

# Hotel Management System – Add Walk-In

## Name:

Add Walk-In

## Description:

This use case covers the creation of a new walk in booking by the user

## Actors:

Staff

## Triggers:

The use case is triggered by the arrival of a customer at the hotel without a previous reservation.

## Preconditions:

None

## Postconditions:

After the use case is complete, there will be a new booking created or the customer will be informed that there is no suitable rooms available.

## Courses of events:

### Basic course of events:

1. The user performs the display all room status use case
2. There is an empty room available with a correct type of the room and an appropriate price at the correct time. The user selects the add walk in function under a room number
3. The system displays a dialog to enter the booking details
4. The user enters the customer's name, phone number, and the arrival time
5. The system remembers the new booking and updates the display

### Alternate course of events (1):

1. The user performs the display all room status use case
2. There are no rooms available which room type and price the customer has requested at current time

#### Alternate course of events (2):

1. The user performs the display all room status use case
2. There are some rooms available. The user selects the add walk in function
3. The system displays a dialog to enter the booking details
4. The user enters the customer's name, phone number, and the arrival time
5. The system warns the user that the position of the room selected is not as good as rooms with the same price and asks the user to confirm if this is ok
6. The user selects yes
7. The system remembers the new booking and updates the display
8. The user selects no
9. The system returns to step 3

#### Exceptional course of events:

1. The user performs the display all room status use case
2. There are rooms available. The user selects the add walk in function
3. The system displays a dialog to enter the booking details
4. The user enters the customer's name, phone number, and the arrival time
5. The system warns the user that this reservation overlaps with a previous booking and returns to step 3

#### Extension Points:

None

#### Inclusions:

Display all room status