

CSE251-Software Engineering

Hotel Management System

(The Best to The Best)

Project Manager

Mohamed Ahmed Salah Eldin - 21100806

Team Members

Kareem Hassan Abdelhalim Mahfouz - 20100284

Ahmed Khaled Asaad Hamed Eladl - 2010229

Mohamed Saber Mohamed Halawa - 20100315

Moamen Mohamed Farouk - 21100860

System Rules

1. User registration should only be allowed for individuals who are 18 years of age or older.
2. User passwords should be encrypted and stored securely in the system database.
3. The security system should monitor all areas of the hotel, including common areas, guest rooms, and restricted areas.
4. The booking management system should only allow bookings for available rooms and should not allow double bookings for the same room.
5. The activities system should only allow users to book activities that are available during their stay at the hotel.
6. The restaurant system should only allow users to order menu items that are available and in stock.
7. The gym system should only allow users to reserve equipment that is available during their desired time slot.
8. The centre care system and beauty center system should only allow users to book appointments for available time slots and services.
9. The feedback system should only allow registered users to provide feedback and should not allow multiple feedback submissions for the same stay.
10. The department system should only allow staff members with the appropriate permissions to assign tasks and view schedules.
11. The user management system should only allow system admins and authorized staff members to view and modify user information.
12. The staff records system should only allow authorized staff members to view and modify staff information.
13. The payments system should only allow authorized staff members to view and modify payment information.
14. The bills system should only allow registered users to view and pay bills for their stay at the hotel.
15. The payrolls system should only allow authorized staff members to view and modify payroll information.

System Services

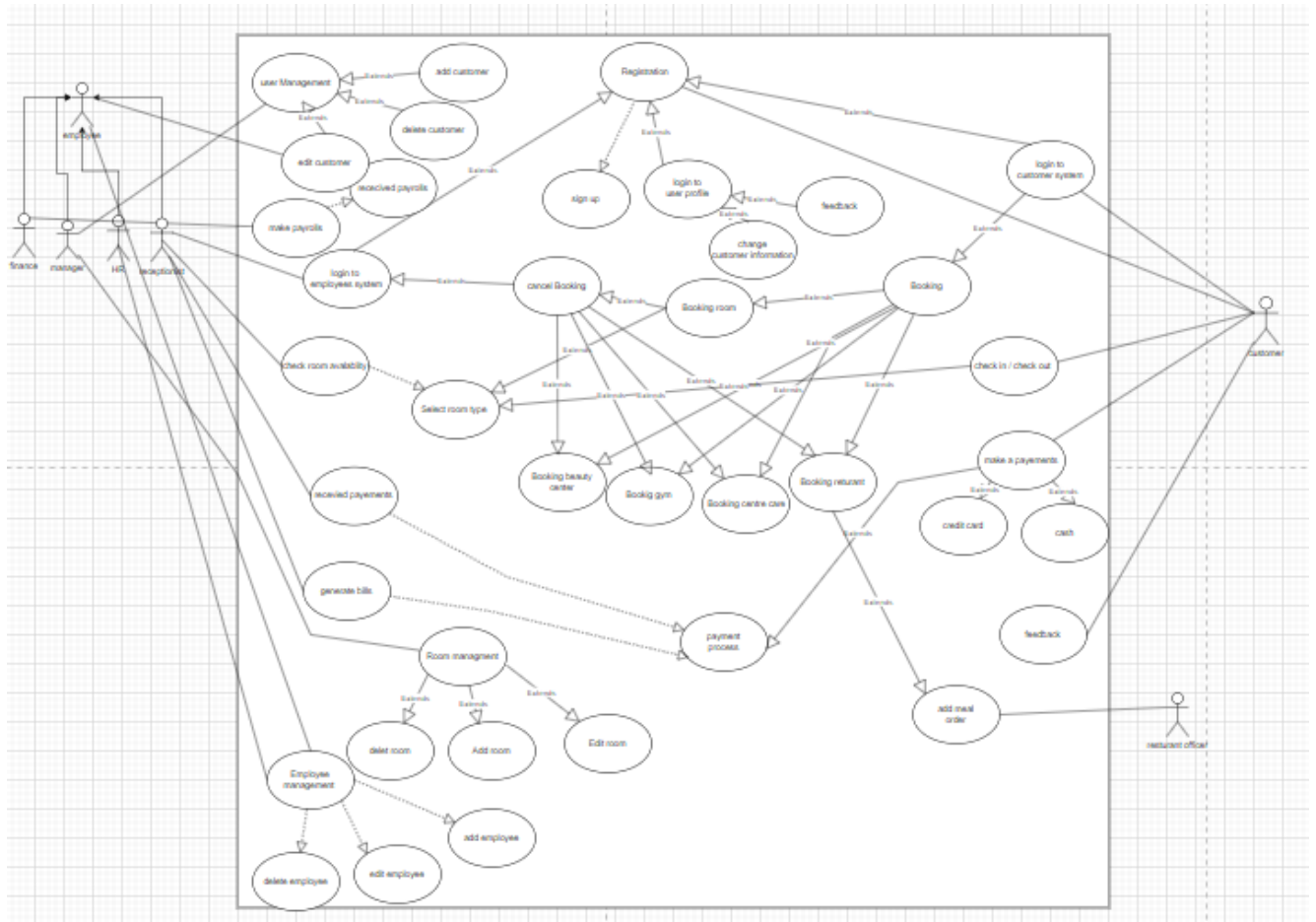
1. **Registration System:** This system is responsible for managing guest registration, storing their personal information, and generating unique guest IDs.
2. **Security System:** This system includes various security measures to ensure the safety and privacy of guests, such as surveillance cameras, keycard access, and fire safety systems.
3. **Booking Management System:** This system enables guests to make reservations for rooms, events, and other services. It also provides a platform for managing these bookings, including cancellations and modifications.
4. **Activities System:** This system offers guests access to various activities and events within the hotel, such as tours, fitness classes, and cultural experiences.
5. **Restaurant System:** This system manages the hotel's restaurant operations, including menu management, order processing, and payment handling.
6. **Gym System:** This system provides guests with access to fitness facilities, such as gym equipment and personal trainers.
7. **Centre Care System:** This system offers guests medical and wellness services, such as spa treatments, massages, and health consultations.
8. **Beauty Center System:** This system manages the hotel's beauty services, such as hair styling, makeup, and nail treatments.
9. **Feedback System:** This system enables guests to provide feedback on their experiences, which can be used to improve services and facilities.
10. **Department System:** This system manages the various departments within the hotel, including housekeeping, maintenance, and front desk.
11. **User Management System:** This system controls access to various services and information based on user roles, such as guests, staff, and administrators.
12. **Staff Records System:** This system manages staff information, such as employment history, performance reviews, and payroll.
13. **Payments System:** This system handles all financial transactions related to guest services, including room charges, restaurant bills, and activities fees.
14. **Bills System:** This system generates bills for guest services and tracks outstanding balances.
15. **Payrolls System:** This system calculates and manages staff payroll, including salary, taxes, and benefits.

User Requirements

1. The registration system should allow users to create an account with personal information, such as name, address, and contact details. Users should be able to choose a unique username and password to access the hotel management system.
2. The security system should provide a secure environment for users and the hotel staff. Users should be able to access their rooms and common areas using a secure key card system. The system should also have CCTV cameras installed in common areas to ensure the safety of the guests and hotel staff.
3. The booking management system should allow users to view available rooms, select the desired room type, check-in and check-out dates, and make payments through the system. Users should also be able to modify or cancel their bookings through the system.
4. The activities system should provide information on the available activities in the hotel, such as tours, events, and other recreational activities. Users should be able to view the schedule of activities, make reservations, and pay for the activities through the system.
5. The restaurant system should allow users to make reservations, view the menu, and place orders through the hotel management system. Users should be able to pay for their meals through the system as well.
6. The gym system should allow users to view the available equipment, make reservations, and track their fitness progress through the system. The system should also provide guidance and workout routines for users.
7. The centre care system should provide a platform for users to book and manage appointments for spa services, massages, and other wellness treatments. Users should be able to view the available services, select the desired time and date, and make payments through the system.
8. The beauty center system should provide a platform for users to book and manage appointments for hair styling, makeup, and other beauty services. Users should be able to view the available services, select the desired time and date, and make payments through the system.
9. The feedback system should allow users to provide feedback on their experience at the hotel. Users should be able to rate their stay, provide comments and suggestions, and receive responses from the hotel staff through the system.
10. The department system should provide a platform for hotel staff to manage their tasks and communicate with each other efficiently. The system should allow staff to view their schedules, assign tasks, and communicate with each other through the system.
11. The user management system should allow the hotel staff to manage user accounts, view user information, and make changes to user information as needed. The system should also provide a platform for users to reset their passwords and update their personal information.

12. The staff records system should provide a platform for the hotel management to manage staff information, view schedules, assign tasks, and track performance. The system should also provide a platform for staff to apply for time-off and view their pay stubs.
13. The payments system should provide a secure platform for users to make payments for their bookings, meals, and other services provided by the hotel. The system should also provide a platform for hotel staff to manage payments, view transaction history, and generate invoices.
14. The bills system should provide a platform for users to view and manage their bills for their stay at the hotel. Users should be able to view their bills, make payments, and request itemized bills through the system.
15. The payrolls system should provide a platform for the hotel management to manage staff payrolls, view payroll history, and generate pay stubs. The system should also provide a platform for staff to view their pay stubs and make changes to their payroll information.

Use Case Diagram



So, You can take a look in this [link](#)

Test Requirements

Use Case (User Management)

1. Adding a Customer
 - 1.1. Validate that a user with the appropriate access level is logged in.
 - 1.1.1. Check that the user has access to the "Add Customer" functionality.
 - 1.1.2. Validate that the user can access the "Add Customer" form.
 - 1.1.3. Validate that all required fields are present in the form.
 - 1.1.3.1. Check that the form contains fields for customer name, address, phone number, email address, and payment information.
 - 1.1.4. Validate that the user can enter valid data into each field.
 - 1.1.4.1. Check that the name field accepts only letters and spaces.
 - 1.1.4.2. Check that the address field accepts only valid street addresses, including a street number, street name, city, state/province, and postal code.
 - 1.1.4.3. Check that the phone number field accepts only valid phone numbers, including the country code and area code.
 - 1.1.4.4. Check that the email address field accepts only valid email addresses.
 - 1.1.4.5. Check that the payment information field accepts only valid credit card information.
 - 1.1.5. Validate that the user can submit the form.
 - 1.1.5.1. Check that the form submits the data to the database.
 - 1.1.5.2. Check that the system confirms the successful submission of the data.
 - 1.1.6. Validate that the new customer is added to the system.
 - 1.1.6.1. Check that the customer's information is stored in the database.
 - 1.1.6.2. Check that the customer can be viewed in the system's customer list.
 - 1.1.6.3. Check that the customer's information is accurate and matches the data entered in the form.
 - 1.1.6.4. Check that the customer can be searched for and retrieved from the customer list.
 - 1.2. Validate that the system can handle errors and invalid input.
 - 1.2.1. Validate that the system displays appropriate error messages for invalid input.
 - 1.2.1.1. Check that the system displays an error message if required fields are left blank.
 - 1.2.1.2. Check that the system displays an error message if invalid data is entered into a field.
 - 1.2.1.3. Check that the system displays an error message if the customer already exists in the system.
 - 1.2.2. Validate that the system does not add invalid or incomplete data to the database.
 - 1.2.2.1. Check that the system does not add a customer if required fields are left blank.
 - 1.2.2.2. Check that the system does not add a customer if invalid data is entered into a field.
 - 1.2.2.3. Check that the system does not add a customer if the customer already exists in the system.

2. Delete Customer from the System

2.1. Validate User Authentication

- 2.1.1. Ensure the user is logged in with proper credentials
- 2.1.2. Validate the user's authorization to delete customers

2.2. Retrieve Customer Information

- 2.2.1. Retrieve the customer's information from the database
- 2.2.2. Validate that the customer information is correct and matches the selected customer

2.3. Delete Customer Information

- 2.3.1. Delete the customer's information from the database
- 2.3.2. Validate that the customer information has been successfully deleted

2.4. Update Customer Records

- 2.4.1. Update any booking records associated with the customer
- 2.4.2. Validate that the booking records have been successfully updated

2.5. Confirm Deletion

- 2.5.1. Confirm the customer has been deleted from the system
- 2.5.2. Validate that the customer no longer appears in the system's customer records

2.6. Error Handling

- 2.6.1. Handle errors that may occur during the deletion process, such as database errors or system failures
- 2.6.2. Validate that error messages are displayed to the user in case of errors, and the user is prompted to try again or contact support

2.7. Logging

- 2.7.1. Log the deletion event in the system's logs for auditing purposes
- 2.7.2. Validate that the deletion event has been successfully logged

3. Edit Customer

3.1. Validate User Authentication

- 3.1.1. Ensure the user is logged in with proper credentials
- 3.1.2. Validate the user's authorization to edit customers

3.2. Retrieve Customer Information

- 3.2.1. Retrieve the customer's information from the database
- 3.2.2. Validate that the customer information is correct and matches the selected customer

3.3. Edit Customer Information

- 3.3.1. Allow the user to edit the customer's information
- 3.3.2. Validate that the user has permission to edit the customer's information
- 3.3.3. Validate that the edited information is valid and can be saved to the database

3.4. Update Customer Records

- 3.4.1. Update any booking records associated with the customer
- 3.4.2. Validate that the booking records have been successfully updated

3.5. Save Customer Information

- 3.5.1. Save the edited customer information to the database
- 3.5.2. Validate that the customer information has been successfully saved

3.6. Confirm Changes

- 3.6.1. Confirm the changes have been saved to the system's customer records
- 3.6.2. Validate that the updated customer information appears in the system's customer records

3.7. Error Handling

- 3.7.1. Handle errors that may occur during the editing process, such as database errors or system failures
- 3.7.2. Validate that error messages are displayed to the user in case of errors, and the user is prompted to try again or contact support

3.8. Logging

- 3.8.1. Log the edit event in the system's logs for auditing purposes
- 3.8.2. Validate that the edit event has been successfully logged

Use Case (Booking)

1. Booking

- 1.1. Validate user account when logging in.
 - 1.1.1. Validate that the user is logged in to the system.
- 1.2. If the user is not logged in, redirect the user to the login page.
 - 1.2.1. Check if the user has a confirmed booking for a room
 - 1.2.2. If the user has no booking, display a warning message to the user.
- 1.3. Validate that the user has an existing booking for a room.
 - 1.3.1. Check if the room is available for the desired extension.
 - 1.3.2. If the room is not available, display a warning message to the user.
 - 1.3.3. If the room is available, allow the user to extend the booking.
- 1.4. Validate that the user can choose the duration of the extension.
 - 1.4.1. Check if the user can choose the number of days or hours to extend the booking.
 - 1.4.2. Validate that the selected duration is valid and not exceeding the maximum duration allowed.
 - 1.4.3. If the selected duration is not valid, display a warning message to the user.
- 1.5. Validate that the user can confirm the extension.
 - 1.5.1. Provide the user with the details of the extension, including the new end date and the total cost.
 - 1.5.2. Allow the user to confirm the extension.
 - 1.5.3. If the user does not confirm the extension, do not extend the booking.
- 1.6. Validate that the user can pay for the extension.
 - 1.6.1. Provide the user with the payment options for the extension.
 - 1.6.2. Allow the user to select the payment method.
 - 1.6.3. Validate that the payment information provided by the user is correct.
 - 1.6.4. If the payment information is incorrect, display an error message to the user.

2. Cancel Booking

- 2.1. Validate user account when logging in.
- 2.2. Validate that the user has an existing booking in the system.
 - 2.2.1. Check if the user has a confirmed booking in the system.

- 2.2.2. If the user has no booking, display a warning message to the user.
- 2.3. Validate that the user can cancel the booking.
 - 2.3.1. Check if the booking can be cancelled according to the cancellation policy of the hotel.
 - 2.3.2. If the booking can be cancelled, allow the user to proceed with cancellation.
 - 2.3.3. If the booking cannot be cancelled, display a warning message to the user.
- 2.4. Confirm cancellation of the booking.
 - 2.4.1. Display a confirmation message to the user.
 - 2.4.2. Validate that the cancelled booking is removed from the user's booking list.
 - 2.4.3. Check that the room becomes available for other users to book.
- 2.5. Validate that the user can undo the cancellation.
 - 2.5.1. Check if the user has the option to undo the cancellation within a certain time frame.
 - 2.5.2. If the user chooses to undo the cancellation, validate that the booking is restored to its original status.
 - 2.5.3. If the user does not choose to undo the cancellation or the time frame has passed, the cancellation is irreversible.
- 3. Booking Restaurants
 - 3.1. Validate user account when logging in.
 - 3.1.1. Validate that the user has an existing booking in the restaurant.
 - 3.1.2. Check if the user has a confirmed booking in the restaurant.
 - 3.1.3. If the user has no booking, display a warning message to the user.
 - 3.2. Validate that the user can extend the booking.
 - 3.2.1. Check if the booking can be extended according to the availability of the restaurant.
 - 3.2.2. If the restaurant is available, allow the user to extend the booking.
 - 3.2.3. If the restaurant is not available, display a warning message to the user.
 - 3.3. Validate that the user can choose the duration of the extension.
 - 3.3.1. Check if the user can choose the number of hours to extend the booking.
 - 3.3.2. Validate that the selected number of hours is valid and not exceeding the maximum duration allowed.
 - 3.3.3. If the selected duration is not valid, display a warning message to the user.
 - 3.4. Confirm extension of the booking.
 - 3.4.1. Display a confirmation message to the user.
 - 3.4.2. Validate that the extended booking is reflected in the user's booking list.
 - 3.5. Validate that the user can cancel the extended booking.
 - 3.5.1. Check if the extended booking can be cancelled according to the cancellation policy of the restaurant.
 - 3.5.2. If the extended booking can be cancelled, allow the user to proceed with cancellation.
 - 3.5.3. If the extended booking cannot be cancelled, display a warning message to the user.
 - 3.6. Confirm cancellation of the extended booking.
 - 3.6.1. Display a confirmation message to the user.

- 3.6.2. Validate that the cancelled extended booking is removed from the user's booking list.
- 3.6.3. Check that the table becomes available for other users to book.
- 4. Booking Gym
 - 4.1. Validate user account when logging in.
 - 4.1.1. Validate that the user is logged in to the system.
 - 4.1.2. If the user is not logged in, redirect the user to the login page.
 - 4.2. Validate that the user has an existing booking in the gym.
 - 4.2.1. Check if the user has a confirmed booking in the gym.
 - 4.2.2. If the user has no booking, display a warning message to the user.
 - 4.3. Validate that the user can extend the booking.
 - 4.3.1. Check if the booking can be extended according to the availability of the gym.
 - 4.3.2. If the gym is available, allow the user to extend the booking.
 - 4.3.3. If the gym is not available, display a warning message to the user.
 - 4.4. Validate that the user can choose the duration of the extension.
 - 4.4.1. Check if the user can choose the number of hours to extend the booking.
 - 4.4.2. Validate that the selected number of hours is valid and not exceeding the maximum duration allowed.
 - 4.4.3. If the selected duration is not valid, display a warning message to the user.
 - 4.5. Confirm extension of the booking.
 - 4.5.1. Display a confirmation message to the user.
 - 4.5.2. Validate that the extended booking is reflected in the user's booking list.
 - 4.6. Validate that the user can cancel the extended booking.
 - 4.6.1. Check if the extended booking can be cancelled according to the cancellation policy of the gym.
 - 4.6.2. If the extended booking can be cancelled, allow the user to proceed with cancellation.
 - 4.6.3. If the extended booking cannot be cancelled, display a warning message to the user.
- 5. Booking centre care
 - 5.1. Validate user account when logging in.
 - 5.1.1. Validate that the user is logged in to the system.
 - 5.1.2. If the user is not logged in, redirect the user to the login page.
 - 5.2. Validate that the user has an existing booking in the center care.
 - 5.2.1. Check if the user has a confirmed booking in the center care.
 - 5.2.2. If the user has no booking, display a warning message to the user.
 - 5.3. Validate that the user can extend the booking.
 - 5.3.1. Check if the booking can be extended according to the availability of the center care.
 - 5.3.2. If the center care is available, allow the user to extend the booking.
 - 5.3.3. If the center care is not available, display a warning message to the user.
 - 5.4. Validate that the user can choose the duration of the extension.
 - 5.4.1. Check if the user can choose the number of hours to extend the booking.
 - 5.4.2. Validate that the selected number of hours is valid and not exceeding the maximum duration allowed.
 - 5.4.3. If the selected duration is not valid, display a warning message to the user.
- 6. Booking beauty center

- 6.1. Validate user account when logging in.
 - 6.1.1. Validate that the user is logged in to the system.
 - 6.1.2. If the user is not logged in, redirect the user to the login page.
- 6.2. Validate that the user has an existing booking at the beauty center.
 - 6.2.1. Check if the user has a confirmed booking at the beauty center.
 - 6.2.2. If the user has no booking, display a warning message to the user.
- 6.3. Validate that the user can extend the booking.
 - 6.3.1. Check if the booking can be extended according to the availability of the beauty center.
 - 6.3.2. If the beauty center is available, allow the user to extend the booking.
 - 6.3.3. If the beauty center is not available, display a warning message to the user.
- 6.4. Validate that the user can choose the duration of the extension.
 - 6.4.1. Check if the user can choose the number of hours to extend the booking.
 - 6.4.2. Validate that the selected number of hours is valid and not exceeding the maximum duration allowed.
 - 6.4.3. If the selected duration is not valid, display a warning message to the user.
- 6.5. Validate that the user can add additional services to the extended booking.
 - 6.5.1. Allow the user to add additional services to the extended booking.
 - 6.5.2. Validate that the selected services are available during the extended booking time.
 - 6.5.3. If the selected services are not available, display a warning message to the user.
 - 6.5.4. If the selected services are available, update the booking record with the additional services and the total cost.
- 6.6. Confirm extension of the booking.
 - 6.6.1. Display a confirmation message to the user.
 - 6.6.2. Validate that the extended booking is reflected in the user's booking list.

Use Case (Employee Management)

- 1. Add Employee
 - 1.1. Validate user account when logging in.
 - 1.1.1. Validate that the user has the necessary permissions to add an employee.
 - 1.2. Validate that the user can access the "Add Employee" page.
 - 1.2.1. Check that the necessary fields for adding an employee are present.
 - 1.3. Validate that the user can enter valid employee information.
 - 1.3.1. Check that the user can enter the employee's name, contact information, and job title.
 - 1.3.2. Validate that the entered information is saved correctly.
 - 1.4. Validate that the user can assign a username and password for the employee.
 - 1.4.1. Check that the user can enter a unique username and a strong password for the employee.
 - 1.4.2. Validate that the entered username and password are saved correctly.
 - 1.5. Confirm that the employee is added to the system.
 - 1.5.1. Check that the added employee appears in the employee list.
 - 1.5.2. Validate that the employee information and login credentials are correct.

2. Edit Employee

2.1. Validate user account when logging in.

2.1.1. Validate that the user has the necessary permissions to edit an employee's information.

2.2. Validate that the user can access the "Edit Employee" page.

2.2.1. Check that the necessary fields for editing an employee's information are present.

2.3. Validate that the user can select an employee to edit.

2.3.1. Check that the employee selection process is clear and intuitive.

2.4. Validate that the user can modify the employee's information.

2.4.1. Check that the user can modify the employee's name, contact information, and job title.

2.4.2. Validate that the modified information is saved correctly.

2.5. Validate that the user can modify the employee's login credentials.

2.5.1. Check that the user can modify the employee's username and password.

2.5.2. Validate that the modified login credentials are saved correctly.

2.6. Confirm that the employee's information is updated in the system.

2.6.1. Check that the updated employee information appears in the employee list.

2.6.2. Validate that the employee's information and login credentials are correct.

3. Delete Employee

3.1. Validate user account when logging in.

3.1.1. Validate that the user has the necessary permissions to delete an employee.

3.2. Validate that the user can access the "Delete Employee" page.

3.2.1. Check that the necessary fields for deleting an employee are present.

3.3. Validate that the user can select an employee to delete.

3.3.1. Check that the employee selection process is clear and intuitive.

3.4. Validate that the user can confirm the deletion.

3.4.1. Check that the user is prompted to confirm the deletion before proceeding.

3.5. Validate that the employee is deleted from the system.

3.5.1. Check that the deleted employee is removed from the employee list.

3.5.2. Validate that the employee's information and login credentials are no longer accessible in the system.

Use Case (Room Management)

1. Add room: Verify the system's ability to correctly display available rooms.
 - 1.1. Verify that user can select an empty room.
 - 1.1.1. Verify that the user is logged in and the guest is identified and has their details checked.
 - 1.1.2. If the guest is not logged in or has missing details, redirect them back to the home page.
 - 1.2. Verify the system's ability to correctly display the room capacity and ensure that the system doesn't allow to book more guests than the capacity of the room.
 - 1.2.1. Check If the user is unfamiliar with our rooms. If not, direct them so they can see images or search by capacity or facilities. The guest can book a room using the System.
 - 1.3. Verify the system's ability to correctly search and filter available rooms based on various criteria such as location, dates, room type, and price.
 - 1.3.1. Check if the system displays all the criteria needed to ease the procedure.
 - 1.3.2. Validate that the system doesn't allow the user to over exceed there wants and needs (dates and prices).
 - 1.4. Verify that when a user books a room it is available and not out of order.
 - 1.4.1. If the user booked an out of order room, display an apology message explaining the situation and when the room will be back.
2. Edit room: Update room availability as rooms booked and cancelled.
 - 2.1. Verify that the user had already booked a room to edit. Check by entering the invalid "Room Type".
 - 2.1.1. Confirm that the user is booked by asking for key card number and the name it was logged in by.
 - 2.2. Verify the system's ability to display room availability for different date ranges, including both future and past dates. With options to change future dates as desired.
 - 2.2.1. Validate that the selected time extended is within range of other bookings.
 - 2.2.2. If the selected time extended is not within range display "over range "message.
 - 2.2.3. If not problems are met, display a new time range and extra cost.
 - 2.3. Verify that the user doesn't change to an (OOF) Room.
 - 2.3.1. Out of service rooms must never be an option for any user, only staff members.
3. Remove/Delete room: When the user might cancel reservation of the room.
 - 3.1. Test case Name: Verify Delete button is present on the page. clicks on the delete room.
 - 3.1.1. Ask to give some discount then check if the guest wants to get a full refund
 - 3.1.2. Ask the guest to return the money BEFORE any request.
 - 3.2. Verify that it isn't too late for the user to cancel.
 - 3.2.1. Start by checking if the user can remove the room of the reservation by returning to the hotel policy in the system.
 - 3.2.2. If no contradiction is visible, display the delete button.
 - 3.2.3. If deleting the reservation is not possible, show error with option to know more from staff.

Use Case (Registration)

1. Registration

- 1.1. Verify that the system displays the registration form.
- 1.2. Verify that the registration form contains all required fields.
 - 1.2.1. Check that the form contains fields for username, password, email address, and contact information.
- 1.3. Verify that the user can enter valid data into each field.
 - 1.3.1. Check that the username field accepts only alphanumeric characters.
 - 1.3.2. Check that the password field meets the system's password requirements (e.g. minimum length, special characters).
 - 1.3.3. Check that the email address field is in a valid format.
- 1.4. Verify that the system saves the user information in the database.
- 1.5. Verify that the system generates a unique user ID for each user.
- 1.6. Verify that the system sends a confirmation email to the user's email address.
- 1.7. Verify that the user can confirm their registration by clicking on the link in the confirmation email.
- 1.8. Verify that the system can handle errors and invalid input.
 - 1.8.1. Verify that the system displays appropriate error messages for invalid input.
 - 1.8.2. Verify that the system does not add invalid or incomplete data to the database.

2. Login

- 2.1. Verify that the system displays the login form.
- 2.2. Verify that the login form contains fields for username and password.
- 2.3. Verify that the user can enter valid login credentials.
- 2.4. Verify that the system validates the user's credentials against the database.
- 2.5. Verify that the system grants access to authorized users.
- 2.6. Verify that the system denies access to unauthorized users.
- 2.7. Verify that the system logs successful login attempts.
- 2.8. Verify that the system logs unsuccessful login attempts.
- 2.9. Verify that the system can handle errors and invalid input.
 - 2.9.1. Verify that the system displays appropriate error messages for invalid input.
 - 2.9.2. Verify that the system does not add invalid or incomplete data to the database.

3. Signup

- 3.1. Verify that the system displays the signup form.
- 3.2. Verify that the signup form contains fields for username, password, email address, and contact information.
- 3.3. Verify that the user can enter valid data into each field.
 - 3.3.1. Check that the username field accepts only alphanumeric characters.
 - 3.3.2. Check that the password field meets the system's password requirements (e.g. minimum length, special characters).
 - 3.3.3. Check that the email address field is in a valid format.

- 3.4. Verify that the system saves the user information in the database.
- 3.5. Verify that the system generates a unique user ID for each user.
- 3.6. Verify that the system sends a confirmation email to the user's email address.
- 3.7. Verify that the user can confirm their registration by clicking on the link in the confirmation email.
- 3.8. Verify that the system can handle errors and invalid input.
 - 3.8.1. Verify that the system displays appropriate error messages for invalid input.
 - 3.8.2. Verify that the system does not add invalid or incomplete data to the database.
- 4. Password Reset
 - 4.1. Verify that the system displays the password reset form.
 - 4.2. Verify that the password reset form contains a field for email address.
 - 4.3. Verify that the user can enter a valid email address.
 - 4.4. Verify that the system sends a password reset email to the user's email address.
 - 4.5. Verify that the user can reset their password by clicking on the link in the password reset email.
 - 4.6. Verify that the system prompts the user to enter a new password.
 - 4.7. Verify that the system saves the new password in the database.
 - 4.8. Verify that the system can handle errors and invalid input.
 - 4.8.1. Verify that the system displays appropriate error messages for invalid input.
 - 4.8.2. Verify that the system does not add invalid or incomplete data to the database.
- 5. Social Login
 - 5.1. Verify that the system provides social login options (e.g. Google, Facebook).
 - 5.2. Verify that the user can choose to login using a social media account.
 - 5.3. Verify that the user is redirected to the social media login page.
 - 5.4. Verify that the user can enter valid social media login credentials.
 - 5.5. Verify that the system validates the user's social media credentials.
 - 5.6. Verify that the system grants access to authorized users.
 - 5.7. Verify that the system denies access to unauthorized users.
 - 5.8. Verify that the system can handle errors and invalid input.
 - 5.8.1. Verify that the system displays appropriate error messages for invalid input.
 - 5.8.2. Verify that the system does not add invalid or incomplete data to the database.
- 6. Two-Factor Authentication
 - 6.1. Verify that the system provides two-factor authentication options (e.g. SMS, email).
 - 6.2. Verify that the user can choose to enable two-factor authentication.
 - 6.3. Verify that the system prompts the user to enter a phone number or email address for two-factor authentication.
 - 6.4. Verify that the system sends a verification code to the user's phone number or email address.
 - 6.5. Verify that the user can enter the verification code to complete the login process.

- 6.6. Verify that the system grants access to authorized users.
- 6.7. Verify that the system denies access to unauthorized users.
- 6.8. Verify that the system can handle errors and invalid input.
- 6.8.1. Verify that the system displays appropriate error messages for invalid input.
- 6.8.2. Verify that the system does not add invalid or incomplete data to the database.
- 7. Multi-Language Support
 - 7.1. Verify that the system supports multiple languages for the registration, login, and signup forms.
 - 7.2. Verify that the user can choose a preferred language for the forms.
 - 7.3. Verify that the system displays the forms in the selected language.
 - 7.4. Verify that the system can handle errors and invalid input in different languages.
 - 7.4.1. Verify that the system displays appropriate error messages in the selected language for invalid input.
 - 7.4.2. Verify that the system does not add invalid or incomplete data to the database in different languages.

Use Case (Finance Management)

- 1. Room Rates
 - 1.1. Verify that the system displays the current room rates for each room type accurately.
 - 1.2. Verify that the system updates the room rates automatically based on seasonal changes, availability, and demand.
 - 1.3. Verify that the system allows authorized users to update the room rates manually.
 - 1.4. Verify that the system saves the updated room rates in the database accurately and securely.
 - 1.5. Verify that the system provides a history of room rate changes with dates and reasons for the changes.
 - 1.6. Verify that the system allows authorized users to view the history of room rate changes.
 - 1.7. Verify that the system can handle errors and invalid input.
 - 1.7.1. Verify that the system displays appropriate error messages for invalid input.
 - 1.7.2. Verify that the system does not add invalid or incomplete data to the database.
- 2. Room Rate Rules
 - 2.1. Verify that the system allows authorized users to set rules for room rate changes.
 - 2.2. Verify that the system follows the rules for room rate changes accurately.
 - 2.3. Verify that the system provides alerts when room rate changes violate the rules.
 - 2.4. Verify that the system allows authorized users to adjust the room rate rules as needed.
 - 2.5. Verify that the system saves all room rate rule data accurately and securely in the database.
 - 2.6. Verify that the system can handle errors and invalid input.
 - 2.6.1. Verify that the system displays appropriate error messages for invalid input.
 - 2.6.2. Verify that the system does not add invalid or incomplete data to the database.

3. Room Rate Comparison
 - 3.1. Verify that the system allows authorized users to compare the current room rates with competitor rates.
 - 3.2. Verify that the system retrieves competitor rates accurately from reliable sources.
 - 3.3. Verify that the system displays the comparison results accurately and in a user-friendly format.
 - 3.4. Verify that the system provides recommendations for adjusting the current room rates based on the comparison results.
 - 3.5. Verify that the system saves all comparison data accurately and securely in the database.
 - 3.6. Verify that the system can handle errors and invalid input.
 - 3.6.1. Verify that the system displays appropriate error messages for invalid input.
 - 3.6.2. Verify that the system does not add invalid or incomplete data to the database.
4. Room Rate Promotion
 - 4.1. Verify that the system allows authorized users to set up promotions for room rates.
 - 4.2. Verify that the system applies the promotions accurately based on the rules and schedules.
 - 4.3. Verify that the system displays the promotion information accurately and in a user-friendly format.
 - 4.4. Verify that the system provides alerts for any conflicting promotions or errors.
 - 4.5. Verify that the system saves all promotion data accurately and securely in the database.
 - 4.6. Verify that the system can handle errors and invalid input.
 - 4.6.1. Verify that the system displays appropriate error messages for invalid input.
 - 4.6.2. Verify that the system does not add invalid or incomplete data to the database.
5. Expense Management
 - 5.1. Verify that the system allows authorized users to track all hotel expenses, including salaries, supplies, and maintenance.
 - 5.2. Verify that the system generates accurate financial reports based on the expenses.
 - 5.3. Verify that the system allows authorized users to manage and adjust expenses as needed.
 - 5.4. Verify that the system saves all expense data accurately and securely in the database.
 - 5.5. Verify that the system can handle errors and invalid input.
 - 5.5.1. Verify that the system displays appropriate error messages for invalid input.
 - 5.5.2. Verify that the system does not add invalid or incomplete data to the database.
6. Revenue Management
 - 6.1. Verify that the system allows authorized users to track all hotel revenue, including room rates, food and beverage sales, and additional services.
 - 6.2. Verify that the system generates accurate financial reports based on the revenue.
 - 6.3. Verify that the system provides forecasting tools to help users predict future revenue.
 - 6.4. Verify that the system saves all revenue data accurately and securely in the database.
 - 6.5. Verify that the system can handle errors and invalid input.
 - 6.5.1. Verify that the system displays appropriate error messages for invalid input.
 - 6.5.2. Verify that the system does not add invalid or incomplete data to the database.

7. Financial Reporting

7.1. Verify that the system generates accurate financial reports, including income statements, balance sheets, and cash flow statements.

7.2. Verify that the system allows authorized users to customize the reports based on their requirements.

7.3. Verify that the system displays the reports accurately and in a user-friendly format.

7.4. Verify that the system.

INTERACTION SCENARIO

USER	SYSTEM
1. User logs in to the system	2. System displays a dashboard with options for booking, room management, user management, and other functionalities
3. User clicks on "Booking" and is directed to a new page	4. System displays a calendar with available dates for booking
5. User selects a date and clicks on "Check Room Availability"	6. System displays available room types and prices
7. User selects a room type and clicks on "Book Room"	10. System asks for payment information and confirms the booking
8. The guest can manage their booking through the hotel management system, such as extending or canceling the booking.	
9. The user can view and manage their bookings, such as modifying or canceling them, through the "Booking" option in the main menu.	
11. User pays for the booking using the provided payment options	12. System generates a booking confirmation and sends it to the user's email address

	13. the system generates a confirmation number and receipt, which are sent to the user's email address and stored in the system's database.
14. The guest can leave feedback through the hotel management system, providing valuable information for the hotel to improve its services.	15. System records the feedback for future reference 16. The hotel management system can generate reports on room occupancy rates, guest feedback, and financial performance to inform decision-making and planning.
17. User can also book other hotel services such as the restaurant and gym through the system	18. The system updates the user's booking information with any additional services they have selected. 19. System allows the user to select a preferred time and date for the booking
	20. System generates bills for all booked services and sends them to the user's email address
21. User can view and download the bills from their account on the system. 22. The user can manage their profile information, including their contact information, preferences, and payment methods, through the user management page.	
23. The hotel staff can manage the room availability and maintenance through the room management page. 24. The hotel staff can also manage the employee information and schedules through the employee management page.	25. The system updates the room availability and employee schedules based on the bookings made by the users.
26. The hotel staff can view the feedback provided by the users and take necessary actions to improve the services.	

Expanded Use Case

Use case: Hotel Management System

Actors:

Guest: a person who wants to book a room or use hotel facilities

Receptionist: a hotel employee who manages room and facility bookings, payments, and billing

Housekeeper: a hotel employee who manages room availability and cleaning

Restaurant staff: a hotel employee who manages restaurant bookings

Secondary Actors:

Payment gateway: an external system used to process payments

Preconditions:

The hotel has available rooms and facilities

The hotel has set up a hotel management system

The guest has internet access

Post-conditions:

The guest has successfully booked a room and/or facilities

The guest has made payment for the booking

The guest has provided feedback on their experience

Goal:

To allow guests to easily book rooms and facilities at the hotel, make payments, and provide feedback on their experience.

Trigger:

A guest initiates the booking process through the hotel website or mobile application.

Scenario:

The guest visits the hotel website or mobile application and selects the "book a room" option.

The system shows the available room types and their rates, and the guest selects their preferred room type.

The system checks the availability of the selected room type and shows the available dates for booking.

The guest selects the desired check-in and check-out dates and provides their personal information (name, contact information, payment information, etc.).

The system verifies the guest's payment information and processes the payment through the payment gateway.

The system confirms the booking and sends a booking confirmation to the guest's email or phone number.

The guest arrives at the hotel and checks in with the receptionist.

The receptionist assigns a room to the guest and provides them with room keys and other relevant information (room number, Wi-Fi password, etc.).

The guest uses hotel facilities such as the gym or restaurant, and requests booking through the receptionist or mobile application.

The housekeeper updates the room availability status and cleans the room after the guest checks out.

The guest checks out with the receptionist, who generates a bill for the guest's stay and any additional charges for using hotel facilities.

The guest provides feedback on their experience through the hotel's feedback system.

Test Number	Test Case Objective	Test Case Description Objective & Discrimination	Test Case Expected Result
1	Add new customer	To test if a new customer can be added successfully to the hotel system. Enter the required fields including name, email, phone number, and address.	A confirmation message should be displayed after adding the new customer.
2	Edit customer details	To test if customer details can be updated successfully in the hotel system. Select a customer from the list and update the required fields such as name, email, phone number, and address.	A confirmation message should be displayed after updating the customer details.
3	Delete a customer	To test if a customer can be deleted successfully from the hotel system. Select a customer from the list and click on the delete button.	A confirmation message should be displayed after deleting the customer.
4	Display customer details	To test if customer details can be displayed successfully in the hotel system. Select a customer from the list and click on the display button.	The customer details should be displayed on the screen.
5	Add new employee	To test if a new employee can be added successfully to the hotel system. Enter the required fields including name, email, phone number, job title, and department.	A confirmation message should be displayed after adding the new employee.
6	Edit employee details	To test if employee details can be updated successfully in the hotel system. Select an employee from the list and update the required fields such as name, email, phone number, job title, and department.	A confirmation message should be displayed after updating the employee details.

7	Delete an employee	To test if an employee can be deleted successfully from the hotel system. Select an employee from the list and click on the delete button.	A confirmation message should be displayed after deleting the employee.
8	Display employee details	To test if employee details can be displayed successfully in the hotel system. Select an employee from the list and click on the display button.	The employee details should be displayed on the screen.
9	Book a hotel room	To test if a hotel room can be booked successfully in the hotel system. Select the desired check-in and check-out dates, select the type of room, and enter the required details.	A confirmation message should be displayed after booking the hotel room. The status of the room should be changed to "booked" in the system.
10	Cancel a hotel room booking	To test if a hotel room booking can be canceled successfully in the hotel system. Select the booked room and click on the "Cancel Booking" button.	A confirmation message should be displayed after canceling the hotel room booking. The status of the room should be changed to "available" in the system.
11	Book a beauty center service	To test if a beauty center service can be booked successfully in the hotel system. Select the desired date and time, select the service, and enter the required details.	A confirmation message should be displayed after booking the beauty center service.
12	Book a gym session	To test if a gym session can be booked successfully in the hotel system. Select the desired date and time, select the gym session, and enter the required details.	A confirmation message should be displayed after booking the gym session.

13	Book a spa treatment	To test if a spa treatment can be booked successfully in the hotel system. Select the desired date and time, select the spa treatment, and enter the required details.	A confirmation message should be displayed after booking the spa treatment.
14	Book a restaurant reservation	To test if a restaurant reservation can be booked successfully in the hotel system. Select the desired date and time, select the restaurant, and enter the required details.	A confirmation message should be displayed after booking the restaurant reservation.
15	Sign up with valid credentials	To test if a user can sign up successfully with valid credentials. Enter valid email, username, and password.	A confirmation message should be displayed after signing up successfully. The user should be directed to the home page.
16	Sign up with invalid credentials	To test if a user cannot sign up with invalid credentials. Enter an invalid email, username, or password.	An error message should be displayed indicating the reason for the invalid credentials.
17	Login with valid credentials	To test if a user can log in successfully with valid credentials. Enter the correct email and password.	The user should be directed to the home page after logging in successfully.
18	Login with invalid credentials	To test if a user cannot log in with invalid credentials. Enter an invalid email or password.	An error message should be displayed indicating the reason for the invalid credentials. The user should not be able to access the home page.

19	Forgot password	To test if a user can reset their password. Click on the "Forgot Password" button and enter the registered email.	A password reset link should be sent to the registered email. The user should be able to reset their password using the link.
20	Update profile information	To test if a user can update their profile information. Navigate to the profile page and update the required fields.	A confirmation message should be displayed after updating the profile information. The updated information should be displayed on the profile page.
22	Add a new room to the hotel	To test if a new room can be added successfully to the hotel system. Enter the room number, select the room type, enter the room rate, and any additional details.	A confirmation message should be displayed after adding the new room to the system. The new room should be visible in the list of available rooms.
23	Edit a room in the hotel	To test if a room can be edited successfully in the hotel system. Select the room that needs to be edited, make the required changes, and save the updated information.	A confirmation message should be displayed after editing the room in the system. The updated room details should be visible in the list of available rooms.
24	Delete a room from the hotel	To test if a room can be deleted successfully from the hotel system. Select the room that needs to be deleted and confirm the deletion.	A confirmation message should be displayed after deleting the room from the system. The deleted room should no longer be visible in the list of available rooms.
25	Verify room rates	To test if the system displays the current room rates accurately. Check the room rates for each room type in the system and compare them with the rates on the hotel's website or brochure.	The room rates in the system should match the rates on the hotel's website or brochure.

26	Set up a room rate promotion	To test if a promotion for room rates can be set up successfully in the hotel system. Enter the promotion details, including the promotion name, room type, promotion rate, start and end dates, and any other required information.	A confirmation message should be displayed after setting up the promotion. The promotion details should be visible in the system and should apply to the selected room type during the specified dates.
27	Track hotel expenses	To test if the system allows authorized users to track hotel expenses accurately. Enter the hotel expenses, including salaries, supplies, and maintenance, and generate an expense report.	The expense report should accurately reflect the hotel's expenses for the specified period and should match the entered expense data.
28	Track hotel revenue	To test if the system allows authorized users to track hotel revenue accurately. Enter the hotel revenue, including room rates, food and beverage sales, and additional services, and generate a revenue report.	The revenue report should accurately reflect the hotel's revenue for the specified period and should match the entered revenue data.

Subsystem Symbol	Subsystem Name	Subsystem Function	Subsystem Interface
A	Registration System	<p>The user management system typically includes a registration system where users can sign up and create an account.</p> <p>This may involve providing personal information such as name, email address, phone number, and password</p>	<ul style="list-style-type: none"> - public void createUser(String firstName, String lastName, String email, String password); - public void validateUser(String email, String password); - public void updateUser(String firstName, String lastName, String email, String password); - public void deleteUser(String email);
B	Security System	<p>The user management system includes security features to protect user data and prevent unauthorized access.</p> <p>This may include access controls, authentication mechanisms, and encryption</p>	<ul style="list-style-type: none"> - public void accessControl(String role, String permission); - public void passwordPolicy(String password); - public void encryption(String data); - public void preventUnauthorizedAccess();
C	Booking Management System	<p>The user management system may include a booking system for facilities such as rooms, sports courts, or other amenities. This allows users to reserve time slots or resources as needed</p>	<ul style="list-style-type: none"> - public void createBooking(String bookingType, String bookingDetails, String firstName, String lastName, String email, String phone); - public void validateBooking(String bookingID); - public void modifyBooking(String bookingID, String bookingDetails, String firstName, String lastName, String email, String phone); - public void cancelBooking(String bookingID, String firstName, String lastName, String email); - public void viewBookingHistory(String firstName, String lastName, String email);
D	Activities System	<p>The user management system may also provide information about activities and events that</p>	<ul style="list-style-type: none"> - public void createActivity(String activityType, String activityDetails, String startDate, String endDate, String startTime, String endTime);

		are available at the facility, such as fitness classes, workshops, or social events	<ul style="list-style-type: none"> - public void validateActivity(String activityID); - public void modifyActivity(String activityID, String activityDetails, String startDate, String endDate, String startTime, String endTime); - public void cancelActivity(String activityID); - public void viewActivityHistory();
E	Restaurant System	The user management system may provide information about menus, hours of operation, and reservations	<ul style="list-style-type: none"> - public void displayMenu(); - public void makeReservation(String reservationDate, String reservationTime, int numGuests, String firstName, String lastName, String email, String phone); - public void modifyReservation(String reservationID, String reservationDate, String reservationTime, int numGuests, String firstName, String lastName, String email, String phone); - public void cancelReservation(String reservationID, String firstName, String lastName, String email); - public void viewReservationHistory(String firstName, String lastName, String email);
F	Gym System	, The user management system may provide information about equipment, classes, and personal training services	<ul style="list-style-type: none"> - public void displaySchedule(); - public void bookSession(String sessionType, String date, String time, String firstName, String lastName, String email, String phone); - public void modifySession(String sessionType, String date, String time, String firstName, String lastName, String email, String phone); - public void cancelSession(String sessionType, String date, String time, String firstName, String lastName, String email, String phone); - public void displaySessionHistory(String firstName, String lastName, String email);
G	Centre Care System	The user management system may provide information about hours of operation, staff qualifications, and registration procedures	<ul style="list-style-type: none"> - public void makeRequest(String requestType, String requestDetails, String firstName, String lastName, String email, String phone); - public void checkRequestStatus(String requestID); - public void modifyRequest(String requestID, String requestDetails, String firstName, String lastName, String email, String phone); - public void cancelRequest(String requestID, String firstName, String lastName, String email);

H	Beauty Center System	The user management system may provide information about services, prices, and appointment scheduling	<ul style="list-style-type: none"> - public void displayServices(); - public void bookAppointment(String appointmentID, String serviceType, String time, String firstName, String lastName, String email, String phone); - public void modifyAppointment(String appointmentID, String serviceType, String date, String time, String firstName, String lastName, String email, String phone); - public void cancelAppointment(String appointmentID, String firstName, String lastName, String email); - public void displayAppointmentHistory(String firstName, String lastName, String email);
I	Feedback System	The user management system may allow users to provide feedback on their experiences with the facility, such as suggestions for improvements or praise for staff members	<ul style="list-style-type: none"> - public void submitFeedback(String feedbackType, String feedbackDetails, String firstName, String lastName, String email, String phone); - public void viewFeedback(); - public void respondToFeedback(String feedbackID, String responseDetails); - public void deleteFeedback(String feedbackID);
J	Department System	The user management system may include different departments or sections, such as membership, billing, or customer service	<ul style="list-style-type: none"> - public void createDepartment(String departmentName, String departmentDetails); - public void modifyDepartment(String departmentName, String departmentDetails); - public void deleteDepartment(String departmentName); - public void viewDepartmentDetails(String departmentName); - public void viewDepartmentList();
K	User Management System	The user management system is responsible for managing user accounts, passwords, and access permissions. This includes creating and deleting accounts, resetting passwords, and modifying access levels as needed	<ul style="list-style-type: none"> - public void createUser(String firstName, String lastName, String email, String password, String role); - public void deleteUser(String email); - public void viewUserDetails(String email); - public void viewUserDetails(String email);

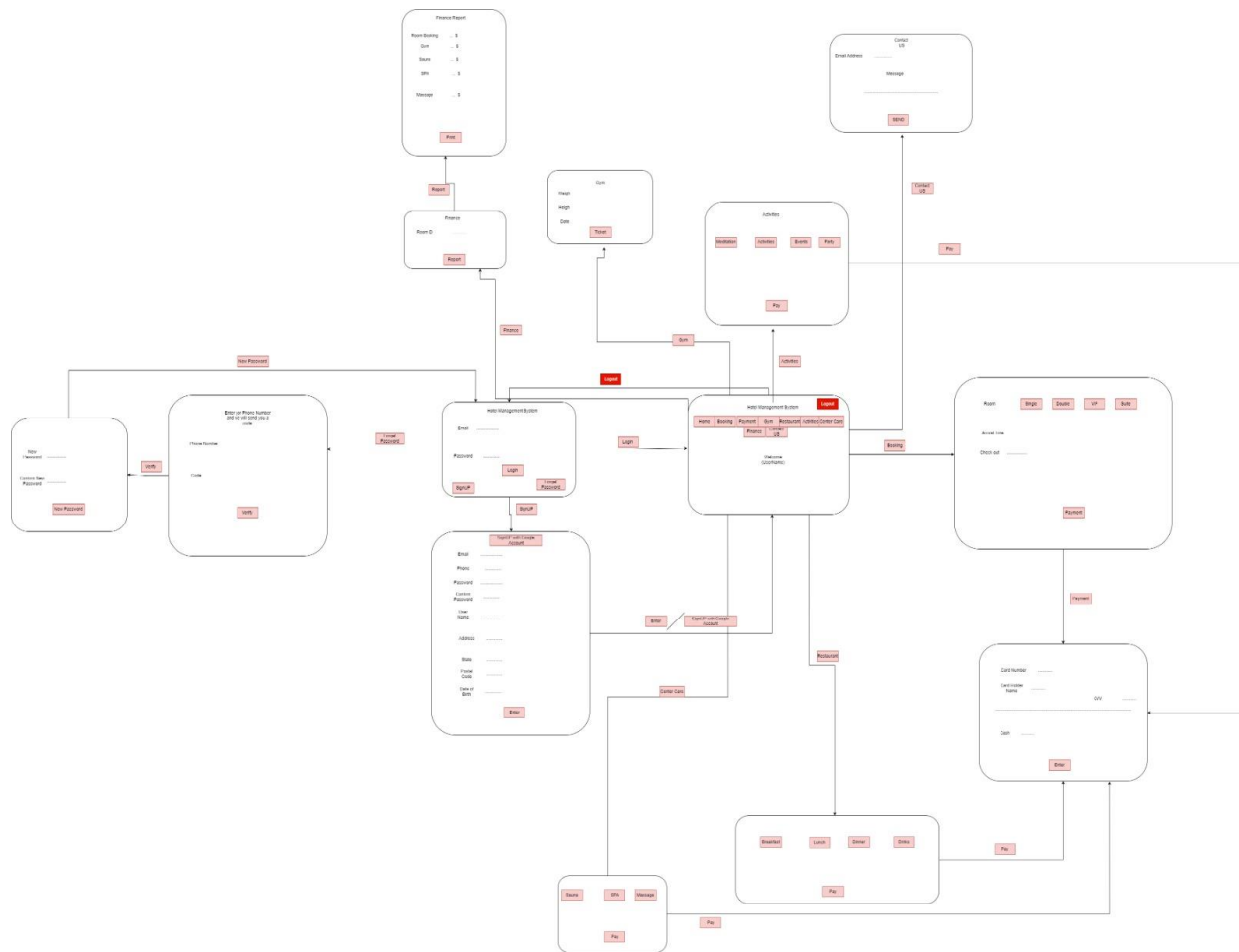
L	Staff Records System	The user management system may include features for managing staff records, such as employee information, schedules, and performance evaluations	<ul style="list-style-type: none"> - public void updateStaffRecord(String email, String phone, String address, String department); - public void deleteStaffRecord(String email); - public void viewStaffRecord(String email); - public void viewStaffList();
M	Payments System	The user management system may include features for managing payments and billing, such as processing credit card payments, generating invoices, and tracking balances	<ul style="list-style-type: none"> - public void viewPaymentHistory(String firstName, String lastName, String email); - public void refundPayment(String paymentID); - public void viewRefundHistory();
N	Bills System	The user management system may include features for generating and sending bills or invoices to users, tracking payment status, and managing collections	<ul style="list-style-type: none"> - public void viewBillHistory(String firstName, String lastName, String email); - public void modifyBill(String billID, double amount); - public void deleteBill(String billID);
O	Payroll System	The user management system may include features for managing employee payroll and benefits, such as calculating wages, deducting taxes and other withholdings, and managing benefits enrollment	<ul style="list-style-type: none"> - public void generatePayroll(String employeeID, double salary, double tax, double otherDeductions); - public void viewPayrollHistory(String employeeID); - public void modifyPayroll(String payrollID, double salary, double tax, double otherDeductions); - public void deletePayroll(String payrollID);

Trace Matrix

A	B	C	D
Registration System	Security	Booking	Activities
E	F	G	H
Restaurant	Gym	Centre Care	Beauty Center
I	J	K	L
Feedback	Department	User Management	Records Staff
M	N	O	
Payment	Bills	Payrolls	

Requirements Number	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	1	0	0	1	1	1	1	1	0	0	1	0	0	0	0
2	1	0	0	1	1	1	1	1	0	0	1	0	0	0	0
3	0	1	1	0	1	0	0	0	1	0	0	0	1	0	0
4	0	0	1	0	1	0	0	0	1	0	0	0	1	1	0
5	0	0	1	0	0	0	0	0	1	0	0	0	1	1	0
6	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0
7	0	0	1	0	0	1	0	0	1	0	0	0	1	1	0
8	0	0	1	1	0	0	1	0	1	0	0	0	1	0	0
9	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1
12	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
13	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
14	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
15	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0

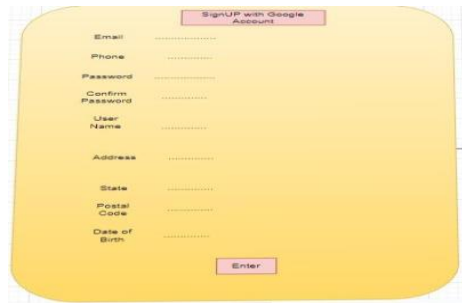
Graphical Interface (GUI)



You can take a look in this [link](#)

User Manual

1. Signup

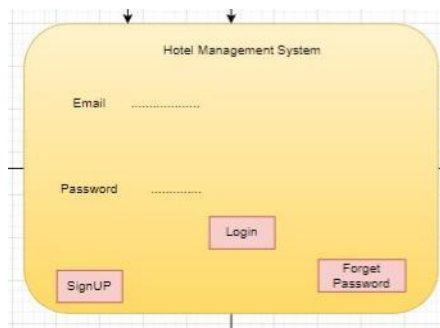


A yellow rounded rectangular form titled "SignUP with Google Account" in a pink box at the top right. The form contains the following fields with dotted lines for input: Email, Phone, Password, Confirm Password, User Name, Address, State, Postal Code, and Date of Birth. A pink "Enter" button is located at the bottom right of the form.

Users can create a new account by providing certain personal information.

When User Signup to our system they can Signup directly by their Google account or Facebook account or they can do it step by step by entering a valid email address as (Username@gmail.com) and entering a valid password that must contains small letters, Capital letters, numbers and Symbols as (Kk123m\$) The user must confirm their password by entering it again. They must also enter a valid phone number and their full address, including street name and house/apartment number. and the rest of Info.

2. Login

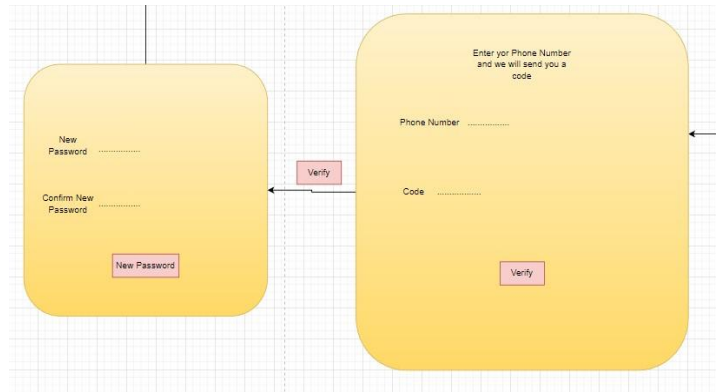


A yellow rounded rectangular form titled "Hotel Management System" at the top. It contains two input fields with dotted lines: Email and Password. Below the Password field is a pink "Login" button. At the bottom left is a pink "SignUP" button, and at the bottom right is a pink "Forget Password" button. Two arrows point down to the top of the form.

To login to our Hotel Management system you must first signUP and Login by your email and password that you use to signup to our system.

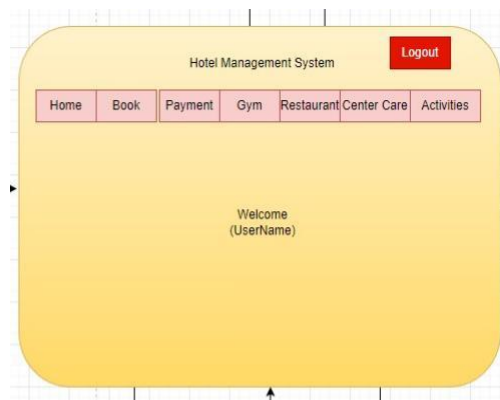
Every user and staff member has a unique password that is already registered in the system. They must enter this password along with their email to log in.

3. Forget Password



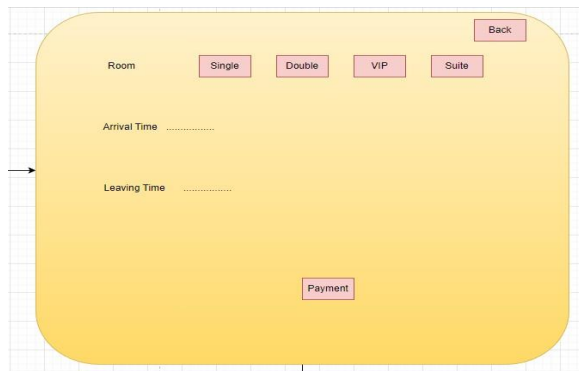
If you forget your password please click on the icon (Forget Password) at the login window and then enter your phone number that you use at signing Up and we will send you a verification code to make sure that is really you, please make sure to enter the code very carefully to change your password, after entering the right verification code enter your new password then confirm it by re-entering it again , then click enter.

4. Hotel Management System Main Page



At the main page the user have many services can select like : Booking a room, Gym, Restaurant, Center Care, Activities.

5. Booking a room

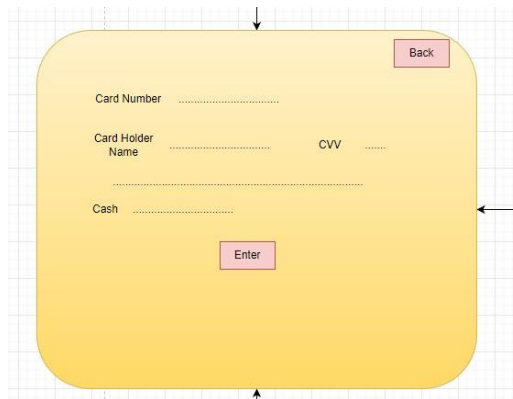


A yellow rounded rectangular form for booking a room. At the top right is a pink 'Back' button. Below it, the label 'Room' is followed by four pink buttons: 'Single', 'Double', 'VIP', and 'Suite'. Further down are two text input fields: 'Arrival Time' and 'Leaving Time'. At the bottom center is a pink 'Payment' button. A black arrow points to the left side of the form.

Users can book various types of rooms and services offered by the hotel.

To Book a room you must first choose the type of the room you want to book as Single, Double, VIP or Suite and you have enter the time of arriving and the time of leaving then Click on payment to pay for the room.

6. Payment



A yellow rounded rectangular form for payment. At the top right is a pink 'Back' button. Below it are three text input fields: 'Card Number', 'Card Holder Name', and 'CVV'. Below these is a 'Cash' text input field. At the bottom center is a pink 'Enter' button. Three black arrows point towards the form: one from the top, one from the right, and one from the bottom.

At the Payment you Have two options to select from first one is to select Cash and the second option is to select Pay with card.

If you will pay by your Card please make sure to enter your card information correctly.

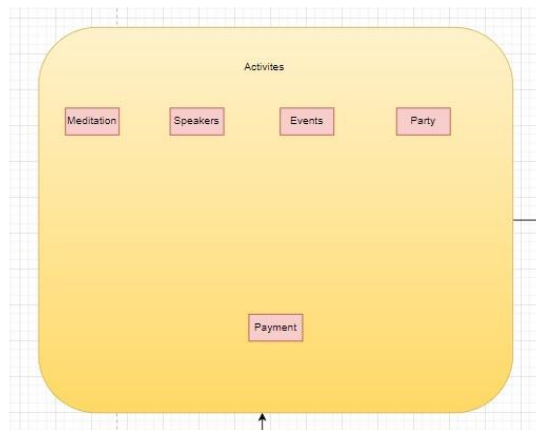
7. Restaurant

Hotel has a restaurant that offers various food and beverage options.

You can choose from our menu Breakfast, Lunch, Dinner, Snacks and Drinks. We have a variety of Drinks as Soft Drinks, Hard Drinks, Cold Drink and Hot Drinks.

Click Back to go to The Home Page.

8. Activities



The hotel offers various activities and events for its guests.

By clicking on the Activities Icon at Our home page, you will directly go to The Activities page which include Meditation(meditation and relaxation sessions) , Speakers , Events (The hotel hosts various events, such as concerts or performances.) and Party and by clicking on any of them you have then click on payment to go to the payment page.

9. Logout

By clicking on the Logout Icon at Our home page, you will Logout and directly go to Login page again

Frequently Asked Questions

1. What time can I check-in and check-out?

Standard check-in time is at 2 PM and check-out at 12 PM.

2. Can I request housekeeping?

Housekeeping services are available. Shoe shine service is offered to guests upon request.

3. Do you have wifi?

Stay connected during your stay with 40MB bandwidth internet service provided throughout our guestrooms and public areas. Please log-in with your username and password provided at check-in. User name is your room no. Password is *followed by room no. eg: USER NAME: 2803
PASSWORD: *2803.

4. Can I request for transfers?

A great way to enjoy your trip while on vacation is to drive around the metro in style. For transfer requirements, please press service key “Transfers ” for assistance.

5. Can I cancel my booking?

Yes, but keep in mind that cancellations made less than three (3) days prior to arrival are subject to 100% charge.

6. What payment methods are accepted?

We accept cash and all major credit cards as payment.

7. Do you accept credit cards?

We honor all major credit cards (Visa, MasterCard, Amex, JCB, Diners, China, UnionPay). Please present your credit card upon check-in.

8. Can I book on someone else’s behalf?

Yes, you can book on behalf of someone else. For guests using another person’s credit card, a credit card authorization (CCA) form will be required.

9. Do kids stay free?

Yes, kids 12 years old and below are allowed to stay free-of-charge. The number of kids may vary depending on the room type.

10. Can I change my room type upon check-in?

Yes, but such requests are subject to room availability, applicable charges, and rate difference at the time of check-in.