# ­Reserve Room:

|  |  |
| --- | --- |
| Name | Reserve Room |
| Brief description | In this use case, the customer will enter his personal details to reserve room |
| Actor | Customer |
| Precondition | Customer has to authenticate his identification and select room |
| Basic Flow | 1. Customer checks for room options currently available. 2. Customer selects from the options available. 3. Customer will be provided with a room card. |
| Alternate Flow | 1. If room is not available, then customer will have to wait. |
| Post Condition | Customer has successfully reserved room. |

# Avail Facilities:

|  |  |
| --- | --- |
| Name | Avail Facilities |
| Brief description | In this use case, the customer will ask receptionist to avail extra facilities. |
| Actor | Customer |
| Precondition | Customer may or may not be registered. |
| Basic Flow | 1. Customer will check for extra facilities provided by the hotel. 2. Customer will choose his desired option(s). |
| Alternate Flow |  |
| Post Condition | Customer has successfully availed extra facilities. |

# Report Issues:

|  |  |
| --- | --- |
| Name | Report Issues |
| Brief description | In this use case, the customer will report issues. |
| Actor | Customer |
| Dependency | Reserve Room |
| Precondition | Customer has to reserve a room. |
| Basic Flow | 1. Customer will select report issues option from system menu. 2. Customer will enter his room id. 3. Customer will provide information regarding his issue. 4. Customer will be provided with a complaint number. |
| Alternate Flow | 1. If room id isn’t valid, then customer has to enter valid room id. |
| Post Condition | Customer has successfully reported his issue. |

# Update Stay:

|  |  |
| --- | --- |
| Name | Update Stay |
| Brief description | In this use case, the customer update his stay at the hotel. |
| Actors | Customer, Receptionist |
| Precondition | Customer has to reserve a room. |
| Basic Flow | 1. Customer will select update stay option from the system. 2. Customer will provide his room id. 3. Customer will be provided with two options, either extend or reduce his stay at the hotel. 4. Customer will submit his response. |
| Alternate Flow | 1. If room id isn’t valid, then customer has to enter valid room id. |
| Post Condition | Customer has successfully updated his stay. |

# Pay Bill:

|  |  |
| --- | --- |
| Name | Pay Bill |
| Brief description | In this use case, the customer has to pay his bill. |
| Actors | Customer |
| Dependency | Reserve Room/Order Meal/Avail Facility |
| Precondition | Customer has either reserved a room, availed facilities or ordered meal. |
| Basic Flow | 1. Customer can pay either through card or cash. 2. Customer’s payment will be validated. |
| Alternate Flow | 2. If customer’s payment isn’t valid, then customer will have to provide valid payment. |
| Post Condition | Customer has successfully paid his bill. |

# Checkout:

|  |  |
| --- | --- |
| Name | Checkout |
| Brief description | In this use case, the customer will checkout the hotel. |
| Actors | Customer, Receptionist |
| Dependency | Pay Bill |
| Precondition | Customer has either reserved a room, availed facilities or ordered meal. |
| Basic Flow | 1. Customer will select checkout option from the system menu. 2. Customer will pay the bill. 3. User will logout the system. |
| Alternate Flow |  |
| Post Condition | Customer has successfully checked out from the hotel. |

# Login:

|  |  |
| --- | --- |
| Name | Login |
| Brief description | In this use case, the user will login into the system. |
| Actors | Customer/Receptionist |
| Precondition | User has already registered on the system. |
| Basic Flow | 1. User will enter his login details. 2. User will select the login button. |
| Alternate Flow | 1. If login details are invalid, then user has to enter valid login details. |
| Post Condition | User successfully logged in. |

# Register:

|  |  |
| --- | --- |
| Name | Register |
| Brief description | In this use case, the user will register onto the system. |
| Actors | Customer/Receptionist |
| Precondition | User isn’t already registered on the system. |
| Basic Flow | 1. User will provide his personal information. 2. User will select the create account button. |
| Alternate Flow | 1. If some information is missing, then user has to enter that too. |
| Post Condition | User successfully registered. |

# Order Meal:

|  |  |
| --- | --- |
| Name | Order Meal |
| Description | In this use case customer will check menu and order meal. |
| Actors | Customer |
| Pre-Conditions | Customer may or may not be registered on the system. |
| Basic Flow | 1. Customer will open menu. 2. Customer will check meal options and their prices. 3. After selection customer will place order. 4. Customer will pay for his meal. 5. Customer will logout the system. |
| Alternate Flow | 2. If the desired meal isn’t available or prices are too high for customer, then customer will have to choose again. |
| Post-Conditions | Customer has successfully ordered meal. |

# Book Room

|  |  |
| --- | --- |
| Name | Book Room |
| Description | In this use case, receptionist will ask the customer for his personal details and book him a room. |
| Actors | Receptionist |
| Dependency | Login |
| Pre-Conditions | Receptionist has logged into the system. |
| Basic Flow | 1. Receptionist will ask the customer for his personal details. 2. Receptionist will enter those details into the system and check them for their validity. 3. Receptionist will show the customer room options available. 4. Receptionist will book him a room and provide him with a room card. |
| Alternate Flow | 1. If the details aren’t valid, then the receptionist will ask the customer to provide valid details. 2. If the available rooms aren’t up to customer’s liking then customer will have to choose from the options available. |
| Post-Conditions | Receptionist successfully booked a room for customer. |

# Generate Receipt

|  |  |
| --- | --- |
| Name | Generate Receipt |
| Description | In this use case, receptionist will generate customer a receipt against payment. |
| Actors | Receptionist |
| Dependency | Login |
| Pre-Conditions | Customer has availed hotel’s services and has paid for them. |
| Basic Flow | 1. Receptionist will check which services he has availed. 2. Receptionist will check whether the customer has paid for them. 3. Receptionist will generate a receipt against that payment. |
| Alternate Flow | 1. If the customer hasn’t paid for the services he has availed, then he has to pay for them first. |
| Post-Conditions | Receptionist successfully generated a receipt against his payment. |

# Manage Reservation:

|  |  |
| --- | --- |
| Name | Manage Reservation |
| Brief description | In this use case, the receptionist will manage customer’s stay at hotel. |
| Actors | Receptionist |
| Dependency | Reserve Room |
| Precondition | Customer has to reserve a room. |
| Basic Flow | 1. Receptionist will enter customer’s room id. 2. Receptionist will ask a customer whether customer wants to update his stay or checkout. |
| Alternate Flow | 1. If room id is invalid, then customer has to provide valid room id. |
| Post Condition | Receptionist has successfully managed customer’s reservation. |

# Provide Customer Support

|  |  |
| --- | --- |
| Name | Provide Customer Support |
| Description | In this use case, receptionist will ask the customer for what further services he needs. |
| Actors | Receptionist |
| Dependency | Login |
| Pre-Conditions | Receptionist has logged into the system. |
| Basic Flow | 1. The receptionist will ask the customer for his room id and what further services he needs. 2. If the customer is having any issue, receptionist will provide assistance in that regards. 3. If the customer want any information about the hotel then the receptionist will provide the related information. |
| Alternate Flow | 1. If customer provides invalid room ID, then he has to provide valid room ID. |
| Post-Conditions | Receptionist has successfully solved the query of the customer. |