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	• The guest must be signed in the mobile guest portal • The guest must already have a confirmed booking
Description of the Main Sequence	• Step 1: The guest goes to the "My Bookings" page. • Step 2: The guest clicks on the booking they want to modify. • Step 3: The guest clicks "Modify Booking". • Step 4: The guest makes changes to the check-in date or room type. • Step 5: The guest submits the changes. • Step 6: The system sends the modification request to the receptionist. • Step 7: The receptionist reviews and approves the request. • Step 8: The system sends a confirmation notification to the guest. • Step 9: The system updates the booking details.
Description of the Alternative Sequence	• Step 5a: The guest cancels the modification request. • Step 7b: The receptionist reviews and declines the request. • Step 8b: The system sends a denial notification to the guest.
Non functional requirements	• The system must make sure the changes proposed by the guest are possible (a certain room type is available in the given dates.
Postconditions	• The booking details are updated (if approved). • Guest receives confirmation/denial notification.

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	• The receptionist must be logged into the system.
Description of the Main Sequence	• Step 1: The receptionist opens the "Room Inventory" dashboard. • Step 2: The system gets and displays the current status for each room (color-coded: green=available, red=booked, yellow=maintenance). • Step 3: The receptionist filters the dashboard by status, room type or floor.
Description of the Alternative Sequence	• Step 2a: The system cannot retrieve room data from the database. • Step 3a: The system shows a "Room Data Loading Failed" alert.
Non functional requirements	• The system shall sync in real-time with the room database and update the dashboard when a change is made.
Postconditions	• The receptionist has a real-time view of the room statuses.

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	- Primary Actors: Receptionist - Secondary Actors: Guest
Preconditions	• The receptionist must be logged into the system. • The room must have the "Under Maintenance" status. • The room must have an upcoming booking.
Description of the Main Sequence	● Step 1: The receptionist opens the "Bookings" page. ● Step 2: The receptionist selects the booking affected by the maintenance issues. ● Step 3: The receptionist assigns another available room to the guest. ● Step 4: The receptionist confirms the changes. ● Step 5: The system updates the booking details. ● Step 6: The system notifies the guest through email and the Mobile Guest Portal.
Description of the Alternative Sequence	● Step 3a: If no rooms are available, the receptionist must cancel the current booking. ● Step 4a: The guest is refunded for the booking. ● Step 5a: The guest is notified about the reason of the cancelation and prompted about scheduling another booking.
Non functional requirements	• All booking changes must be tracked in the audit log. • The notification must be sent within one minute to the guest.
Postconditions	• The booking is updated. • The guest is notified.

UC Name	FR_HK_03 - The housekeeping staff updates room status.
Summary	This UC allows the housekeeping staff to update a room's

	status after cleaning it.
Dependency	-
Actors	- Primary Actor: Housekeeper - Secondary Actor: Housekeeping Manager
Preconditions	• The housekeeper must be logged into the system. • The room was assigned to housekeeper for cleaning by the manager.
Description of the Main Sequence	● Step 1: The housekeeper opens the "Rooms Assigned" page. ● Step 2: The housekeeper selects a room they have cleaned ● Step 3: The housekeeper updates the status of the room to "Clean". ● Step 4: The system saves the change. ● Step 5: The system updates the housekeeping manager's dashboard in real time.
Description of the Alternative Sequence	● Step 3a: The housekeeper reports a maintenance issue with the room (according to FR_HK_01).
Non functional requirements	• The UI must be simple for low-tech users. • The manager's dashboard must be updated in real-time.
Postconditions	• The room status is updates system-wide.

UC Name	FR_DM_01 - Department Manager Schedules Staff Shifts

Summary	This UC allows the department managers to schedule the shifts of all members in their staff.
Dependency	-
Actors	- Primary Actor: Department Manager - Secondary Actor: Department Staff
Preconditions	• The department manager is logged into the system.
Description of the Main Sequence	• Step 1: The manager opens the "Timetable page". • Step 2: The system displays the timetable with the current assignments. • Step 3: The manager drags and drops staff members in shifts. • Step 4: The manager saves the changes. • Step 5: The system notifies staff members whose shifts have changed via email.
Description of the Alternative Sequence	• Step 3a: If a manager has assigned no hours or too many hours to a staff member, the system shall alert the manager.
Non functional requirements	• The notification must be sent within one minute to the staff members.
Postconditions	• Staff members are assigned new shifts and notified about changes.