

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"> • The guest must be signed in the mobile guest portal • The guest must already have a confirmed booking
Description of the Main Sequence	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • The system must make sure the changes proposed by the guest are possible (a certain room type is available in the given dates).
Postconditions	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> The receptionist must be logged into the system.
Description of the Main Sequence	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> The system shall sync in real-time with the room database and update the dashboard when a change is made.
Postconditions	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> - Primary Actors: Receptionist - Secondary Actors: Guest
Preconditions	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • All booking changes must be tracked in the audit log. • The notification must be sent within one minute to the guest.
Postconditions	<ul style="list-style-type: none"> • The booking is updated. • The guest is notified.

UC Name	The guest shall be able to register into the Mobile Guest Portal.
Summary	This UC allows the guest to create an account in the Mobile Guest Portal to access booking, check-in, and other services.
Dependency	-
Actors	- Primary Actor: Guest
Preconditions	<ul style="list-style-type: none"> The guest has no existing account(or chooses to create a new one).
Description of the Main Sequence	<ul style="list-style-type: none"> Step 1: The guest selects “Register” in the Mobile Guest Portal. Step 2: The guest fills in the registration form (email, password, personal details). Step 3: The guest submits the form. Step 4: The system validates data (email address, password strength). Step 5: The system creates account and sends verification email. Step 6: The guest clicks verification link to activate the account. Step 7: The system logs the guest in automatically.
Description of the Alternative Sequence	<ul style="list-style-type: none"> Step 4a: The system highlights problems (invalid email address), and prompts the guest to retry. Step 4b: An account already exists with the given email, so the system prompts the guest to log in or reset password.
Non functional requirements	<ul style="list-style-type: none"> The data collection shall be in compliance with GDPR regulations. The system shall complete the registration in less than 3 seconds.
Postconditions	<ul style="list-style-type: none"> A new guest account has been created and verify. The guest can log into their new account and access services.

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	<ul style="list-style-type: none"> - Primary Actor: Department Manager - Secondary Actor: Department Staff
Preconditions	<ul style="list-style-type: none"> • The department manager is logged into the system.
Description of the Main Sequence	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • The notification must be sent within one minute to the staff members.
Postconditions	<ul style="list-style-type: none"> • Staff members are assigned new shifts and notified about changes.