Use Case Elaboration

Use case Name	Guest: make a booking
ID	UC-1 make a booking
Scenario	A guest wants to make a hotel room reservation
Triggering event	A guest wants to make a hotel room 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	
Stakeholders	The hotel
Preconditions	Guest should provide check-in and check-out dates
Post Conditions	A room of the desired type will have been reserved for the guest for the requested period and the room will be occupied for that period.
Main course	1. Guest searches for available rooms based on the number of guests, check-in date, check-out date, and room type 2. Guest chooses the room that fits his/her needs 3. System asks if the guest is already in the system and asks to log in or to either register or continue as a guest 4. Make payment to make a reservation 5. System sends a confirmation
Alternative course	If the system fails: The guest contacts hotel customer service and a receptionist resolve the issue by making a booking for the guest

Use Case Elaboration

Use case Name	**Guest: cancel a booking**
ID	**UC-2 Cancel a booking**
Scenario	The guest wants to cancel the room reservation
Triggering event	The guest wants to cancel an existing hotel room reservation
Description	A guest wants to cancel an existing reservation before 24 hours of check-in and requests 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	Modify booking, make a new booking
Stakeholders	The hotel
Preconditions	The guest already has an existing hotel room booking
Post Conditions	The guest canceled reservations and full refund is initialized
Main course	1. Guest provides a confirmation number 2. System displays existing reservation 3. System asks to confirm/change/cancel a reservation 4. Guest selects to cancel a reservation 5. System asks to confirm the cancelation 6. Guest confirms cancelation 7. System sends cancelation and refund confirmation
Alternative course	System fails: The guest contacts hotel customer service and a receptionist resolves the issue by canceling the reservation and processing full refund

Use Case Elaboration

Use case Name	**Guest: view booking**
ID	**UC-3 View booking**
Scenario	A guest wants to view an existing reservation
Triggering event	A guest who already has made a booking wants to check/view the room reservation he/she made
Description	A guest wants to check his/her booking by viewing the room reservation they already made
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	modify booking, cancel a booking (Edit booking), make another booking
Stakeholders	The hotel
Preconditions	The guest has already booked a hotel room
Post Conditions	Guest is able to view reservations
Main course	1. Guest logs in to his/her existing account or provides a confirmation number to view the existing reservation
Alternative course	System fails: The guest contacts hotel customer service and a receptionist resolve the issue by canceling the reservation and processes full refund

Use Case Elaboration

Use case Name	**Guest: Register account**
Id	**UC-4 Register account**
Scenario	A guest wants to register with the hotel reservation system.
Triggering event	The guest wants to make a hotel reservation
Description	A guest with no prior account wants to create an account.
Actors	Guest, Receptionist
Assumptions	Currently the guest has no account.
Frequency of use	Occasionally.
Related use case	Make reservation.
Stakeholders	The hotel
Preconditions	Guest should provide email address and Full name.
Post Conditions	Guest becomes registered customer.
Main course	Guest provides email address, Full name. System emails confirmation code to the customer. Guest/Customer confirms the code. Guest is registered and confirmation email. System emails reservation confirmation
Alternative course	If system fails: Guest contacts hotel customer service and a receptionist resolves issue.

Use Case Elaboration

Use case Name	**Guest: Default Reservation**
Id	**UC-5 Default Reservation**
Scenario	A user didn't select the number of rooms and reservation date.
Triggering event	A user forgets to select the number of rooms and a reservation date when making a reservation.
Description	A user forgets to select the number of rooms and reservation date when making a reservation, in which case the system defaults to having 1 standard room only.
Actors	Guest
Assumptions	User with or without account will try to make booking.
Frequency of use	Occasionally.
Related use case	Make reservation.
Stakeholders	The hotel
Preconditions	None
Post Conditions	Reservation defaults to having 1 standard room
Main course	1. 2. Guest provides Full name. Guest accidentally gives 0 rooms and 0 days. 3. Reservation and billing is printed based on 1 day reservation. 4. Guest is registered and confirmation is emailed
Alternative course	If system fails: Guest contacts hotel customer service and a receptionist resolves issue.

Use Case Elaboration

Use case Name	**Guest: Fully Reserved or Sold-Out Hotel**
Id	**UC-6 Fully Reserved or Sold-Out Hotel**
Scenario	Add 2 guests, book the first guest which sells out the hotel, guest 1 canceled, and then guest 2 will be able to make a reservation eventually.
Triggering event	Guest 1 makes reservation, which makes the hotel fully reserved. Guest 1 Canceled and system allows another guest to reserve the room that was earlier reserved by guest 1.
Description	Cancel a reservation and make the room available for reservation by another guest.
Actors	Guest or receptionist.
Assumptions	Currently, guest with or without account.
Frequency of use	Occasionally.
Related use case	Make reservation.
Stakeholders	The hotel
Preconditions	Existing reservation must be canceled first.
Post Conditions	Billing with new reservation will be printed.
Main course	Guest provides Full name. Guest1 makes reservation. Guest 1 reservation is canceled Guest 2 reserves the same room that guest 1 reserved. Reservation and billing of Guest2 is printed.
Alternative course	If system fails: Guest contacts hotel customer service and a receptionist resolves issue.

Use Case Elaboration

Use case Name	**Receptionist: Check-in**
Id	**UC-7 Check-in**
Scenario	A guest arrives at the front desk and provides booking confirmation number to do check-in.
Triggering event	Guest requests check-in.
Description	A guest arrives at the front desk and provides booking confirmation number to do check-in.
Actors	Guest and Receptionist.
Assumptions	Guest has an existing reservation and booking confirmation.
Frequency of use	Occasionally.
Related use case	Make reservation.
Stakeholders	The hotel
Preconditions	Guest must have an existing reservation prior to check-in.
Post Conditions	Guest is allowed to check-in and get a key to his/her room.
Main course	Guest provides either confirmation number or Full Name to receptionist. Receptionist checks the confirmation to see if guest has existing booking. Receptionist checks-in the guest once the booking is found.
Alternative course	If system fails: Guest contacts hotel customer service and a receptionist resolves issue.

Use Case Elaboration

Use case Name	**Receptionist: Check-out**
Id	**UC-8 Check-out**
Scenario	A guest arrives at the front desk and provides room number to check-out.
Triggering event	Guest requests check-out.
Description	A guest arrives at the front desk and provides room number for check-out.
Actors	Guest and Receptionist.
Assumptions	Guest lasted his/her stay at the hotel and requests to check-out on the check-out date.
Frequency of use	Occasionally.
Related use case	Make reservation.
Stakeholders	The hotel
Preconditions	Guest should check-in and stay for the number of days booked.
Post Conditions	Guest is allowed to check-out.
Main course	Guest provides room number. Receptionist checks additional payments like room service, parking and guest is billed accordingly. Receptionist checks-out the guest. Bill is printed and given to guest.

Use Case Elaboration

Use case Name	**Guest or receptionist: Search room**
Id	**UC-9 Search room**
Scenario	Searching rooms by type and availability.
Triggering event	Either receptionist or guest searches room to make reservation.
Description	Search room availability or type.
Actors	Guest or receptionist.
Assumptions	Either guest or receptionist is checking room from app or hotel website.
Frequency of use	Frequently.
Stakeholders	The hotel
Preconditions	App or hotel website access and should provide the right filter like room type or room availability based on dates.
Post Conditions	System should return available rooms or types accordingly.
Main course	1. Guest provides dates or room types. 2. System returns available rooms or type of rooms requested. 3. Guests could make a reservation if the rooms filtered meets their needs.
Alternative course	If system fails: Guest contacts hotel customer service and a receptionist resolves issue.

Use Case Elaboration

Use case Name	**Receptionist: Add, update, remove room.**
Id	**UC-10 Add, update, remove room**
Scenario	Adding, updating, or removing rooms to or from the system.
Triggering event	Editing rooms as per hotel administration request.
Description	Modifying rooms in the system.
Actors	Receptionist or hotel administration.
Assumptions	Receptions or hotel management must have admin privileges and there should be a need to modify hotel room in the system.
Frequency of use	Occasionally.
Stakeholders	The hotel
Preconditions	Receptions or hotel management must have admin privileges.
Post Conditions	Room will be modified in the system.
Main course	1. Receptionist or hotel administration login to the system with administrator privileges. 2. Modify room. 3. System should show summary of the modification.

Use Case Elaboration

Use case Name	**Guest: Print reservation.**
Id	**UC-11 Print reservation**
Scenario	Guests want to print a hard copy of their booking.
Triggering event	Once booking is made and confirmation is emailed to guest.
Description	Guests should be able to print their booking.
Actors	Guest.
Assumptions	Guest has made a booking successfully.
Frequency of use	Occasionally.
Related use case	Make reservation.
Stakeholders	The hotel
Preconditions	Booking must be done first.
Post Conditions	Guests will have a hard copy of their booking.
Main course	1. Guest makes reservation. 2. Guest will be given the option to print the booking after successful reservation. 3. Guests click print button to print their booking.

Use Case Elaboration

Use case Name	**Guest: View account**
Id	**UC-12 View account**
Scenario	Guests logs in to system and checks their account and its status.
Triggering event	Guest wants to check account and profile.
Description	Checking account in the system.
Actors	Guest.
Assumptions	Guest has an active account.
Frequency of use	Occasionally.
Stakeholders	The hotel
Preconditions	Guest must login in the system.
Post Conditions	Guest views his/her account or profile
Main course	1. Guest provides username and password 2. Once logged in, guest should be able to check account and edit profile.

Use Case Elaboration

Use case Name	**System: Send booking notification**
Id	**UC-13 Send booking notification**
Scenario	A guest successfully made a reservation and system will send either text or email notification as per customer preference.
Triggering event	Guest accidentally makes double booking.
Description	A guest successfully made a reservation and system will send either text or email notification as per customer preference. This is a reminder sent to the guest 48 hours before check-in.
Actors	System
Assumptions	Successful booking.
Frequency of use	Frequently.
Stakeholders	The hotel
Preconditions	Existing reservation.
Post Conditions	SMS or email reminders are sent to guest to remind check-in time.
Main course	1. Guest makes a booking. 2. Guest chooses what type of notification prefers. 3. System generates notification reminders.