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| Use Case Name: | Make Reservation |
| ID: | UC1 |
| Scenario: | Online Customer Makes a Reservation |
| Triggering Event: | Customer Clicks on Make Reservation Button on Website |
| Brief Description: | Online customers arrive at the hotel website to make an online reservation for a hotel room |
| Actors: | Customer (online) |
| Assumptions: | This is a new customer without an existing reservation |
| Frequency of Use: | As need |
| Related Use Cases: | Verify Customer, Check Availability, Create Customer Profile, Cancel Reservation |
| Stakeholders: | Hotel Owners, Customer |
| Preconditions: | No current reservation |
| Post Conditions: | A new reservation is created |
| Main Course: | 1. Customer Clicks on the Reservation button / link on the web page 2. System presents a page with a selection of properties to choose from 3. One a property is selected, system presents and checkin and checkout page 4. Customer selects Check dates 5. System checks for availability    1. If available rooms found, present to customer    2. If non found, suggest alternative dates or properties 6. Customer selects room 7. System confirms reservation |
| Alternate Course: | 1. Customer leaves the site without completing reservation    1. System discards incomplete reservation |