# Hotel Management System

## Hotel Guest

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| Use Case Name | Search Availability |
| --- | --- |
| Use Case ID | HMS\_01 |
| Scenario | Potential guest searches for rooms that are available to reserve for a given date range |
| Description | The potential guest must be able to select the date range they wish to stay, number of rooms needed, and how many guests will be staying. |
| Trigger Event | A potential guest wants to stay see if they can stay at this hotel |
| Actors | Potential guest |
| Assumption | A potential guest has wants to stay in the area of this hotel |
| Frequency Of Use | Daily |
| Related Use Cases | Make Reservation |
| Stakeholders | Hotel Guest, Front Desk Clerk, Night Auditor, Hotel |
| Pre-conditions | 1. System up and running. 2. A potential guest has internet access. 3. A potential guest currently does not have a hotel room reserved for the date ranges they wish to stay. |
| Post-conditions | Potential guest is provided a list of available rooms for the date range provided. |
| 😊 Path | 1. A potential guest goes to the hotel website and selects “Search for Rooms”. 2. System responds by bringing up a search for rooms page. 3. A potential guest selects the check-in date, check-out date, and enters the number of adults and children, and then selects Search. 4. System responds with a list of hotel rooms that are available to reserve along with prices. |
| ☹ Path 2 | 1. No rooms are available for the specified search criteria. 2. System provides a notification to the potential guest that there are no rooms available for date range provided. |

| Use Case Name | Create Reservation |
| --- | --- |
| Use Case ID | HMS\_02 |
| Scenario | A potential guest found a room or multiple rooms to stay in at the hotel for their search criteria. |
| Description | A potential guest wants to reserve one or more rooms at the hotel on the dates for which they have found hotel rooms. |
| Trigger Event | A potential guest searched for available rooms on specified date and decides to make a reservation |
| Actors | A potential guest |
| Assumption | A potential guest has decided to stay at this hotel |
| Frequency Of Use | Daily |
| Related Use Cases | Check Availability, Update Reservation, Cancel Reservation, Join Rewards Club |
| Stakeholders | Hotel Guest, Front Desk Clerk, Hotel |
| Pre-conditions | System up and running.  potential guest currently does not currently have a hotel room reserved but has decided to stay at this hotel |
| Post-conditions | One or more rooms are reserved for the hotel guest, i.e., no one else can reserve those rooms for that the dates on the reservation |
| 😊 Path | 1. A user chooses the room they wish to reserve from a list of available rooms. 2. A user enters the payment information to reserve the room. 3. A user enters the guest’s Information.    1. If the user is a potential guest, they may also provide a Username and Password to join the rewards club.    2. If the user is the front desk clerk, they may click a button that adds the user to the rewards club. 4. A user selects the Reserve Room button. 5. System Responds with a confirmation message and emails a receipt to the email address for the customer.    1. If the user is a potential guest and they joined the rewards club, the system responds by sending another email with rewards club information.    2. If the user is a front desk clerk or a night auditor and the customer requested to join the rewards club, the system responds by sending an email to the guest notifying them they must login to the rewards club to complete the joining process. |
| ☹ Path 1 | 1. Website is down or system is unable to complete reservation. 2. Customer calls hotel and front desk clerk makes reservation. |

| Use Case Name | View Reservation |
| --- | --- |
| Use Case ID | HMS\_03 |
| Scenario | User wants to check on an existing reservation |
| Description | A user of the system would like to see the details of a reservation. |
| Trigger Event | 1. A customer would like to see the details of a reservation. 2. A front desk clerk is checking a customer in and wants to see what the customer has reserved. 3. A night clerk wants to see the reservation details to prepare invoices for customers checking out in the morning |
| Actors | Hotel Guest, Front Desk Clerk, Night Auditor |
| Assumption | Hotel guest’s reservations is in the system |
| Frequency Of Use | Daily |
| Related Use Cases | Prepare Invoices, Check-In Guest, Update Reservation |
| Stakeholders | Hotel Guest, Front Desk Clerk, Night Auditor, Hotel |
| Pre-conditions | Reservation exists in the system |
| Post-conditions | Details of the hotel reservation is displayed on the screen |
| 😊 Path | 1. User clicks “Search Reservation.” 2. System responds with a list of available search criteria. 3. User enters one or more search criteria. 4. System responds with reservations matching the criteria. |
| ☹ Path 1 | 1. User clicks “search reservation.” 2. System responds with a list of available search criteria. 3. User enters one or more search criteria. 4. System responds with no matching reservations. 5. User updates search criteria and searches again. |

| Use Case Name | Update Reservation |
| --- | --- |
| Use Case ID | HMS\_04 |
| Scenario | User wants to update an existing reservation |
| Description | User wants to change the criteria for a given reservation, including number of guests, date range, room type. |
| Trigger Event | 1. A guest needs to change the date range of their reservation. 2. A room is out of order and requires maintenance. 3. Customer did not show for their reservation. |
| Actors | Hotel Guest, Front Desk Clerk, Night Auditor |
| Assumption | Hotel guest’s reservations is in the system and needs to be modified. |
| Frequency Of Use | Daily |
| Related Use Cases | Cancel Reservation, View Reservation |
| Stakeholders | Hotel Guest, Front Desk Clerk, Night Auditor, Hotel |
| Pre-conditions | Hotel reservation to be updated is displayed on the screen. |
| Post-conditions | The reservation has been updated with the necessary changes. |
| 😊 Path | 1. User clicks “Update Reservation.” 2. System responds with a list of updatable reservation elements. 3. User updates one or more updateable reservation elements. 4. User clicks “Save Updates.” 5. System responds by saving changes to the reservation. |
| ☹ Path 1 | 1. User clicks “Update Reservation.” 2. System responds with a list of updatable reservation elements. 3. User updates one or more updateable reservation elements. 4. User clicks “Save Updates.” 5. System notifies the user that changes cannot be made to the reservation. |

| Use Case Name | Cancel Reservation |
| --- | --- |
| Use Case ID | HMS\_05 |
| Scenario | User wants to cancel an existing reservation |
| Description | Customer wants to cancel their reservation |
| Trigger Event | Customer wants to cancel their reservation |
| Actors | Hotel Guest, Front Desk Clerk, Night Auditor |
| Assumption | Hotel guest’s reservations is in the system and needs to be canceled. |
| Frequency Of Use | Daily |
| Related Use Cases | View Reservation |
| Stakeholders | Hotel Guest, Front Desk Clerk, Night Auditor, Hotel |
| Pre-conditions | Hotel reservations to be canceled is displayed on the screen |
| Post-conditions | Hotel reservations has been cancelled, the room availability has been updated and system sends email confirmation to customer who had reservation |
| 😊 Path | 1. If days before reservation is >= 1 2. User clicks “Cancel Reservation.” 3. System responds with “are you sure” confirmation action. 4. User clicks “Yes”. 5. System responds by canceling the reservation and sending an email to the customer and if prepaid, refunds the payment. |
| ☹ Path 1 | 1. If days before reservation < 1 2. User clicks “Cancel Reservation.” 3. System responds with “are you sure” confirmation action, notify the customer they cannot get a refund. 4. User clicks “Yes”. 5. System responds by canceling the reservation and sending an email to the customer and    1. If the room is prepaid, refunding room rate for number of days reserved – (number of days reserved – 1).    2. If the room is not prepaid, charge the customer for 1 day. |

| Use Case Name | Check-In Guest |
| --- | --- |
| Use Case ID | HMS\_06 |
| Scenario | Check-In Guest |
| Description | A guest already has a reservation and arrives at the hotel to check-in |
| Trigger Event | Customer arrives at the hotel |
| Actors | Front Desk Clerk, Night Auditor, Hotel Guest |
| Assumption | Customer has arrived and wants to check-in to the hotel |
| Frequency Of Use | Daily |
| Related Use Cases | Assign Guest to Room, Issue Room Key |
| Stakeholders | Hotel Guest, Front Desk Clerk, Night Auditor, Hotel |
| Pre-conditions | Customer has a reservation in the system |
| Post-conditions | Customer has been registered with the hotel |
| 😊 Path | 1. A customer arrives at the hotel and requests to check-in. 2. User searches for reservation in the system by reservation number or customer name. 3. System responds with reservation information. 4. User verifies customer information with reservation information. 5. The system responds by acknowledging the user is registered with the hotel. |
| ☹ Path 1 | 1. A customer arrives at the hotel and requests to check-in. 2. User searches for reservation in the system by reservation number or customer name. 3. System responds with reservation information. 4. User searches for available room 5. Customer information does not match reservation information. 6. User updates customer information. 7. The system responds by acknowledging the user is registered with the hotel. |

| Use Case Name | Assign Guest to Room |
| --- | --- |
| Use Case ID | HMS\_07 |
| Scenario |  |
| Description |  |
| Trigger Event |  |
| Actors |  |
| Assumption |  |
| Frequency Of Use |  |
| Related Use Cases |  |
| Stakeholders |  |
| Pre-conditions |  |
| Post-conditions |  |
| 😊 Path |  |
| ☹ Path 1 |  |

| Use Case Name | Issue Room Key |
| --- | --- |
| Use Case ID | HMS\_08 |
| Scenario |  |
| Description |  |
| Trigger Event |  |
| Actors |  |
| Assumption |  |
| Frequency Of Use |  |
| Related Use Cases |  |
| Stakeholders |  |
| Pre-conditions |  |
| Post-conditions |  |
| 😊 Path |  |
| ☹ Path 1 |  |

| Use Case Name | Issue Room Key |
| --- | --- |
| Use Case ID | HMS\_09 |
| Scenario |  |
| Description |  |
| Trigger Event |  |
| Actors |  |
| Assumption |  |
| Frequency Of Use |  |
| Related Use Cases |  |
| Stakeholders |  |
| Pre-conditions |  |
| Post-conditions |  |
| 😊 Path |  |
| ☹ Path 1 |  |

| Use Case Name | Check-Out Guest |
| --- | --- |
| Use Case ID | HMS\_10 |
| Scenario | Guest Check-out |
| Description | Customer stay has ended, and they need to pay for their stay and leave the hotel |
| Trigger Event | Final day of customer reservation has arrived, and the customer wishes to check-out of the hotel |
| Actors | Customer, Front Desk Clerk, Night Auditor |
| Assumption | Customer will use the current credit card on file to pay for their room |
| Frequency Of Use | Daily |
| Related Use Cases | Update Reservation, Prepare Invoice, Collect Payment |
| Stakeholders |  |
| Pre-conditions |  |
| Post-conditions |  |
| 😊 Path |  |
| ☹ Path 1 |  |

| Use Case Name | Prepare Invoice |
| --- | --- |
| Use Case ID | HMS\_11 |
| Scenario |  |
| Description |  |
| Trigger Event |  |
| Actors |  |
| Assumption |  |
| Frequency Of Use |  |
| Related Use Cases |  |
| Stakeholders |  |
| Pre-conditions |  |
| Post-conditions |  |
| 😊 Path |  |
| ☹ Path 1 |  |

| Use Case Name | Pay Invoice |
| --- | --- |
| Use Case ID | HMS\_12 |
| Scenario |  |
| Description |  |
| Trigger Event |  |
| Actors |  |
| Assumption |  |
| Frequency Of Use |  |
| Related Use Cases |  |
| Stakeholders |  |
| Pre-conditions |  |
| Post-conditions |  |
| 😊 Path |  |
| ☹ Path 1 |  |