

**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 clicks on the "Report</i>

Sequence	<p><i>Maintenance Issue” section.</i></p> <ul style="list-style-type: none"> • <i>Step 2: The housekeeping staff enters the details necessary (room number, issue name, general description).</i> • <i>Step 3: The system logs the request.</i> • <i>Step 4: The system notifies the housekeeping manager.</i> • <i>Step 5: The housekeeping manager reviews and assigns the issue to the appropriate maintenance team.</i> • <i>Step 6: The system updates the request status to: “In progress”.</i> • <i>Step 7: 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	<i>1. The guest must have access to the Mobile Guest Portal. 2. The guest must be logged in the software. 3. The housekeeping staff must be logged in the software. 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	<i>1. The system updates the cleaning schedule immediately upon the guest’s request. 2. The housekeeping staff must be notified about their daily tasks immediately upon their change/update. 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	<i>FR_FS_01</i> - 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>