# Feature Name Remove Reservation

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 5.4.2 | | | |
| **Use Case Name:** | Remove Reservation | | | |
| **Created By:** | Wes Richardson | | **Last Updated By:** |  |
| **Date Created:** | 9-13-2018 | | **Last Revision Date:** |  |
| **Actors:** | | Receptionist or Concierge | | |
| **Description:** | |  | | |
| **Trigger:** | | Resort customer wants to cancel Reservation | | |
| **Preconditions:** | | User is an employee of Resort  The user has the role of Receptionist or Concierge | | |
| **Postconditions:** | | The user successfully removes reservation and is informed  The reservation was not removed and the user is told why | | |
| **Normal Flow:** | | The user looks up the reservations from a list  The user clicks to look at the details of a reservation  The user clicks the remove reservation button  The user is returned to the starting screen | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | At any point in the process having database issues | | |
| **Exceptions:** | |  | | |
| **Includes:** | | View List of Reservation  View Details of Reservation | | |
| **Frequency of Use:** | | 1 per day | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | The user knows English | | |
| **Notes and Issues:** | |  | | |