| **Test Name** | | Hotel Reservation System Reported Bug Use Case 1.2 | | | |
| --- | --- | --- | --- | --- | --- |
| **Use Case Tested:** | | Record Service | | | |
| **Test Description:** | | When a customer stays in the hotel room, he/she asked to use the services for the room, there are 3 options from which they can use from. And, whatever the user will select, based on their choice, their record will save in the hotel’s record for the final bill. | | | |
| **Pre-conditions** | | Main menu will display. | | | |
| **Post-conditions** | | * Normal flow and other flows where a record of service is successful.   The service charges which the customer uses will added to the booking.  The service charges will then add to the check-out invoice.   * + All other unsuccessful scenarios   No change to anything | | | |
| **Notes:** | | **There is nothing wrong with the functionality of the system or program. Hence, I consider it as “Pass”, but the behavior of the program does not meet the requirements. Because when user checking-out from the hotel room he/she need to pay for the service charges which they have used. But once user left the hotel and completes the check-out process, system should not allow the user to record a service charge for that particular room.** | | | |
| **Result (Pass/Fail/Warning/Incomplete)** | | **Pass** | | | |
|  | **TEST STEP** | | **EXPECTED TEST RESULTS** | P | F |
|  | User enters the room number. | | System will find the booking by room number &  Prompts users to select the service type. |  |  |
|  | User selects the service type. | | System should prompt the cost to the user. |  |  |
|  | User enters the cost. | | System will display service charge confirmation message. |  |  |

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|  | Alternative Flow |  |  |  |
| 1. | User selects the record service from the menu | System prompts user to enter the room id. |  |  |
| 2. | User enters the room id which does not exist. | System displays the message “No active booking for room id : “ |  |  |
| 3. | If user enters the existing room id. | System runs with a normal flow. |  |  |

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| **Test Data Table** | | | | | |
|  | **1** | **2** | **3** | **4** | **5** |
| Room ID | 101 | 201 | 301 | 200 (System will display “No active booking for room id: 200”) | Null (System will display RecordServiceUI: User reset at input cost” and display the service type menu) |
| Service Type | BAR\_FRIDGE | RESTAURANT | ROOM\_SERVICE | Null (System will display “RecordServiceUI: User cancelled at enter service type  Pay for service cancelled” and display the main menu) | BAR\_FRIDGE |
| Cost | 200 | 200 | 300 | 0 (System will display “Invalid number, please try again”) | 0 (System will display “Invalid number, please try again”) |

![A close up of text on a white background

Description generated with very high confidence]()

![A screenshot of a cell phone

Description generated with very high confidence]()