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| **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 |
| **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. |