|  |  |
| --- | --- |
| **Use Case Name:** | *End customer’s stay* |
| **Scenario:** | Forcefully ending a customer’s stay in a room |
| **Triggering Event:** | Hotel admin triggers force end stay in the system |
| **Brief Description:** | When a customer calls to hotel staff that they wish to check out or due to unforeseen circumstances the hotel decides to evacuate the customer, the hotel staff with administrator access can process ending the customer’s stay in the hotel and trigger an automated bill to show on the customer’s account. |
| **Actors:** | Hotel staff/administrator |
| **Related Use Cases:** | Extended from: Check checked-in rooms  Includes: Send bill, Authentication |
| **Stakeholders:** | Marketing department: to collect customer statistics for studies of reservation and staying patterns. |
| **Preconditions:** | room must be booked and in use by a customer |
| **Postconditions:** | Room must be freed (checked out) after ending the customer’s stay.  Created bill must be associated to a customer. |
| **Flow of Activities:** | |  |  | | --- | --- | | **Actor** | **System** | | 1. Hotel staff receives order to end. customer’ stay 2. Staff accesses the system’s customer status portal. 3. Staff checks customer is in checked-in status, and triggers end stay. 4. Customer checks-out. | 2.1. Prompts for administrator access authentication.  3.1. Change room status to checked-out  3.2. Forward room details and stayed time to create bill  3.3. New bill created  3.4. Bill linked to customer’s account | |
| **Exception Conditions:** | 2.2. If staff fails authentication, then the system prompts for re-authentication. |
| **Use Case Name:** | *End customers modify a reservation* |
| **Scenario:** | Flow of activities for customer modify his/her reservation |
| **Triggering Event:** | End customer triggers change reservation in the system |
| **Brief Description:** | When the end customer login to the system, he should be able to change his/her reservation with 24 hours prior to the check-in time. |
| **Actors:** | End customer |
| **Related Use Cases:** | Extended from: Modify reservation  Include: Authentication, Save reservation changes |
| **Preconditions:** | room must be booked by the customer who send the request, the activity happens 24 hours before the check-in time of the target reservation |
| **Postconditions:** | Changed in reservation must affect to the related model (related bill, room, customer) |
| **Flow of Activities:** | |  |  |  | | --- | --- | --- | | **Actor** | **System** | | | 1. Customers want to modify the reservation 2. Customers open the hotel management app 3. Customers click on view reservation button 4. Customer find the reservation that he want to modify from his/her reservation list and click on the modify reservation button 5. Customers make changes on the change reservation panel and click on save button | | 2.1. Prompts for user authentication  3.1. Open the show reservation view which display all the reservation of the target customer  4.1. Open the modify reservation view  5.1. pass the request to save reservation changes to save the modified reservation | |
| **Exception Conditions:** | 2.2. If staff fails authentication, then the system prompts for re-authentication. |