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CMPE313 Section 2



# TED UNIVERSITY

## CMPE313 Assignment 2

Project Topic: Hotel Management System

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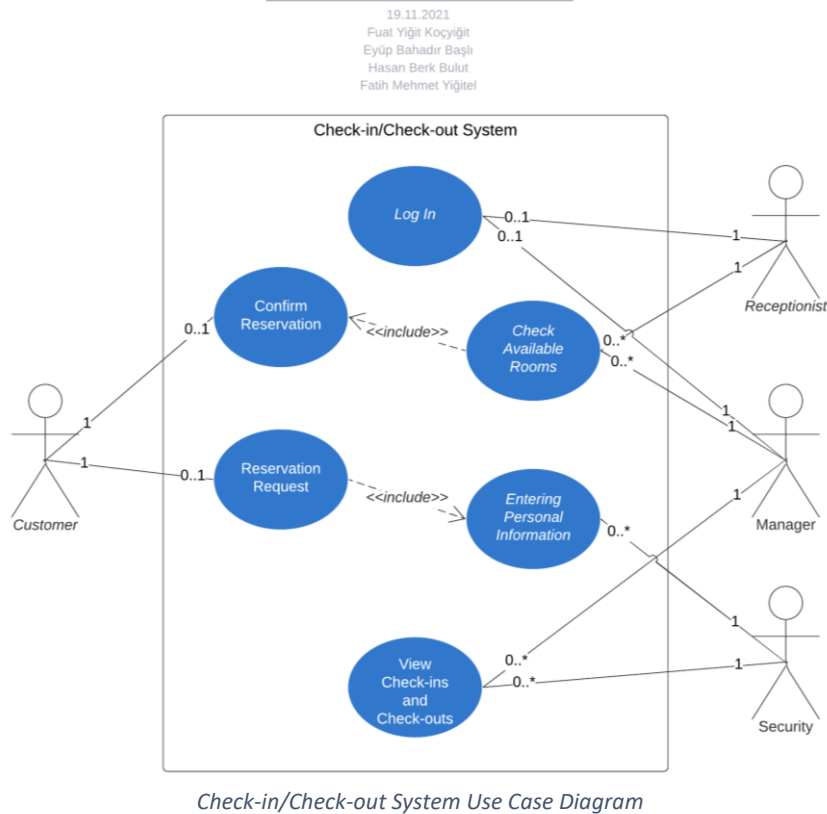
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# Use Case Diagrams

## 1. Check-in/Check-out System

### Use Case Diagram

Hotel Management System - Check-in/Check-out System Use Case Diagram



### Use Case Descriptions

<b>Use Case</b>	Log In
<b>Actor</b>	Receptionist, Manager
<b>Description</b>	Log in allows receptionists to enter to the hotel system. By entering the system, receptionists can see available rooms and inform the customer. Therefore, receptionists can only read and assign rooms to customers. The Log in screen contains a username and password which is given to receptionists. By entering their

	<p>Informations, receptionists will see available rooms in the screen.</p> <p>Log In allows manager to log in to the system as admin and see all persons' information in the hotel. Although, manager can change Log in page where he can read and write on this page.</p>
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<b>Use Case</b>	Reservation Request
<b>Actor</b>	Customer
<b>Description</b>	Reservation request allows customers to show which room they want and its time. In this request they will be giving their information for reservation and Security will handle their information. In the system, there will be boxes where the customer should enter their name and surname, id, Covid-19 test or vaccine card, room and time.

<b>Use Case</b>	Entering Personal Information
<b>Actor</b>	Customer, Security
<b>Description</b>	Entering Personal Information takes the personal information of the customer for the reservation. It allows security to be able to control and secure each information that has given by customer. By doing so only security will be able to change customer information if needed. Although if customer wants to change any personal information, they should be able contact with security.

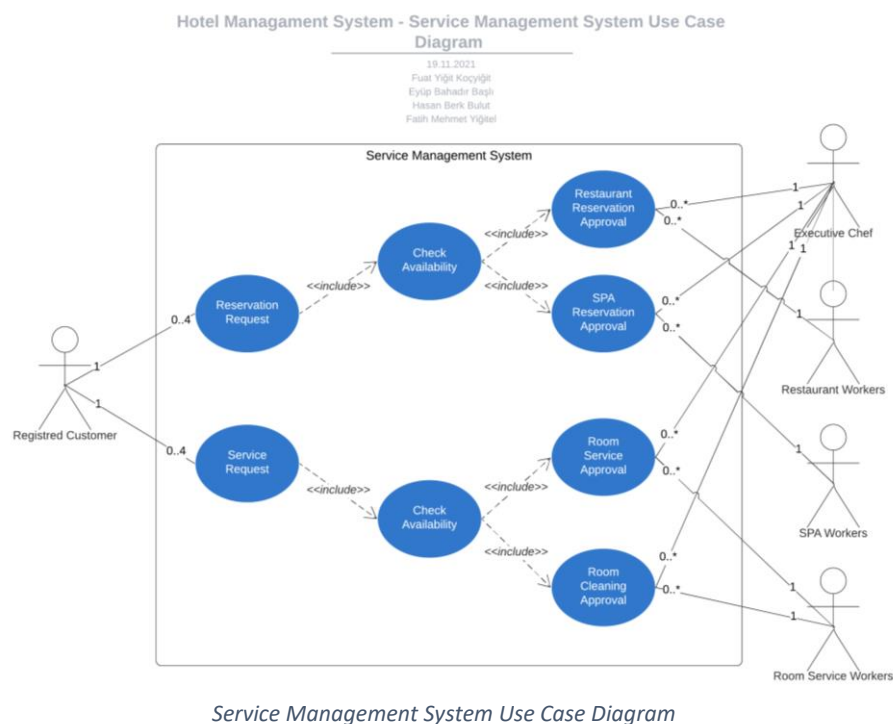
<b>Use Case</b>	Check Available Rooms
<b>Actor</b>	Receptionist, Manager
<b>Description</b>	<p>Check Available Rooms allows receptionists to see the available rooms and assign the customers to these rooms accordingly. In the rooms screen of hotel system, there will be empty rooms which are colored in green and there will be not available rooms which are colored in red. Between these rooms customer can choose their room and receptionist can assign them.</p> <p>Check available rooms allows manager to control every room and see their situations. In this part if manager wants, he can add more rooms or delete rooms from the system where he clicks on the room and the system shows whether he wants to update the room or delete it.</p>

<b>Use Case</b>	Confirm Reservation
<b>Actor</b>	Customer, Manager, Receptionist
<b>Description</b>	<p>Confirm Reservation allows customers to confirm the time and their room that they want. In this part, customer will see a screen where there is no or yes. If they press yes, they will confirm their reservation. If they press no they will decline their reservation. Although, Manager and Receptionist are able to see these actions because they can see the process, make changes on them and approve them.</p>

<b>Use Case</b>	View Check-ins and Check-outs
<b>Actor</b>	Manager, Security
<b>Description</b>	<p>View Check-ins and Check-outs allows manager to show every information that has been made in hotel. By doing so manager can see every reservation that has made or every event from past to today. Therefore, manager could have the control of hotel system.</p> <p>View Check-ins and Check-outs allows security to see every process that has been made in the hotel. Besides manager security will handle and avoid any information leak or cyber-attack from outside. Therefore, security will be able to see and change every process in the hotel.</p>

## 2. Service Management System

### Use Case Diagram



## Use Case Descriptions

<b>Use Case</b>	Reservation Request
<b>Actor</b>	Registered Customers
<b>Description</b>	Registered Customers can send a request for both restaurant and spa reservation. Their request will be controlled for availability so they can use these hotel services.

<b>Use Case</b>	Service Request
<b>Actor</b>	Registered Customers
<b>Description</b>	Registered Customers can send a request for both room service and room cleaning. Their request will be controlled for availability so they can use these hotel services.

<b>Use Case</b>	Check Availability
<b>Actor</b>	Registered Customer
<b>Description</b>	When customer tries to make a request to go to spa, restaurant reservation, room service or room cleaning, system automatically shows the available times to the customer.

<b>Use Case</b>	Spa Reservation Approval
<b>Actor</b>	Executive Chef, SPA Workers
<b>Description</b>	<p>Executive Chief can be able to check the spa reservation request that came from the registered customer and if there is no problem, it will be automatically accepted.</p> <p>SPA Workers can be able to see the person who reserved the session, the reservation date and time information. They will make preparations according to the reservations of the customers.</p>

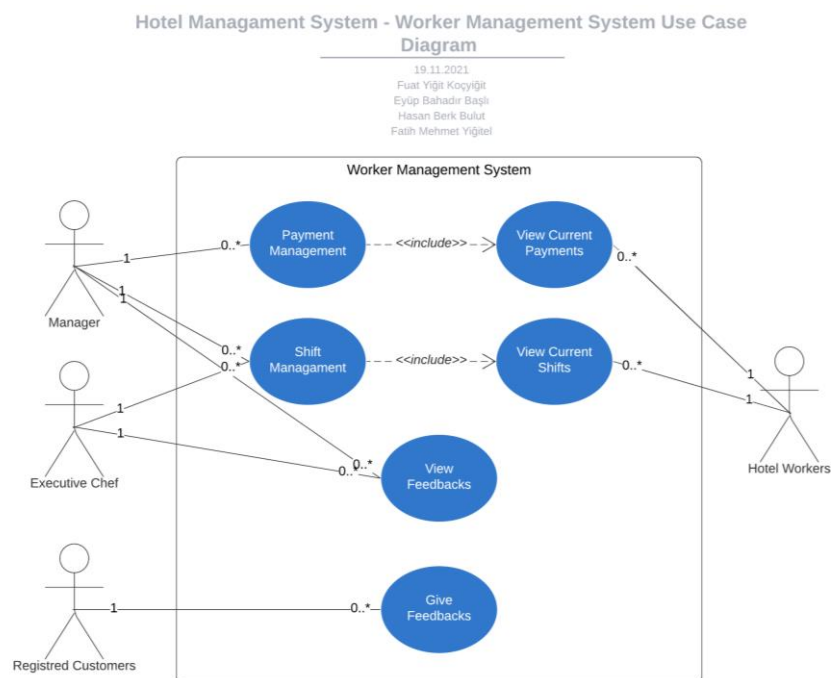
<b>Use Case</b>	Restaurant Reservation Approval
<b>Actor</b>	Executive Chef, Restaurant Workers
<b>Description</b>	<p>Executive Chief can be able to check the restaurant reservation request that came from the registered customer and if there is no problem, it will automatically be accepted.</p> <p>Restaurant workers can be able to see the person who reserved, the reservation date and time information. They will make preparations according to the reservations.</p>

<b>Use Case</b>	Room Service Approval
<b>Actor</b>	Executive Chief, Room Service Workers
<b>Description</b>	<p>Executive Chief can be able to check the room service request that came from the registered customer and if there is no problem, it will be automatically accepted.</p> <p>Room Service Workers can be able to see the recipe of the customer wants and after collecting them, he/she will see the room of the order and service to them.</p>

<b>Use Case</b>	Room Cleaning Approval
<b>Actor</b>	Executive Chief, Room Service Workers
<b>Description</b>	<p>Executive Chief can be able to check the room cleaning request that came from the registered customer and if there is no problem, it will be automatically accepted.</p> <p>Room Service Workers can be able to see which room is needed to be cleaned. After cleaning it, they will give response to end the request.</p>

### 3.Worker Management System

#### Use Case Diagram



Worker Management System Use Case Diagram



## Use Case Descriptions

<b>Use Case</b>	Payment Management
<b>Actor</b>	Manager
<b>Description</b>	Payment Management allows the manager to see the current payments and payment management of his/her workers. The manager applies bonuses and penalties to the salaries of his/her customers to keep the working quality high. Once the manager entered to the payment management system, he/she will be able to see all the base salaries, all bonuses/penalties and all performance ratings of the workers in the hotel. Workers will only be able to see their current salaries and their bonuses or penalties with including "View Current Payments" system.

<b>Use Case</b>	View Current Payments
<b>Actor</b>	Manager, Workers
<b>Description</b>	Hotel management thinks that learning how their salaries are increasing or decreasing is one of the worker rights. View Current Payments let's all workers in the hotel to know their current salaries and performances. If there is any bonuses or penalties, they will be informed in this case so that they can be more careful and increase the work quality. Workers will not be able to see other workers' salaries and they will be only able to see themselves in the screen.

<b>Use Case</b>	Shift Management
<b>Actor</b>	Manager, Executive Chef
<b>Description</b>	Shift Management system allows the manager and the executive chef to arrange the working hours of the whole hotel workers. The system will show all the current working hours of every worker. Manager or executive chef will be able to change the shift hours if he/she wants to or if there is a case about worker(s).

<b>Use Case</b>	View Current Shifts
<b>Actor</b>	Manager, Workers, Executive Chef
<b>Description</b>	To prevent the conflicts, lateness or unawareness, View Current Shifts informs the hotel workers about their working hours regularly. System will use e-mails to inform the users about their working hours and the changes in the shift hours. The workers will also be able to see his/her or his/her friend's working hours in the system anytime he/she wants.

<b>Use Case</b>	Give Feedback
<b>Actor</b>	Registered Customers
<b>Description</b>	For the hotel owner, the feedbacks from the customers are so important. Every registered customer of the hotel complex will be able to give feedback about anything, anyone, or any place every time and everywhere. The customer interface will take every feedback information from the owner of the feedback and saves it to the database so that manager can see them and improve his hotel easily. There is not a limitation for the feedback. The customer will be able to send as much as he/she wants.

<b>Use Case</b>	View Feedbacks
<b>Actor</b>	Manager, Executive Chef
<b>Description</b>	<p>Hotel management takes all the feedbacks so seriously. So, to keep the quality high, the manager and executive chef will be able to see all the feedbacks taken from the registered customers. System will be able to show all the saved feedbacks in the database of the hotel complex. It will show all the information of the feedback such as:</p> <ul style="list-style-type: none"> <li>• Subject (Worker, cleaning, service, physical conditions etc.)</li> <li>• Date and Time</li> <li>• Explanation of the problem</li> <li>• All other details from the customer</li> <li>• Contact information (if customer wants to give)</li> </ul>