Title: Assign Tasks

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

1. ID: mgrCreateUser

Title: Create Users

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

1. ID: mgrModifyUser

Title: Modify Users

Story: As a manager I would like to modify existing users.

1. ID: mgrDelUser

Title: Delete Users

Story: As a manager I would like to delete users.

1. ID: mgrManagePriv

Title: Manage Privileges

Story: As a manager I would like to manage user privileges.

1. ID: mgrSameAsRec

Title: Preform Receptionist Tasks

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

**Acceptance Tests:**

**Title: Log in**

1a. Given that the user is the receptionist

When valid credentials are input

Then he/she has user level access to the system.

1b. Given that the user is the receptionist

When invalid credentials are input

Then he/she does not have any system access.

**Title: Add Guests**

2a. Given that the user is the receptionist

When Inputting Guest Information into the system

And the guest is not already present within the system

Then the user is successfully added to the database.

2b. Given that the user is the receptionist

When inputting existing guest detail

Then an error message is displayed

And the guest is not re-added to the database

**Title: Modify Guests**

3a Given that the user is the receptionist

When a guest record exists in the database

And personal information is changed

Then the user successfully modifies the guest’s information within the database

3b. Given that the user is the receptionist

When inputting invalid personal information in the input fields

Then an error message is displayed

And the guest’s personal information is not modified

**Title: Delete Guests**

4a Given that the user is the receptionist

when input the existing guests’ details into the system

then the user successfully deletes from the database.

4b. Given that the user is the receptionist

when input the non-existing guests’ detail into the system

Then the user cannot delete from the database.

**Title: Search Database for Guest**

5a. Given that the user is the receptionist

When input a correct unique ID

Then he/she can search within the database.

5b. Given that the user is the receptionist

When input an incorrect ID

Then he/she cannot with in the database.

**Title: Search Database for Reservation**

6a. Given that the user is the receptionist

When input a correct unique ID

Then he/she can search within the database.

6b. Given that the user is the receptionist

When input an incorrect ID

Then he/she cannot with in the database.

**Title: Check In**

7a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can check in the guest.

7b. Given that the user is the receptionist

When he/she doesn’t have full access to the system

Then he/she cannot check in the guest.

**Title: Check Out**

8a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can check out the guest.

8b. Given that the user is the receptionist

When he/she doesn’t have full access to the system

Then he/she cannot check out the guest.

**Title: Create a Walk-in Reservation**

9a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can create a reservation (walk-in)

9b. Given that the user is the receptionist

When he/she doesn’t have full access to the system

Then he/she cannot create a reservation.

**Title: Create a Phone-In Reservation**

10a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can create a reservation (phone-in)

10b. Given that the user is the receptionist

When he/she doesn’t have full access to the system

Then he/she cannot create a reservation.

**Title: Modify Reservation**

11a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can modify a reservation.

11b. Given that the user is the receptionist

When he/she doesn’t have full access to the system

Then he/she cannot modify a reservation.

**Title: Delete a Reservation**

12a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can delete a reservation.

12b. Given that the user is the receptionist

When he/she doesn’t have full access to the system

Then he/she cannot delete a reservation.

**Title: Update Room Availability**

13a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can update the room availability.

13b. Given that the user is the receptionist

When he/she doesn’t have full access to the system

Then he/she cannot update the room availability.

**Title: Check Room Availability**

14a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can update the room availability.

14b. Given that the user is the receptionist

When he/she doesn’t have full access to the system

Then he/she cannot update the room availability.

**Title: View All Bookings**

15a. Given that the user is the receptionist

When he/she has full access to the system

Then they may view a calendar of past/present/future bookings

15b. Given that the user is the receptionist

When he/she doesn’t have full access to the system

Then they may view a calendar of past/present/future bookings

**Title: Generate Invoice**

16a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can generate a client invoice.

16b. Given that the user is the receptionist

When he/she doesn’t have full access to the system

Then he/she cannot generate a client invoice.

**Title: Process Payment**

17a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can process a guest’s payment.

17b. Given that the user is the receptionist

When he/she doesn’t have full access to the system

Then he/she may not process a guest’s payment.

**Title: Answer the phone**

18a. Given that the user is the receptionist

When he/she answers a phone call, and the customer wants to make a reservation

And the guest wants to make a reservation,

Then he/she can add the reservation to the system.

18b. Given that the user is the receptionist

When he/she answers a phone call, and the customer wants to an electronic invoice

Then he/she cannot generate an electronic invoice.

**Title: Gather Guest Info**

19a. Given that the user is the receptionist

When a client wishes to make a reservation

Then the client can gather guest’s personal information.

19a. Given that the user is not the receptionist

When a client wishes to make a reservation

Then the client can not gather guest’s personal information.

**Title: Gather Guest Payment Info**

20a. Given that the user is the receptionist

When a client wishes to make a reservation

Then the client can gather guest’s payment information.

20a. Given that the user is not the receptionist

When a client wishes to make a reservation

Then the client can not gather guest’s payment information.

**Title: Room access**

21a. Given that the user is the receptionist

When a reservation has been created

And a user checks-in

Then he/she can create the access card to give to the guest

21b. Given that the user is the receptionist

When the customer loses the access card

Then he/she replace the access card via the system.

**Title: Send Booking Confirmation**

22a. Given that the user is the receptionist

When the customer has successfully booked online

Then he/she can send booking confirmation via the system.

22b. Given that the user is the receptionist

When the manager requests all the booking confirmations

Then he/she can send all the confirmations through the system.

**Title: Exit System**

23a. Given that the user is currently using the system

When the user would like to abort or exit the system

And he/she clicks an exit button

Then, they are prompted with a message asking if they are sure they would like to cancel any pending actions

And the system exits.

23b. Given that the user is currently using the system

When the user would like to abort or exit the system

And he/she clicks an exit button

Then, they are prompted with a message asking if they are sure they would like to cancel any pending actions

And if they click no.

Then the system does not exit.

**Title: Pull Reports**

24a. Given that the user is the manager

When he/she has access to the system

Then he/she can pull the report from the system.

24b. Given that the user is the customer

When he/she does not have access to the system

Then he/she cannot pull the report from the system.

**Title: Assign Tasks**

25a. Given that the user is the manager

When he/she has access to the system

Then he/she can assign tasks to the employees through the system.

25b. Given that the user is the customer

When he/she does not have access to the system

Then he/she cannot assign tasks to the employees through the system.

**Title: Create Users**

26a. Given that the user is the manager

When he/she has access to the system

Then he/she can add create new users.

26b. Given that the user is not the manager

When he/she has access to the system

Then he/she cannot create new users.

**Title: Modify Users**

27a. Given that the user is logged in with manager credentials.

When there is existing user information.

Then he/she can modify user information.

27b. Given that the user logged in without manager credentials

When there is existing user information.

Then he/she cannot modify user information.

**Title: Delete User**

28a. Given that the user is logged in with manager credentials.

When there is existing user information.

Then he/she can delete a user.

28b. Given that the user logged in without manager credentials

When there is existing user information.

Then he/she cannot delete a user.

.

**Title: Manage privileges.**

29a. Given that the user is logged in with manager credentials.

When there is existing user information.

Then he/she can manager user privileges.

29b. Given that the user logged in without manager credentials

When there is existing user information.

Then he/she cannot manage user privileges.

**Title: Preform Receptionist Tasks**

30a. Given that the user is the manager

When he/she has full access to the system

Then he/she can perform all the receptionist’s tasks in the system.

30b. Given that the user is not the manager.

When he/she try to access the system as the manager

Then he/she cannot access the system at all.