# Hotel

# Use-Case: Make Booking

1. Brief Description

When a customer

Wants to stay at the hotel they book a room

So that they can check in when they arrive

1. Actors

Customer

1. Pre-Conditions
   1. The main menu is displayed
2. Normal Flow

The use case begins when customer selects book room option on the main menu.

|  |  |
| --- | --- |
| Actor | System |
|  | 1. Prompt to enter phone number. |
|  | 1. Find guest by phone number |
| 1. Enters Phone number | 1. Display guest details |
|  | 1. Display room type selection |
| 1. Select room type | 1. prompts for number of occupants |
| 1. Enter number of occupants | 1. Check if room is suitable |
|  | 1. Prompt for arrival day |
| 1. Enter arrival day | 1. Prompt for arrival month |
| 1. Enter arrival month | 1. Prompt for arrival year |
| 1. Enter arrival year | 1. Prompt for length of stay |
| 1. Enter length of stay | 1. Display room type description, arrival date, length of stay and cost |
|  | 1. Check if a room is available |
|  | 1. Prompt for credit card type |
| 1. Enter credit card type | 1. Prompt for card number |
| 1. Enter credit card number | 1. Prompt for ccv |
| 1. Enter credit card ccv | 1. Check if credit card is authorized |
|  | 1. Debits credit card |
|  | 1. Create booking |
|  | 1. Display booking details and confirmation number |
| 1. Continue |  |

The use case ends.

1. Alternate Flows
   1. User Cancels

If at steps 3, 6, 11, or 21, of the normal flow the user provides null input then

|  |  |
| --- | --- |
| Actor | System |
|  | The system displays a cancelled message |

The use case ends.

* 1. User resets during room selection

If at step 8, of the normal flow the user provides null input then

The normal flow is rejoined at Step 5

* 1. User resets during entering arrival time

If at step 13, 15, or 17, of the normal flow the user provides null input then

The normal flow is rejoined at Step 10

* 1. User resets during room selection

If at step 23, or 25 of the normal flow the user provides null input then

The normal flow is rejoined at Step 20

* 1. Guest not registered

If at step 2 of the normal flow the guest is not registered, then

|  |  |
| --- | --- |
| Actor | System |
|  | 2.1 The system prompts for guest name |
| 3.1 Enter name | 4.1 The system prompts for guest address |
| 5.1 Enter address |  |

The normal flow is resumed at step 4

* 1. User cancels while inputting name and address

If at step 3.1 or 5.1 of the ‘Guest not registered’ alternate flow the user enters null input then

|  |  |
| --- | --- |
| Actor | System |
|  | The system displays a cancelled message |

The use case ends

* 1. Room is not suitable

If after step 9 of the normal flow the number of occupants is greater than the allowed number for the room type, then

|  |  |
| --- | --- |
| Actor | System |
|  | The system displays a ‘room not suitable’ message |

The normal flow is resumed at step 5

No Room Available

If at step 19 of the normal flow no room of the specified type is available at the specified times, then

|  |  |
| --- | --- |
| Actor | System |
|  | The system displays a ‘Room not available’ message |

The normal flow is resumed at step 10

* 1. Credit Not Authorised

If at step 26 of the normal flow given credit card is not authorized, then

|  |  |
| --- | --- |
| Actor | System |
|  | The system displays a ‘Room not available’ message |

The normal flow is resumed at step 20

1. Key Scenarios
   1. Existing Guest books an available room
   2. New Guest books an available room
   3. Existing Guest attempts to book an unavailable room , then books another type of room
   4. Existing Guest attempts to book an unavailable room , then cancels
   5. Existing Guest credit is refused, then enters a credit card that is authorised
   6. Existing Guest credit is refused, then cancels
2. Post-conditions
   1. Normal flow and other flows where a booking is successful.

A new booking is created and subsequent attempts to book that room at those times will fail

The credit card entered is debited by the cost of the booking

The booking can be found by the hotel using the confirmation number

* 1. New Guest registered

Subsequent bookings initiated with the registered phone number will find that guest

* 1. Booking Cancelled

In all cases where the use case is cancelled, no booking shall be created and no charge against accredit card shall occur