| **Test Name** | | | Post-check out service charge | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Use Case Tested:** | | | User charged after check out | | | |
| **Test Description:** | | | This test will replicate a system bug in which the user can be charged for a service after they have been confirmed as checked out. | | | |
| **Pre-conditions** | | | 1. Booking must have been made 2. Guest must have checked in 3. Guest must have checked out | | | |
| **Post-conditions** | | | A service charge is not possible after guest has checked out | | | |
| **Notes:** | |  | | | | |
| **Result (Pass/Fail/Warning/Incomplete)** | | **Fail – Bug was successfully replicated** | | | | |
|  | **TEST STEP** | | | **EXPECTED TEST RESULTS** | P | F |
|  | The hotel main file is run | | | Hotel Management System begins as expected | P |  |
|  | User selects ‘B’ to book a room | | | Room booking process begins | P |  |
|  | User books a room | | | Room is successfully booked and recorded | P |  |
|  | Hotel Management screen displays again | | | Hotel Management System resumes as expected | P |  |
|  | User checks in by selecting ‘C’ | | | Check in process begins | P |  |
|  | Guest checks in | | | Guest check in is confirmed in the system | P |  |
|  | Hotel Management screen displays again | | | Hotel Management System resumes as expected | P |  |
|  | **TEST STEP** | | | **EXPECTED TEST RESULTS** | P | F |
|  | User checks out by selecting ‘D’ | | | Check out process begins | P |  |
|  | Guest checks out | | | Guest is confirmed as checked out in the system | P |  |
|  | Hotel Management screen displays again | | | Hotel Management System resumes as expected | P |  |
|  | User selects ‘R’ to record charge | | | Service charge process begins | P |  |
|  | Service charge process is completed | | | A service charge cannot be applied to the account |  | F |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test Data Table** | | | | | |
|  | **1** | **2** | **3** | **4** | **5** |
| [Data field 1] | [data set 1 input value for field 1] |  |  |  |  |
| [Data field 2] | [data set 1 input value for field 2] |  |  |  |  |
| [Data field 3] | [data set 1 input value for field 3] |  |  |  |  |