**Orgest Baçova – Use cases for FR\_GST\_13;**

**FR\_HK\_01;**

**FR\_GST\_14;**

***FR\_FS\_01;***

***FR\_GST\_15.***

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| UC Name | FR\_GST\_13: Request urgent cleaning, alert housekeeping staff. |
| Summary | *This UC allows the guest to request urgent cleaning of the room he has booked, thus alerting the appropriate staff (housekeeping).* |
| Dependency | *-* |
| Actors | *Primary actor: Guest*  *Secondary actors: Housekeeping staff* |
| Preconditions | *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.* |
| Description of the Main Sequence | * *Step 1: The guest logs in the Mobile Guest Portal.* * *Step 2: The guest clicks on the “Housekeeping” section.* * *Step 3: The guest selects “Request Urgent Cleaning” and specifies the reason.* * *Step 4: The system makes sure the request is valid by checking the guest ID and room number are correct and logs it.* * *Step 5: The system notifies the housekeeping staff available.* * *Step 6: A housekeeping staff accepts the request.* * *Step 7: The system updates the request status to: “In progress”.* * *Step 8: After cleaning, the housekeeping staff member updates the request status to: “Completed”.* |
| Description of the Alternative Sequence | * *Step 5a: In the case that no housekeeping staff is available, the system notifies the corresponding department manager (housekeeping).* * *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).* |
| Non functional requirements | *1. The system must validate the guest’s request by checking if his info is correct.*  *2. The system must notify the housekeeping staff within 5 seconds of validating the request from the guest.*  *3. The system must log all Urgent cleaning requests for auditing purposes later.* |
| Postconditions | *1. Once finished, the request from the user is marked as “Completed.”*  *2. Once the cleaning is completed, the guest receives a notification confirming it.* |

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| UC Name | FR\_HK\_01: Notify maintenance issues to housekeeping manager. |
| Summary | *This UC allows the housekeeping staff to report maintenance issues to the housekeeping manager, which reviews them and offers solutions.* |
| Dependency | *-* |
| Actors | *Primary actor: Housekeeping staff*  *Secondary actors: Housekeeping manager* |
| Preconditions | *1. The housekeeping staff must be logged in the software.*  *2. The maintenance issue reported must be associated with an existing/active room in the hotel.* |
| Description of the Main Sequence | * *Step 1: The housekeeping staff logs into the software.* * *Step 2: The housekeeping staff clicks on the “Report Maintenance Issue” section.* * *Step 3: The housekeeping staff enters the details necessary (room number, issue name, general description).* * *Step 4: The system logs the request.* * *Step 5: The system notifies the housekeeping manager.* * *Step 6: The housekeeping manager reviews and assigns the issue to the appropriate maintenance team.* * *Step 7: The system updates the request status to: “In progress”.* * *Step 8: After solving the issue, the maintenance team assigned, updates the request status to: “Resolved”.* |
| Description of the Alternative Sequence | * *Step 6a: In the case that there is no response from the housekeeping manager (in 10-15 minutes), the system notifies the general manager.* |
| Non functional requirements | *1. The system must validate the housekeeping staff’s request by checking the info entered is correct.*  *2. The system must notify the housekeeping manager within 5 seconds of validating the request.*  *3. The system must log all maintenance issue requests for auditing purposes later.* |
| Postconditions | *1. Once finished, the request from the housekeeping staff is marked as “Resolved.”*  *2. The room status is updated in the system (no issues).* |

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| UC Name | FR\_GST\_14: Track cleaning schedule based on guest preferences. |
| Summary | *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.* |
| Dependency | *-* |
| Actors | *Primary actor: The guest*  *Secondary actors: Housekeeping staff* |
| Preconditions | *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.* |
| Description of the Main Sequence | * *Step 1: The guest checks into the hotel or logs into the Mobile Guest Portal.* * *Step 2: The guest clicks on the “Room preferences” section.* * *Step 3: The guest specifies their preferred cleaning schedule (daily, every other day, never etc.).* * *Step 4: The system validates and saves the guest’s choices.* * *Step 5: The system updates the task list of the housekeeping staff.* * *Step 7: The housekeeping staff logs into the software and checks their schedule.* * *Step 8: After completing their tasks, the housekeeping staff updates the room status (cleaned).* |
| Description of the Alternative Sequence | * *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.* * *Step 3b: The guest updates his cleaning schedule.* * *Step 4b: The system validates and updates the new cleaning schedule.* |
| Non functional requirements | *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.* |
| Postconditions | *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 | *This UC allows the facility staff members to use the system in order to view their respective work hours.* |
| Dependency | *-* |
| Actors | *Primary actor: Facility staff member*  *Secondary actors: The system* |
| Preconditions | *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 | * *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 | * *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 | *1. The system must be able to verify the facility staff member’s details when logging in.*  *2. The system must display the work hours assigned to the facility staff member in less than 3 seconds.* |
| Postconditions | *1. Once finished, the facility staff member will have viewed his assigned work hours.* |

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| UC Name | ***FR\_GST\_15*** *- 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.* |
| Summary | *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.* |
| Dependency | *-* |
| Actors | *Primary actor: The guest*  *Secondary actors: The system, respective department manager* |
| Preconditions | *1. The guest must have access to the Mobile Guest Portal.* |
| Description of the Main Sequence | * *Step 1: The guest logs into the Mobile Guest Portal.* * *Step 2: The system verifies the guest’s details/credentials are correct.* * *Step 3: The guest clicks on the “Submit a complaint” section/form.* * *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.* * *Step 5: The guest submits the complaint.* * *Step 6: The system stores the complaint and assigns it to the respective department manager.* * *Step 7: The system notifies the appropriate department manager.* |
| Description of the Alternative Sequence | * *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.* |
| Non functional requirements | *1. The system must be able to verify the guest’s details when logging into the Mobile Guest Portal.*  *2. The system must store submitted complaints in less than 3 seconds.*  *3. The system must notify the respective department manager in less than 3 seconds.*  *4. Complaints must be saved and stored for auditing purposes later.* |
| Postconditions | *1. The complaint is submitted and stored successfully.*  *2. The appropriate department manager is made aware of the complaint.* |