

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

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	<ul style="list-style-type: none"> ● <i>Step 5a: In the case that no housekeeping staff is available, the system notifies the corresponding</i>

Sequence	<p><i>department manager (housekeeping).</i></p> <ul style="list-style-type: none"> • <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	<p><i>Primary actor: Housekeeping staff</i></p> <p><i>Secondary actors: Housekeeping manager</i></p>
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 Sequence	<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 Maintenance Issue" section.</i> • <i>Step 3: The housekeeping staff enters the details</i>

	<p><i>necessary (room number, issue name, general description).</i></p> <ul style="list-style-type: none"> • <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</i> <i>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"> <i>1. Once finished, the cleaning schedule must be updated.</i> <i>2. The housekeeping staff receives the updated cleaning schedules.</i>

