Carti Hotel Management System

Manage Services

Version <1.0>

Revision History

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Business Use-Case Specification: Book Rooms

# Introduction

## Purpose

This document describes the use case: Manage Services in BMP process

## Scope

This business use-case specification doesn’t include a prototype.

## Definitions, Acronyms, and Abbreviations

NA.

## References

NA.

## Overview

The rest of this document consists of a brief description of the business use case, followed by the main workflow.

# Manage Services

## Brief Description

This business use case is made for receptionists to manage services.

# Goals

# Performance Goals

# Workflow

## Basic Workflow

On the Administrator Page, the left side is functional buttons including Home Page, Category, Report, Users, Manage Facility and Manage Rooms, the main part is room information. The search button is between the navigation bar and the main part.

### Add Services

The Receptionist clicks the search button and enters the customer’s name. The system shows a list of customers. The receptionist clicks on a customer and will be navigated to the Reservation Detail page which contains the reservation details of the chosen customer.

The system shows the reservation details, the left-hand side is the booking details and the right-hand side is the image of the booked room. Below this image is the Services Listing button. The receptionist clicks on the Services Listing button. The system shows all services that the customer ordered as a table with three columns: “Service name”, “Quantity”, and “Price”, and there’s a price total right below the table.

The receptionist clicks on the Add Services button chooses services’ types and quantity and clicks on the Save button. If the entered information is valid, the system shows the success message. Otherwise, the system shows an error message.

### Delete Services

The Receptionist clicks the search button and enters the customer’s name. The system shows a list of customers. The receptionist clicks on a customer and will be navigated to the Reservation Detail page which contains the reservation details of the chosen customer. The system shows the reservation details, and the receptionist clicks on the Services Listing button. The system shows all services that the customer ordered as a table with three columns: “Service name”, “Quantity”, and “Price”, and there’s a price total right below the table.

The receptionist clicks on a service and clicks on the Delete Service button. The system shows a confirmation box. If the receptionist confirms, the system deletes this service and shows a success message. Otherwise, the receptionist clicks the cancel button and the confirmation box disappears.

## Alternative Workflows

NA.

# Category

Core use case.

# Risk

NA.

# Possibilities

NA.

# Process Owner

NA.

# Preconditions

NA.

# Postconditions

NA.

# Special Requirements

NA.

# Extension Points

NA.