

Use Case 5: View Guest Profile

Scope: System — Hotel Management Software

Goal Level: User Goal

Primary Actor: Desk Clerk

Pre-Condition: User has successfully logged in and has access to the system.

Success End Condition: The system displays the guest information. It will include the following information: First Name, Last Name, Phone Number, Address, E-mail, ID info (State, ID#), Vehicle License Plate, and a photo of the guest or photo ID.

Main Success Scenario:

1. Desk Clerk selects “Guest Info”
2. System retrieves guest information (First Name, Last Name, Phone Number, Address, E-mail, ID info (State, ID#), Vehicle License Plate, photo of the guest)
3. System displays the guest information on the screen

Extensions:

None

Use Case 6: View Currently Staying Guest Information

Scope: System — Hotel Management Software

Goal Level: User Goal

Primary Actor: Desk Clerk

Pre-Condition: User has successfully logged in and has access to the system.

Success End Condition: The system displays information about the room and guest currently staying. It will contain the following information: Guest Name, Check In Date and Time, Expected Check Out Date and Time, Room Type, Room Number, Room Rate (\$/Day), Total Charge, Payments Made, and Balance.

Main Success Scenario:

1. Desk Clerk selects “Guests/Rooms”
2. System retrieves a list of rooms and which guests are in each room.
3. System displays a list of rooms and the guest name associated to that room
4. Desk Clerk clicks on a room
5. System retrieves information about the guests in that room (Guest Name, Check In Date and Time, Expected Check Out Date and Time, Room Type, Room Number, Room Rate (\$/Day), Total Charge, Payments Made, and Balance)
6. System displays guest information on screen

Extensions:

None