

Use Case Elaboration	
Use case Name	Guest: <b>Make a room booking</b>
ID	Usecase-1
Scenario	The guest wants to make a room reservation
Triggering event	The guest wants to make a hotel reservation
Description	A guest who has an account or does not have an account wants to make a hotel room reservation
Actors	Guest, Receptionist
Assumptions	Currently, they do not have a booking and want to make a booking
Frequency of use	Occasionally
Related use case	Change or cancel existing booking
Stakeholders	The hotel
Preconditions	Guest should provide check-in and check-out dates
Post Conditions	Guest has booked a room
Main course	<ol style="list-style-type: none"> <li>Guest arrives at the hotel counter or opens the online portal or calls the hotel receptionist</li> <li>Searches rooms for dates and room type</li> <li>Rooms are available</li> <li>See if it is an existing customer <ol style="list-style-type: none"> <li>Existing customer: find customer details</li> <li>New customer: Register new customer <ul style="list-style-type: none"> <li>◆ Book room</li> </ul> </li> </ol> </li> <li>Ask how the customer would like to pay for the booking <ol style="list-style-type: none"> <li>Credit card transaction</li> <li>Cash transaction</li> </ol> </li> <li>Ask how the customer would like to have the detail of booking <ol style="list-style-type: none"> <li>Print</li> <li>Email</li> <li>Both</li> <li></li> </ol> </li> <li>System sends confirmation</li> </ol>
Alternative course	If the portal fails to accept payment methods: Guest contacts hotel customer service and a receptionist resolves issues by making bookings for the customer

Use case Name	Guest: <b>cancel a booking</b>
ID	Usecase-2
Scenario	The customer wants to cancel his/her room booking
Triggering event	The customer wants to cancel an existing hotel room reservation
Description	A customer wants to cancel an existing reservation before 24 hours of check-in and wants a full refund
Actors	Guest, Receptionist
Assumptions	A member who has already a reservation wants to cancel his/her reservation and wants a refund
Frequency of use	Occasionally
Related use case	Change booking
Stakeholders	The hotel
Preconditions	Customer/guest has already booked a hotel room
Post Conditions	Customer/guest has canceled reservations and a full refund processed
Main course	<ol style="list-style-type: none"> <li>1. Customer arrives at the hotel counter or calls or accesses the online portal</li> <li>2. Receptionist/customer searches the booking of the customer</li> <li>3. Check if the customer has a <b>valid booking</b>?</li> <li>4. If yes, then check if the customer is canceling before the cancellation deadline:</li> <li>5. If yes, issue a refund: ask how the customer would like to have the detail of the cancelation: <ol style="list-style-type: none"> <li>a. Email</li> <li>b. Print</li> <li>c. Both</li> </ol> </li> <li>6. If no: no refund issued</li> <li>7. If no, then no refund is issued</li> </ol>
Alternative course	If the online portal fails to show booking: Guest contacts hotel customer service and a receptionist resolves issues by canceling the reservation and processes the full refund

Use case Name	Guest: <b>view booking</b>
ID	Usecase-3
Scenario	A guest wants to view an existing reservation
Triggering event	A guest who already made booking wants to check his/her hotel room reservation
Description	A guest wants to check his/her booking by viewing room reservation they already made
Actors	Guest, Receptionist
Assumptions	A member who has already a reservation wants to view his/her reservations
Frequency of use	Occasionally
Related use case	change booking, cancel booking (Edit booking)
Stakeholders	The hotel
Preconditions	Guest has already booked a hotel room
Post Conditions	Guest has is able to view reservations
Main course	<ol style="list-style-type: none"> <li>1. Guest logs in to his/her existing account or provides a confirmation number to view the existing reservation</li> </ol>
Alternative course	System fails: Guest contacts hotel customer service and a receptionist resolves issues by canceling the reservation and processes full refund

Use case Name	Guest: <b>Check-in</b>
ID	Usecase-4
Scenario	Guest/customer arrives at the hotel counter
Triggering event	A guest who already made a booking arrives at the hotel counter for check-in
Description	A guest/customer who already has a booking arrives at the hotel counter and approaches a receptionist for check-in.
Actors	Guest, Receptionist
Assumptions	A member who already has a booking wants to check in and have access to his/her room (get a room key for example)
Frequency of use	Once during check-in
Related use case	Check out, replace Key
Stakeholders	The hotel
Preconditions	Guest has already booked a hotel room
Post Conditions	Guest checks in
Main course	<ol style="list-style-type: none"> <li>1. Guest arrives at the hotel counter</li> <li>2. Receptionist searches the booking of the customer <ol style="list-style-type: none"> <li>a. Check if the customer has a valid booking? <ol style="list-style-type: none"> <li>i. If yes - see if the room is ready? <ol style="list-style-type: none"> <li>1. If yes - issue the room key</li> <li>2. If no - request customer to wait.</li> </ol> </li> </ol> </li> <li>b. If no - Update search? <ol style="list-style-type: none"> <li>i. Update room's booking status to checked-in</li> </ol> </li> </ol> </li> </ol>
Alternative course	None