Use Case Description – Hotel Management System

Use Case: Make Reservation

Summary: Receptionist can reserve a room for customer by taking details of guests, rooms, and payment.

Actor: Receptionist

Pre Condition: Receptionist has to be logged in.

Description: Receptionist searches the available rooms for customer according to Room Types, Check In Date, Check Out Date and Price. Customer selects the room from available rooms and Receptionist enters the guest details and their documents. Customer pays for room reservation. Receptionist add payment Details and Issue Bill to Customer.

Exceptions:

Receptionist Not Logged In: If receptionist is not logged in then it shows the Authentication Message.

Rooms Not Available: If Rooms for searched Room Type and Price Range is not available then system shows Rooms Not Available Message.

Payment Fail: If Customer Pays Online By UPI, Net Banking or ATM card and Payment is failed then it shows the information that payment is not done.

Post Condition: Print Of Bill(Invoice) is printed.

Use Case: Cancel Reservation

Summary: Receptionist can cancel a Room-Reservation of customer by taking Reservation details.

Actor: Receptionist

Pre Condition: Receptionist has to be logged in.

Description: Receptionist take reservation details from the customer and cancel the reservation and take the cancel charges from customer and refund them.

Exceptions:

Receptionist Not Logged In: If receptionist is not logged in then it shows the Authentication Message.

No Reservation Found: If Reservation is not found of given details by Customer.

Payment Fail: If Payment is failed then it shows the information that payment is not done.

Post Condition: Reservation is canceled

Use Case: Add Service Order

Summary: Receptionist can add a service order of customer's Reservation

Actor: Receptionist

Pre Condition: Receptionist has to be logged in.

Description: Receptionist takes service order (Drinks, Snacks, Meal) of customer. He adds the service and quantity of to reservation. The charge is automatically added to total amount of reservation.

Exceptions:

Receptionist Not Logged In: If receptionist is not logged in then it shows the Authentication Message.

No Reservation Found: If Reservation is not found of given details by Customer.

Service Out Of Stock: If any Service that is currently not available than it shows the message "Service Currently Not Available".

Post Condition: Service order is successfully placed.

Use Case: Add Guest Details

Summary: Receptionist can add details of the guests to reservation.

Actor: Receptionist

Pre Condition: Receptionist has to be logged in.

Description: Receptionist add number of guests in Reservation and then add the name, age, gender, contact no. of the guests. **:** Receptionist takes document details of each guest. He add document type and No.

Exceptions:

Receptionist Not Logged In: If receptionist is not logged in then it shows the Authentication Message.

More Guests than Capacity: Receptionist can add only fixed guests to each room so if he adds more than room capacity than system shows error.

Post Condition: Guest Details is successfully added to Reservation.

Use Case: Add Service

Summary: Manager can add new service.

Actor: Manager

Pre Condition: Manager has to be logged in.

Description: Manager the new service to system. Manager add service name, Price and Quantity (stock).

Exceptions:

Manager Not Logged In: If Manager is not logged in then it shows the Authentication Message.

Service Already Available: If Manager Add Service that is already available than it shows error

Post Condition: New Service is successfully added.

Use Case: Add Staff Details

Summary: Manager can add new staff member.

Actor: Manager

Pre Condition: Manager has to be logged in.

Description: Manager the new staff Member of Hotel. Manager add staff member by entering name, email, contact no. address, Designation, Salary. And Staff member given temporary password as a his contact no.

Exceptions:

Manager Not Logged In: If Manager is not logged in then it shows the Authentication Message.

Service Already Available: If Manager Add staff member that is already added than it shows error

Post Condition: New staff member is successfully added.

Use Case: Add Room Details

Summary: Manager can add new Room and set rate of that room.

Actor: Manager

Pre Condition: Manager has to be logged in.

Description: Manager the new Room of Hotel. Manager add new room type, and its Price and total number of guests (Adults and Children) can stay in room.

Exceptions:

Manager Not Logged In: If Manager is not logged in then it shows the Authentication Message.

Incomplete Room Details: If Manager does not add all details of room than it will show error.

Post Condition: New Room is successfully added to Hotel.