

**Orgest Baçova – Use cases for FR_GST_13;
FR_HK_01;
FR_GST_14;
FR_FS_01;
FR_GST_15.**

UC Name	FR_GST_13: Request urgent cleaning, alert housekeeping staff.
Summary	<i>This UC allows the guest to request urgent cleaning of the room he has booked, thus alerting the appropriate staff (housekeeping).</i>
Dependency	-
Actors	<i>Primary actor: Guest Secondary actors: Housekeeping staff</i>
Preconditions	<i>1. The guest must be logged in the software. 2. The guest must have a room booked at the moment of requesting the cleaning. 3. The housekeeping staff must be logged in the software in order to get the request.</i>
Description of the Main Sequence	<ul style="list-style-type: none"> ● <i>Step 1: The guest logs in the Mobile Guest Portal.</i> ● <i>Step 2: The guest clicks on the “Housekeeping” section.</i> ● <i>Step 3: The guest selects “Request Urgent Cleaning” and specifies the reason.</i> ● <i>Step 4: The system makes sure the request is valid by checking the guest ID and room number are correct and logs it.</i> ● <i>Step 5: The system notifies the housekeeping staff available.</i> ● <i>Step 6: A housekeeping staff accepts the request.</i> ● <i>Step 7: The system updates the request status to: “In progress”.</i> ● <i>Step 8: After cleaning, the housekeeping staff member updates the request status to: “Completed”.</i>

Description of the Alternative Sequence	<ul style="list-style-type: none"> • <i>Step 5a: In the case that no housekeeping staff is available, the system notifies the corresponding department manager (housekeeping).</i> • <i>Step 6a: In the case that there is no response from at least one member of the housekeeping staff (in 10-15 minutes), the system notifies the corresponding department manager (housekeeping).</i>
Non functional requirements	<ol style="list-style-type: none"> 1. <i>The system must validate the guest's request by checking if his info is correct.</i> 2. <i>The system must notify the housekeeping staff within 5 seconds of validating the request from the guest.</i> 3. <i>The system must log all Urgent cleaning requests for auditing purposes later.</i>
Postconditions	<ol style="list-style-type: none"> 1. <i>Once finished, the request from the user is marked as "Completed."</i> 2. <i>Once the cleaning is completed, the guest receives a notification confirming it.</i>

UC Name	FR_HK_01: Notify maintenance issues to housekeeping manager.
Summary	<i>This UC allows the housekeeping staff to report maintenance issues to the housekeeping manager, which reviews them and offers solutions.</i>
Dependency	-
Actors	<i>Primary actor: Housekeeping staff</i> <i>Secondary actors: Housekeeping manager</i>
Preconditions	<ol style="list-style-type: none"> 1. <i>The housekeeping staff must be logged in the software.</i> 2. <i>The maintenance issue reported must be associated with an existing/active room in the hotel.</i>
Description of the Main	<ul style="list-style-type: none"> • <i>Step 1: The housekeeping staff logs into the software.</i> • <i>Step 2: The housekeeping staff clicks on the "Report</i>

Sequence	<p><i>Maintenance Issue” section.</i></p> <ul style="list-style-type: none"> • <i>Step 3: The housekeeping staff enters the details necessary (room number, issue name, general description).</i> • <i>Step 4: The system logs the request.</i> • <i>Step 5: The system notifies the housekeeping manager.</i> • <i>Step 6: The housekeeping manager reviews and assigns the issue to the appropriate maintenance team.</i> • <i>Step 7: The system updates the request status to: “In progress”.</i> • <i>Step 8: After solving the issue, the maintenance team assigned, updates the request status to: “Resolved”.</i>
Description of the Alternative Sequence	<ul style="list-style-type: none"> • <i>Step 6a: In the case that there is no response from the housekeeping manager (in 10-15 minutes), the system notifies the general manager.</i>
Non functional requirements	<ol style="list-style-type: none"> <i>1. The system must validate the housekeeping staff’s request by checking the info entered is correct.</i> <i>2. The system must notify the housekeeping manager within 5 seconds of validating the request.</i> <i>3. The system must log all maintenance issue requests for auditing purposes later.</i>
Postconditions	<ol style="list-style-type: none"> <i>1. Once finished, the request from the housekeeping staff is marked as “Resolved.”</i> <i>2. The room status is updated in the system (no issues).</i>

UC Name	FR_GST_14: Track cleaning schedule based on guest preferences.
Summary	<i>This UC allows the guest to select their preferred cleaning preferences during check-in or via the Mobile Guest Portal. The updated cleaning schedule will be available to the housekeeping staff.</i>

Dependency	-
Actors	<i>Primary actor: The guest Secondary actors: Housekeeping staff</i>
Preconditions	<ol style="list-style-type: none"> <i>1. The guest must have access to the Mobile Guest Portal.</i> <i>2. The guest must be logged in the software.</i> <i>3. The housekeeping staff must be logged in the software.</i> <i>4. The housekeeping staff must be able to view the cleaning schedules of the guests.</i>
Description of the Main Sequence	<ul style="list-style-type: none"> <i>• Step 1: The guest checks into the hotel or logs into the Mobile Guest Portal.</i> <i>• Step 2: The guest clicks on the “Room preferences” section.</i> <i>• Step 3: The guest specifies their preferred cleaning schedule (daily, every other day, never etc.).</i> <i>• Step 4: The system validates and saves the guest’s choices.</i> <i>• Step 5: The system updates the task list of the housekeeping staff.</i> <i>• Step 7: The housekeeping staff logs into the software and checks their schedule.</i> <i>• Step 8: After completing their tasks, the housekeeping staff updates the room status (cleaned).</i>
Description of the Alternative Sequence	<ul style="list-style-type: none"> <i>• Step 3a: In the case that the guest wants to change their cleaning schedule mid-stay, they navigate to the “Room preferences” section of the Mobile Guest Portal.</i> <i>• Step 3b: The guest updates his cleaning schedule.</i> <i>• Step 4b: The system validates and updates the new cleaning schedule.</i>
Non functional requirements	<ol style="list-style-type: none"> <i>1. The system updates the cleaning schedule immediately upon the guest’s request.</i> <i>2. The housekeeping staff must be notified about their daily tasks immediately upon their change/update.</i> <i>3. The system must log all cleaning history for auditing purposes later.</i>

Postconditions	<ol style="list-style-type: none"> 1. Once finished, the cleaning schedule must be updated. 2. The housekeeping staff receives the updated cleaning schedules.
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UC Name	FR_FS_01 - Facility staff members could use the system to view their work hours.
Summary	<i>This UC allows the facility staff members to use the system in order to view their respective work hours.</i>
Dependency	-
Actors	<i>Primary actor: Facility staff member</i> <i>Secondary actors: The system</i>
Preconditions	<ol style="list-style-type: none"> 1. The facility staff member must have access to the software. 2. The system must have already assigned the work hours for the facility staff member.
Description of the Main Sequence	<ul style="list-style-type: none"> ● Step 1: The facility staff member logs into the system. ● Step 2: The system verifies the member's details are correct. ● Step 3: The facility staff member clicks on the "My work hours" section. ● Step 4: The system displays all the work hours assigned to said facility staff member.
Description of the Alternative Sequence	<ul style="list-style-type: none"> ● Step 2a: In the case that the facility staff member's details are wrong, the system displays an error message and disallows the user from logging into the software. ● Step 4a: In the case that no work hours are assigned to the facility member, the system displays a message to the user regarding this fact.
Non functional requirements	<ol style="list-style-type: none"> 1. The system must be able to verify the facility staff member's details when logging in.

	<i>2. The system must display the work hours assigned to the facility staff member in less than 3 seconds.</i>
Postconditions	<i>1. Once finished, the facility staff member will have viewed his assigned work hours.</i>

UC Name	<i>FR_GST_15</i> - <i>The Mobile Guest Portal shall provide a simple form for guests to submit complaints to the relevant department manager regarding the complaint type and should therefore alert that manager.</i>
Summary	<i>This UC allows the guests to submit complaints to the relevant department manager (according to the type of the complaint) via the Mobile Guest Portal.</i>
Dependency	-
Actors	<i>Primary actor: The guest Secondary actors: The system, respective department manager</i>
Preconditions	<i>1. The guest must have access to the Mobile Guest Portal.</i>
Description of the Main Sequence	<ul style="list-style-type: none"> ● <i>Step 1: The guest logs into the Mobile Guest Portal.</i> ● <i>Step 2: The system verifies the guest's details/credentials are correct.</i> ● <i>Step 3: The guest clicks on the "Submit a complaint" section/form.</i> ● <i>Step 4: The guest selects one of the complaints suggested by the system or types a new one under the "other complaint" subsection where he also selects the type of complaint.</i> ● <i>Step 5: The guest submits the complaint.</i> ● <i>Step 6: The system stores the complaint and assigns it to the respective department manager.</i> ● <i>Step 7: The system notifies the appropriate department manager.</i>

Description of the Alternative Sequence	<ul style="list-style-type: none"> • <i>Step4 a: In the case that the guest does not fill mandatory fields for the complaint, an error message appears and prompts him to do so.</i>
Non functional requirements	<ol style="list-style-type: none"> 1. <i>The system must be able to verify the guest's details when logging into the Mobile Guest Portal.</i> 2. <i>The system must store submitted complaints in less than 3 seconds.</i> 3. <i>The system must notify the respective department manager in less than 3 seconds.</i> 4. <i>Complaints must be saved and stored for auditing purposes later.</i>
Postconditions	<ol style="list-style-type: none"> 1. <i>The complaint is submitted and stored successfully.</i> 2. <i>The appropriate department manager is made aware of the complaint.</i>