

UC Name	FR_GST_04: Request booking modification before check-in.
Summary	This UC allows the guest to request a change to their reservation, like the check-in date or room type. This request is sent to the receptionist for approval.
Dependency	-
Actors	Primary Actors: Guest, Receptionist
Preconditions	<ul style="list-style-type: none"> <li>• The guest must be signed in the mobile guest portal</li> <li>• The guest must already have a confirmed booking</li> </ul>
Description of the Main Sequence	<ul style="list-style-type: none"> <li>• Step 1: The guest goes to the “My Bookings” page.</li> <li>• Step 2: The guest clicks on the booking they want to modify.</li> <li>• Step 3: The guest clicks “Modify Booking”.</li> <li>• Step 4: The guest makes changes to the check-in date or room type.</li> <li>• Step 5: The guest submits the changes.</li> <li>• Step 6: The system sends the modification request to the receptionist.</li> <li>• Step 7: The receptionist reviews and approves the request.</li> <li>• Step 8: The system sends a confirmation notification to the guest.</li> <li>• Step 9: The system updates the booking details.</li> </ul>
Description of the Alternative Sequence	<ul style="list-style-type: none"> <li>• Step 5a (Cancellation): The guest cancels the modification request.</li> <li>• Step 7a (Denial of modification): The receptionist reviews and declines the request.</li> <li>• Step 8a: The system sends a denial notification to the guest.</li> </ul>
Non functional requirements	<ul style="list-style-type: none"> <li>• The system must make sure the changes proposed by the guest are possible (a certain room type is available in the given dates).</li> </ul>

Postconditions	<ul style="list-style-type: none"> <li>• The booking details are updated (if approved).</li> <li>• Guest receives confirmation/denial notification.</li> </ul>
----------------	--

UC Name	FR_REC_01: Real-time inventory of room status for receptionist.
Summary	This UC allows the receptionist to access a real-time dashboard of room statuses (available, booked, under maintenance).
Dependency	-
Actors	Primary Actors: Receptionist
Preconditions	<ul style="list-style-type: none"> <li>• The receptionist must be logged into the system.</li> </ul>
Description of the Main Sequence	<ul style="list-style-type: none"> <li>• Step 1: The receptionist opens the “Room Inventory” dashboard.</li> <li>• Step 2: The system gets and displays the current status for each room (color-coded: green=available, red=booked, yellow=maintenance).</li> <li>• Step 3: The receptionist filters the dashboard by status, room type or floor.</li> </ul>
Description of the Alternative Sequence	<ul style="list-style-type: none"> <li>• Step 2a (Error retrieving data): The system cannot retrieve room data from the database.</li> <li>• Step 3a: The system shows a “Room Data Loading Failed” alert.</li> </ul>
Non functional requirements	<ul style="list-style-type: none"> <li>• The system shall sync in real-time with the room database and update the dashboard when a change is made.</li> </ul>
Postconditions	<ul style="list-style-type: none"> <li>• The receptionist has a real-time view of the room statuses.</li> </ul>

UC Name	FR_REC_02: Receptionist modifies booking in special cases.
Summary	This UC allows the receptionist to modify a guest's booking (e.g., reassigns room) due to maintenance issues.
Dependency	-
Actors	<ul style="list-style-type: none"> <li>- Primary Actors: Receptionist</li> <li>- Secondary Actors: Guest</li> </ul>
Preconditions	<ul style="list-style-type: none"> <li>• The receptionist must be logged into the system.</li> <li>• The room must have the "Under Maintenance" status.</li> <li>• The room must have an upcoming booking.</li> </ul>
Description of the Main Sequence	<ul style="list-style-type: none"> <li>• Step 1: The receptionist opens the "Bookings" page.</li> <li>• Step 2: The receptionist selects the booking affected by the maintenance issues.</li> <li>• Step 3: The receptionist assigns another available room to the guest.</li> <li>• Step 4: The receptionist confirms the changes.</li> <li>• Step 5: The system updates the booking details.</li> <li>• Step 6: The system notifies the guest through email and the Mobile Guest Portal.</li> </ul>
Description of the Alternative Sequence	<ul style="list-style-type: none"> <li>• Step 3a (No rooms available): If no rooms are available, the receptionist must cancel the current booking.</li> <li>• Step 4a: The guest is refunded for the booking.</li> <li>• Step 5a: The guest is notified about the reason of the cancelation and prompted about scheduling another booking.</li> </ul>
Non functional requirements	<ul style="list-style-type: none"> <li>• All booking changes must be tracked in the audit log.</li> <li>• The notification must be sent within one minute to the guest.</li> </ul>
Postconditions	<ul style="list-style-type: none"> <li>• The booking is updated.</li> <li>• The guest is notified.</li> </ul>