1. ID: recLogIn

Title: Log In

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

1. ID: recAdd

Title: Add Guests

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

1. ID: recModiify

Title: Modify Guests

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

1. ID: recDelete

Title: Delete Guests

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

1. ID: recSearch

Title: Search Database

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

1. ID: recCheckIn

Title: Check In

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

1. ID: recCheckOut

Title: Check Out

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

1. ID: recCreateRes

Title: Create a Reservation

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

1. 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.

1. 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.

1. ID: recUpdateRm

Title: Update Room Availability

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

1. ID: recGeneInv

Title: Generate Invoice

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

1. ID: recGeneInv

Title: Generate Invoice

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

1. ID: recAnsPhone

Title: Answer the phone

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

1. ID: recRoomAva

Title: Room access

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

1. 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.

1. ID: guestRes

Title: Make a Reservation

Story: As a guest I would like to be able to make a reservation.

1. ID: guestBrowse

Title: Browse Room

Story: As a guest I would like to be able to browse room options.

1. ID: guestModify

Title: Modify Reservation

Story: As a guest I would like to be able to modify my reservation.

1. ID: guestCancel

Title: Cancel a Reservation

Story: As a guest I would like to be able to cancel my reservation.

1. ID: guestInvoice

Title: Get a Bill

Story: As a guest I would like to be able to get the bill.

1. ID: guestPay

Title: Pay a Bill

Story: As a guest I would like to be able to pay my hotel bill.

1. ID: guestInfo

Title: Provide Personal Information

Story: As a guest I would like to be able to provide my personal information to the hotel system.

1. ID: guestExit

Title: Exit Booking System

Story: As a guest I would like to be able to exit the booking system without making a reservation.

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: mgrAddEmp

Title: Add Employees

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

1. ID: mgrModifyEmp

Title: Modify Employees

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

1. ID: mgrDelEmp

Title: Delete Employees

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

1. ID: mgrSameRec

Title: Preform Receptionist Tasks

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

1a. Given that the user is the receptionist

When input a correct unique ID

Then he/she has full access to the system.

1b. Given that the user is the receptionist

When input an incorrect ID

Then he/she cannot have access to the system.

2a Given that the user is the receptionist

when input new guests’ details into the system

then the user successfully adds to the database.

2b. Given that the user is the receptionist

when input the existing guests’ detail

Then the user is not allowed to add to the database.

3a Given that the user is the receptionist

when input the guests’ details into the system

then the user successfully modifies in the database.

3b. Given that the user is the receptionist

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

Then the user cannot modify in the database.

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.

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.

6a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can check in the guest.

6b. 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.

7a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can check out 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 out the guest.

8a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can create a reservation.

8b. 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.

8a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can modify a reservation.

8b. 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.

10a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can delete a reservation.

10b. 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.

11a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can update the room availability.

11b. 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.

12a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can generate a client invoice.

12b. 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.

13a. Given that the user is the receptionist

When he/she has full access to the system

Then he/she can process a client’s payment

13b. Given that the user is the receptionist

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

Then he/she cannot process a client’s payment.

14a. Given that the user is the receptionist

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

Then he/she is able to add the reservation to the system.

14b. 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.

15a. Given that the user is the receptionist

When the customer wants to check in

Then he/she can create the access card through the system.

15b. Given that the user is the receptionist

When the customer loses the access card

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

16a. Given that the user is the receptionist

When the customer has successfully booked online

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

16b. 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.

17a. Given that the user is the customer

When he/she has the access to the booking system and looking for the rooms

Then the customer can make a reservation.

17b. Given that the user is the customer

When he/she does not have the access to the booking system

Then the customer cannot make a reservation.

18a. Given that the user is the customer

When he/she has the access to the booking system

Then the customer can browse the room types.

18b. Given that the user is the customer

When he/she does not have the access to the booking system

Then the customer cannot browse the room types.

19a. Given that the user is the customer

When he/she has the existing the reservation

Then the customer can modify that reservation through the booking system.

19b. Given that the user is the customer

When he/she does not have existing the reservation

Then the customer cannot modify that reservation through the booking system.

20a. Given that the user is the customer

When he/she has the existing the reservation

Then the customer can cancel that reservation through the booking system.

20b. Given that the user is the customer

When he/she does not have existing the reservation

Then the customer cannot cancel that reservation through the booking system

21a. Given that the user is the customer

When he/she have a successfully reservation in the system

Then he/she is able to view the invoice.

21b. Given that the user is the customer

When he/she does not have any excising reservation in the system

Then he/she does not have any access to the invoice.

22a. Given that the user is the customer

When he/she have a successfully reservation in the system

Then he/she is able to pay the bill.

22b. Given that the user is the customer

When he/she does not have any excising reservation in the system

Then he/she does not have any access to the invoice.

23a. Given that the user is the customer

When he/she have a successfully reservation in the system

Then he/she is able to provide personal information.

23b. Given that the user is the customer

When he/she does not have any excising reservation in the system

Then he/she cannot provide personal information.

24a. Given that the user is the customer

When he/she is searching for the room availabilities and the hotel is fully booked

Then he/she can exit the booking system without making a reservation.

24b. Given that the user is the customer

When he/she is searching for the room availabilities and is not satisfied with the selection

Then he/she can exit the booking system without making a reservation.

25a. 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.

25b. 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.

26a. 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.

26b. 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.

27a. Given that the user is the manager

When he/she has access to the system

Then he/she can add employee’s information to the system.

27b. Given that the user is the manager

When he/she does not have access to the system

Then he/she cannot add employees’ information to the system.

28a. Given that the user is the manager

When there is existing employee’s information

Then he/she can modify employee’s information through the system.

28b. Given that the user is the manager

When there is non-existing employee’s information

Then he/she cannot modify employees’ information through the system.

29a. Given that the user is the manager

When there is existing employee’s information

Then he/she can delete employee’s information from the system.

29b. Given that the user is the manager

When there is non-existing employee’s information

Then he/she cannot delete employees’ information from the system.

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.