



Use Case	Actor(s)	Description	Preconditions	Postconditions	Main Flow
Make Reservation	Guest	The guest makes a reservation online or at the hotel.	Guest is logged in or provides personal details.	Reservation is confirmed, and payment is processed.	1. Guest selects dates. 2. Guest selects room type. 3. Guest enters personal information. 4. Reservation is confirmed.
Cancel Reservation	Guest	Guest cancels a previously made reservation.	A reservation must exist, and it must be within cancellation period.	Reservation is canceled, and any refund processed.	1. Guest selects reservation to cancel. 2. System checks cancellation rules. 3. Reservation is canceled, and guest is notified.
Process Payment	Guest	Payment is processed when a reservation is made.	Reservation exists and is confirmed.	Payment is processed, and the reservation is finalized.	1. System processes the payment. 2. Payment status is updated. 3. Guest receives confirmation.
Check-in Guest	Receptionist	The receptionist checks in a guest upon arrival.	Reservation exists, and the guest has arrived on the check-in date.	Guest is checked in, and room is marked as occupied.	1. Receptionist selects guest. 2. Receptionist confirms reservation details. 3. Guest is checked in.
Check-out Guest	Receptionist	The receptionist checks out a guest.	Guest must have checked in, and today must be the check-out date.	Guest is checked out, room is marked available, and invoice is generated.	1. Receptionist confirms the guest's check-out. 2. Room is marked available. 3. Invoice is generated.
View Room Availability	Guest	The guest views available rooms before making a reservation.	Guest must access the system.	Available rooms are displayed for the selected date range.	1. Guest enters desired dates. 2. System shows available rooms. 3. Guest proceeds to make a reservation.
Generate Invoice	Receptionist	An invoice is generated at the time of check-out.	Guest has checked out, and the stay is complete.	Invoice is generated and paid.	1. Receptionist generates the invoice. 2. System calculates the total. 3. Payment is processed if not already.
Modify Reservation	Guest	The guest modifies a previously made reservation.	A reservation must exist and be within the modification period.	Reservation details are updated, and payment adjustments are made.	1. Guest selects reservation. 2. Guest modifies details. 3. Payment adjustments are made if needed.

