# Hotel

# Use-Case: Record Service

1. Brief Description

When a customer

Wants to use a service at the hotel they record the service

So that it can be recorded on the final bill

1. Actors

Customer

1. Pre-Conditions
   1. The main menu is displayed
2. Normal Flow

The use case begins when customer selects record service option on the main menu.

|  |  |
| --- | --- |
| Actor | System |
|  | 1. Prompt to enter room number |
| 1. Enter room number | 1. Find booking by room number |
|  | 1. Prompt for service type |
| 1. Enter service type | 1. Prompt for cost |
| 1. Enter cost | 1. Display service charge cost confirmation |
| 1. Continue |  |

The use case ends.

1. Alternate Flows
   1. Room Number Not Found

If at step 3, of the normal flow the booking for the room is not found, then

|  |  |
| --- | --- |
| Actor | System |
|  | The system displays a no active booking found message |

The normal flow is resumed at step 1.

* 1. User Cancels

If at steps 2, or 5 of the normal flow the user provides null input then

|  |  |
| --- | --- |
| Actor | System |
|  | The system displays a cancelled message |

The use case ends.

* 1. User resets during cost entry

If at step 7, of the normal flow the user provides null input then

The normal flow is rejoined at Step 5

1. Key Scenarios
   1. Successful record of service
   2. No booking found, the room re-entered and service recorded
   3. Service cancelled at input room number
   4. Service cancelled at service type
2. Post-conditions
   1. Normal flow and other flows where a record of service is successful.

The service charge is added to the booking

The service charge will appear on the checkout invoice

* 1. All other unsuccessful scenarios

No change to anything