

Use Cases

Checking in a Guest (Matt): When a guest with a reservation arrives, the hotel clerk should be able to query the system to confirm that the guest has a reservation, and check them in from there. Checking them in will involve allocating them to a certain available room of the type which they've reserved, which the system will be able to find by searching the list of rooms. After checking them in, the system will show this room as being occupied.

Login (Andrew): A hotel guest or staff member accesses the login page and enters their valid credentials, such as username and password. The system verifies the credentials against the authentication database, and upon successful validation, grants the user access to their dashboard. Guests can view and manage reservation details and billing information, while staff members can access operational tools, manage bookings, and update guest information. The system confirms successful login with a welcome message and redirects the user to the appropriate dashboard.

Book a Reservation (Hannah):

Actor: Hotel Guest

Main Success Scenario:

- The guest selects a room to reserve.
- The system prompts the guest to enter required personal information (name, email, phone number).
- The guest provides the requested information.
- The system validates the information and displays a confirmation screen.
- The system prompts the guest to enter payment details (credit/debit card number, expiration date, security code).
- The guest enters valid payment information.
- The system processes the payment and confirms the reservation.
- The system displays a successful booking confirmation

Modify Reservation (Duane): A guest should be able to change their room type, or the date of their reservation. Guests will have the option to, depending on availability, change their reservation by selecting another room on another date. This will cancel their previous reservation and replace the reservation on their account to the newly selected date/time/room type. Differences in payment will also be reflected by the change in reservation if necessary. This use case will verify the identity of the user before making any changes.

Cancel Reservation (Duane): A guest will have the ability to cancel their reservation for up to 80% of what they paid for it within 2 days of their reservation. This will cancel that specific reservation on that user's account, and update that room and date to available on the hotel's website. The room and time will no longer be held by that user, and will be available to be taken

by other users. This use case will verify the identity of the user before making any changes, and will require the user to be logged in before accessing this option.

Reset Password (Emmanuel): A guest, clerk, or administrator can regain access to their dashboard when a password is forgotten. If the user is a guest, the system allows them to initiate a password reset by selecting the “Forgot Password” option on the login screen, entering their registered email address, and receiving a secure reset link via email to create a new password. If the user is a staff member or prefers in-person assistance, a clerk or administrator can reset the password through an internal staff interface by verifying the user’s identity and issuing a temporary password or reset link. The system validates all reset requests, enforces password security requirements, and confirms completion once the password has been successfully updated, ensuring secure and efficient account recovery for both guests and staff.

GitHub Repository

<https://github.com/mafreeman03/SE-Group-Project.git>

Use Case Diagram

