
Use Cases

for

Hotel Management System, Release 1.0

Version 1.0 approved

Prepared by Group 2

Process HMS

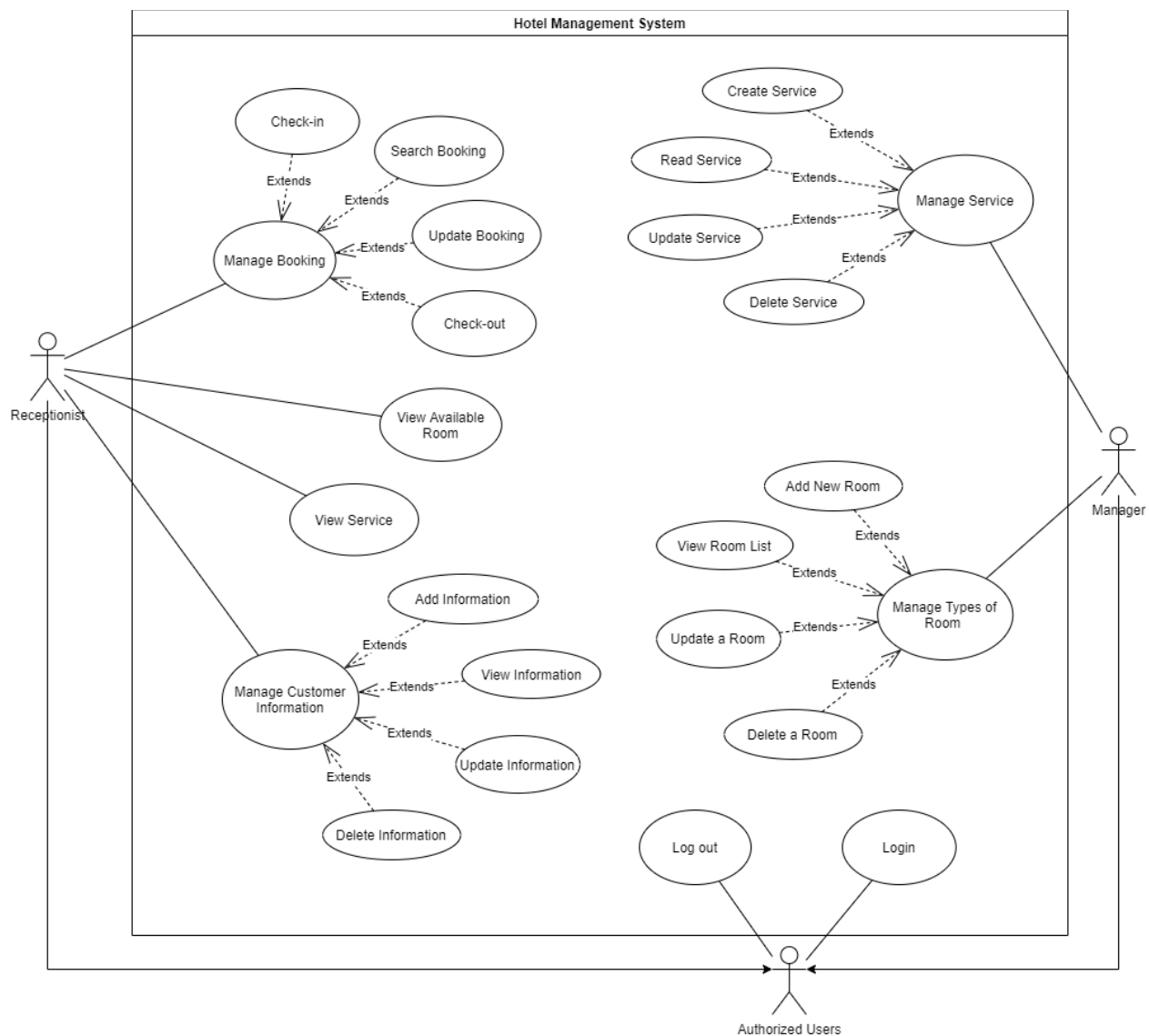
September 26, 2021

Revision History

Name	Date	Reason For Changes	Version
Đinh Phạm Hưng Thịnh	26/9/2021	Check-ins, Check-out	1.0 draft 1
Đức Cường	26/9/2021	View Available Room, Search Room	1.0 draft 2
Đinh Phạm Hưng Thịnh	10/8/2021	Major changes and format document	1.0 draft 3
Hiếu Trung	10/8/2021	Add Func Service use case fix	1.0 draft 4
Hiếu Trung	10/8/2021	Delete Func Service use case fix	1.0 draft 4

The various user classes identified the following primary actors and use cases for the Hotel Management System:

<i>Primary Actor</i>	<i>Use Cases</i>
Receptionist	<ol style="list-style-type: none">1. Check in2. Check out3. Make bill4. View Available Room5. View Available Service6. View Check-in information7. Search Check-in information8. Edit Check-in information9. View Check-out information10. Search Check-out information11. Edit Check-out information12. Add New Customer information13. View Customer information14. Edit Customer information15. Delete Customer information
Room Manager	<ol style="list-style-type: none">16. Add New Room17. Delete a Room18. Edit a Room19. View Room List
Service Manager	<ol style="list-style-type: none">20. Add New Service21. Delete a Service22. Edit a Service23. View Service List



ID and Name:	UC-1 Check-in		
Created By:	Đinh Phạm Hưng Thịnh	Date Created:	26/9/21
Primary Actor:	Receptionist	Secondary Actors:	N/A
Description:	A receptionist will greet customers directly, depending on whether the customer has booked or not, to arrange suitable rooms and services. Update customer information into the system and confirm registration. The customer will have permission to access their room and use hotel services.		
Trigger:	Receptionist make a check in for customer in the hotel		
Preconditions:	PRE-1. Receptionist logged into HMS		
Postconditions:	POST-1. Customer and check-ins information will be stored system		

	POST-2. Remaining available rooms and services in the system are updated.
Normal Flow:	1.0 Check-in for single guest <ol style="list-style-type: none"> 1. Receptionist press the “new booking” button. 2. HMS displays a form to enter the customer’s information or select old customer’s information that exists in the HMS. 3. HMS will check and provide available rooms on the check in date, also filter the list of room types, bed quantity, people quantity to select. 4. Receptionist select room that meets the customer request. 5. HMS will check and provide available services to select 6. Receptionist can select multiple services as customer request. 7. HMS will display a form to enter customer’s payment information. 8. Receptionist enter customer’s payment information and HMS will calculate the cost to pay. 9. HMS confirm the acceptance of the check in.
Alternative Flows:	1.1 Check in for Group <ol style="list-style-type: none"> 1. One person will act as a check-in representative. 2. Return to step-1 of Normal flow. 3. As the step-4 of Normal flow, Receptionists can select multiple room for customers.
Exceptions:	1.0.E1 The customer checks-in too early. <ol style="list-style-type: none"> 1. Receptionist will tell the customer that it’s too early to check-in for today. 2a. If a customer wants to check-in early, then HMS will not allow the use case. 2b. Else if a customer comes back later, then HMS restarts use case. 1.0.E2 Information incorrect <ol style="list-style-type: none"> 1. This occurs if the customer’s information and registration are incorrect and need to be modified. The actor will correct any information that is deemed incorrect and the use case will continue. 2a. The customer will correct any changes that are deemed incorrect and the use case will continue at steps 5. 2b. Else if Customer cant correct information, terminate the use case.
Priority:	High
Frequency of Use:	Approximately 200 users, average of three usage per day. Peak usage load for this use case is between 7:00 A.M. and 9:00 A.M. or between 7:00 P.M and 9:00 P.M local time.
Business Rules:	BR-2
Other Information:	<ol style="list-style-type: none"> 1. The customer shall be able to view all services and options 2. After gaining permission, the customer can make any change about their room and services if it is acceptable. 3. Only Receptionist can check-in
Assumptions:	.

ID and Name:	UC-2 Check-out		
Created By:	Đinh Phạm Hưng Thịnh	Date Created:	26/9/21
Primary Actor:	Receptionist	Secondary Actors:	N/A
Description:	A receptionist will check out for customers when the time comes. Receptionist will calculate based on customer check-in information and the time customer check-out for the customer to pay the bill.		
Trigger:	A Customer want to check-out when the time come		
Preconditions:	PRE-1. Receptionist logged into HMS.		
Postconditions:	POST-1. Customer and check-out information will be stored system POST-2. Remaining available rooms and services in the system are updated.		
Normal Flow:	2.0 Check-out for single guest <ol style="list-style-type: none"> 1. In the check out tab, HMS will display a list of customer bookings that check out date is coming and a search bar by name. 2. Receptionist will select customer booking information. 3. HMS displays a form to enter payment information to make payment. 4. Receptionist enter customer's payment information and HMS will calculate the cost to pay 5. HMS confirms acceptance of the check-out.. 		
Alternative Flows:	N/A		
Exceptions:	2.0.E1 Unable to Process Transaction. <ol style="list-style-type: none"> 1. Receptionist will tell the customer that the payment has been canceled for some reason. 2a. Customers will have to use other methods or information for payment to continue the use case 2b. Else if a customer can't finish the payment, then HMS terminates the use case. 2.0.E2 Charges incorrect <ol style="list-style-type: none"> 1. This occurs if there exists a charge or charges on the customer's bill that are incorrect and need to be modified. The actor will correct any charges that are deemed incorrect and the use case will continue. 2a. The customer will correct any charges that are deemed incorrect and the use case will continue at steps 5. 2b. Else if Customer cant correct information, terminate the use case. 		
Priority:	High		
Frequency of Use:	Approximately 150 users, average of three usage per day. Peak usage load for this use case is between 2:00 A.M. and 4:00 P.M.		
Business Rules:	BR-1		

Other Information:	1. Only Receptionist can check-out
Assumptions:	

ID and Name:	UC-4 View Available Room		
Created By:	Trịnh Phan Đức Cường	Date Created:	26/9/21
Primary Actor:	Receptionist	Secondary Actors:	N/A
Description:	Receptionist will check the hotel's availability room list. If that room is available, the staff will arrange guests in that room and match with the customer's request.		
Trigger:	Receptionists check the availability of the room to arrange guests in the room according to the guest's request when check-ins.		
Preconditions:	PRE-1. Receptionist logged into HMS.		
Postconditions:	POST-2. Staff will save arranged room to customer information, if any.		
Normal Flow:	4.0 View available room for check in 1. Receptionist will request HMS to see the available room list in the hotel. 2. HMS will display the available room and filter option. 3. Receptionist selects rooms that match with the customer request. 4. HMS will send the room information to check-ins. 5. After confirming with the guest, HMS saves the room information in the customer check-ins.		
Alternative Flows:	None		
Exceptions:	4.0.E1 Empty list. 1. HMS notifies that there is no room available at the check in date. 2.a. If the user cancels the registration process, HMS will terminate the use case. 2.b. Conversely, if customer comes back when there is available room another date, HMS will restart the use case.		
Priority:	High		
Frequency of Use:	Approximately 200 users, average of five usage per day. Peak usage load for this use case is between 7:00 A.M. and 4:00 P.M.		
Business Rules:	BR-3, BR-4		
Other Information:	N/A		
Assumptions:			

ID and Name:	UC-5 View Available Service
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Created By:	Trịnh Phan Đức Cường	Date Created:	26/9/21
Primary Actor:	Receptionist	Secondary Actors:	N/A
Description:	When check-in the Receptionist wants to search for a specific room type suit for the customer request.		
Trigger:	Receptionist want to search for a room type		
Preconditions:	PRE-1. Hotel staff logged into HMS.		
Postconditions:	N/A		
Normal Flow:	5.0 View available service for check in 1. Receptionist will request HMS to see the available service list in the hotel. 2. HMS will display available services list to select. 3. Receptionists can select multiple services that match with the customer request.		
Alternative Flows:	None		
Exceptions:	5.0.E1 Empty list 1. HMS notifies that there is no available service in the hotel.. 2.a. If the user cancel the registration. HMS will terminate the use case. 2.b. Conversely, if customer want to skip. HMS will continue the use case.		
Priority:	High		
Frequency of use	Approximately 10 times per week by Searching Room		
Business Rules:	N/A		
Other Information:	N/A		

ID and Name:	UC-13 Add new service		
Created By:	Hiếu Trung	Date Created:	27/09/2021
Description:	The Hotel Management System may change the service for a specific date in the future, modify it to add or change services, create or change a special service, or change the price and save the modified service.		
Exceptions:	No services are duplicated; show error messages and allow the Manager to enter a new service.		

Priority:	High
Normal Flow	<ol style="list-style-type: none"> 1. In the service tab, the manager will click at the “Add new service” button. 2. The HMS will display a form to enter new service information. 3. Manager enters new service information. 4. HMS will check if service is duplicate. If not, save data to the system.
Business Rules:	N/A
Other Information:	Only manager can modify service

ID and Name:	UC-11 Delete a service		
Created By:	Hiếu Trung	Date Created:	27/09/2021
Description:	The Hotel Management System may change the service for a specific date in the future, modify it to remove or change services, remove or change the price and save the modified service.		
Exceptions:	No services are duplicated; show error messages and allow the Manager to enter a new service.		
Normal Flow	<ol style="list-style-type: none"> 1. In the service tab, the manager will select the service in data grid and press “Delete service” button. 2. The HMS will check if the service is used by any customer now. If not, delete data in the system 		
Priority:	High		
Business Rules:	N/A		
Other Information:	Only manager can modify service		

ID and Name:	UC-7 Add new Room		
Created By:	Phan Đình Thiên Ân	Date Created:	29/9/21
Primary Actor:	Room manager	Secondary Actors:	N/A
Description:	There are new rooms in the hotel so the room manager needs to add new room information to the system, provide information for customer selection when check in.		
Preconditions:	PRE-1: Manager logged into HMS.		
Postconditions:	N/A		

Normal Flow:	7.0 Add new room 1. In the room tab, manager clicks on the “Add new room” tab. 2. HMS will display a form to enter new room information with bed quantity, room number, people quantity, name..... 3. Manager enters new room information . 4. HMS will check if the room number is duplicate, if not save data in the HMS.
Alternative Flows:	None
Exceptions:	7.0.E1 Duplicate room number. 1. HMS notifies Manager that the room number already exists. 2.a. If the user cancels the add process, HMS will terminate the use case. 2.b. Conversely, if customer changes the room number, HMS will continue the use case.
Priority:	High
Frequency of Use:	Approximately 200 users, average of six usage per day. Peak usage load for this use case is between 7:00 A.M. and 4:00 P.M.
Business Rules:	BR-5
Other Information:	N/A
Assumptions:	

ID and Name:	UC-8 Search Customer		
Created By:	Phan Đình Thiên Ân	Date Created:	29/9/21
Primary Actor:	Receptionist	Secondary Actors	N/A
Description:	Receptionist log into the system and input the name/identity card of customers to check if they have a reservation or not .The system saved the information of customer so staff can take customer’s information		
Trigger:	Receptionist input the name or identity card of a customer		
Preconditions:	PRE-1. Receptionist logged into HMS.		
Postconditions:	POST-1: Request is stored in HMS POST-2: Request is sent to Room manager or to a customer.		
Normal Flow:	4.0 Search Customer 1. In the customer tab, the HMS will show customer list and search bar to enter ID or Customer name.		

	2. The Receptionist will choose to search by ID or Name, enter information and click search. 3. The HMS will show the customer list that ID or name contains the text on the search bar.
Alternative Flows:	N/A
Exceptions:	Can't find customer information in the system because there is no customer information like requested information saved in the system before
Priority:	High
Business Rules:	N/A
Other Information:	Only receptionist can search customer