# Feature Name (Create Guest Check In)

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 5.3.01 | | | |
| **Use Case Name:** | Guest Check IN | | | |
| **Created By:** | Craig Barkley | | **Last Updated By:** |  |
| **Date Created:** | 10/31/2018 | | **Last Revision Date:** |  |
| **Actors:** | | Receptionist | | |
| **Description:** | | Create new Guest Schedule | | |
| **Trigger:** | | 1. A new guest has arrived and a room needs to be booked. 2. Managers needs to schedule within the system. | | |
| **Preconditions:** | | 1. Receptionist are logged in to the resort CMS. 2. Receptionist have access to enter in customer data and assign room. | | |
| **Postconditions:** | | 1. Receptionist has created a guest account.. 2. Receptionist has logged out of system. | | |
| **Normal Flow:** | | 1. The Check-In Screen, choose between. 2. Repeat Guests. 3. Identifying VIPs. 4. View Guest or enter in new guest information. 5. Room Number assigned to guest. 6. Available Credit Line is opened. 7. Deposit Payment can be accepted at this time. 8. Review this Reservation 9. Answer any questions. | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | 1a. In step 4 of the normal flow, if the new Guests do not have access to the internet.   1. Receptionist can request Guest information to be print off from resort or another manager. 2. Use Case resumes on step 5 | | |
| **Exceptions:** | | 2a. In step 6 of the normal flow, if the customer enters and invalid Payment   1. Transaction is disapproved 2. Message to Receptionist to re-enter information 3. Receptionist enters correct Credit Card. 4. Use Case resumes on step 4 of normal flow] | | |
| **Includes:** | | .Receptionist could also email updated guest information. The Manager would also have access to this exact flow since they may be printing out Guest information details to those who do not have access to email. | | |
| **Frequency of Use:** | | This Use Case will be executed for Guests Unless Receptionist has Access to online view and request schedules themselves. | | |
| **Special Requirements:** | | Receptionist will need to have access to the internet to access schedule details. | | |
| **Assumptions:** | | That Receptionist will have access to the internet and that the Catering manager will follow procedure and ensure that Guests have accessed the schedule details. | | |
| **Notes and Issues:** | | 1. They have correct permission to edit and save events details. | | |