|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NAME: Manage Client** | | **ID:UCD1** | | **PRIORITY:HIGH** | |
| **ACTOR: Front Desk** | | | | | |
| **DESCRIPTION: The Front Desk Officer secures room for customer after registration of details and payment of accommodation fee.** | | | | | |
| **TRIGGER: Customer pays for accommodation fee**  **TYPE: REQUEST DATA TRANSACTION** | | | | | |
| **PRECONDITIONS:**  **1.Availability of rooms.**  **2.Reciept of Customer Details.**  **3.Payment of Accommodation Fee.** | | | | | |
| **NORMAL COURSE:**  **1.0: Manage a Client in the Hotel:**  **1.Customer Fills Room request Form**  **2.Front desk checks availability of Room**  **3.Front Desk secures room**  **4.Customer is given key and taken to room** | | | **INFORMATION FOR STEP**  **Customer Name, ID, and Duration of Stay;**  **List of Available rooms and Prices**  **Customer pays for room of available room of choice**  **Customer goes to his room.** | | |
| **ALTERNATIVE COURSE:**  **1.1: Customer not in position to pay for room (Branch at step 2)**  **1.Front Desk asks customer to take a cheaper room**  **2.Reservation is canceled , but customer details are saved.** | | | **Customer cannot still pay for the room** | | |
| **POST CONDITION:**  **1.Room is secured for customer**  **2.Customer goes to the room**  **3.Customer Information is sent to the Clients Data store.** | | | | | |
| **EXCEPTIONS:**  **1.Customer can’t pay for Accommodation**  **2.Customer is a minor** | | | | | |
| **SUMMARRY**  **INPUTS:** | **SOURCE** | | **OUTPUT** | | **DESTINATION** |
|  |  | |  | |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NAME:ACCOUNT** | | **ID:UCD2** | | **PRIORITY:HIGH** | |
| **ACTOR:ACCOUNT DEPARTMENT** | | | | | |
| **DESCRIPTION: Receipt of various payment and purchase of request in the Hotel** | | | | | |
| **TRIGGER: Payment need to be deposited.**  **TYPE: REQUEST DATA TRANSACTION** | | | | | |
| **PRECONDITIONS:**  **1.Front Desk receives details from Customer**  **2.Room is secured for customer after Payment of Fee.** | | | | | |
| **NORMAL COURSE:**  **2.0 REMITTANCE TO ACCOUNTS**  **1.Account receives Fee and customer details with the room ID** | | | **INFORMATION STEP:**  **Front Desk submit customer details and Room ID along with the accommodation fee been paid.** | | |
| **ALTERNATIVE COURSE:**  **2.1 RESERVATION CANCELLED**  **1.Detail of customer is received and stored on the Data source for further referrals** | | | **Front Desk cancels reservation because customer is unable to pay the Accommodation fee.** | | |
| **POST CONDITION:**  **1.Account Saves details of customer and send report to Head office.** | | | | | |
| **EXCEPTIONS:**  **E2:**  **1.Customer Cancels reservation after payment**  **2.customer is refunded 70% of fee paid.** | | | | | |
| **SUMMARRY**  **INPUTS:** | **SOURCE** | | **OUTPUT** | | **DESTINATION** |
|  |  | |  | |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NAME:RESTAURANT** | | **ID:UCD3** | | **PRIORITY:MEDIUM** | |
| **ACTOR:RESTAURANT MANGER** | | | | | |
| **DESCRIPTION: The restaurant is the catering arm of the hotel for feeding the guest.** | | | | | |
| **TRIGGER: A Customer is hungry and need to eat.**  **TYPE: REQUEST DATA TRANSACTION** | | | | | |
| **PRECONDITIONS:**  **1.Customer Room number**  **2.Customers request** | | | | | |
| **NORMAL COURSE:**  **3.0 Customer requires food/drink**  **1.Restaurant receives customer’s details along with room number and request;**  **2.Front desk receives request from kitchen and sends to customer**  **3.Front Desk receive payment from customer** | | | **INFORMATION STEPS**  **Front desk receives customer request and send them to kitchen**  **Restaurant send request to Customer through the**  **Front Desk**  **Customer pays for the food or refreshment** | | |
| **ALTERNATIVE COURSE:**  **3.1. FOOD REQUESTED NOT AVAILABLE**  **1.Order requested not available**  **2. Menu of available meal is sent to Customer for substitute.** | | | **The Front Desk sends Customers room number and id to the restaurant.** | | |
| **POST CONDITION:**  **Customer is satisfied with the menu served him** | | | | | |
| **EXCEPTIONS:**  **1.Menu requested is not available on our list** | | | | | |
| **SUMMARRY**  **INPUTS:** | **SOURCE** | | **OUTPUT** | | **DESTINATION** |
|  |  | |  | |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NAME:STORE** | | **ID:UCD4** | | **PRIORITY:MEDIUM** | |
| **ACTOR:STORE MANAGER** | | | | | |
| **DESCRIPTION: This manages the requirements of the hotel as well for is day to day running.** | | | | | |
| **TRIGGER: When the restaurant makes request for the supply of items for its operation**  **TYPE: REQUEST DATA TRANSACTION** | | | | | |
| **PRECONDITIONS:**  **1. Store report is sent with request**  **2. Store up to date Sales report is submitted.** | | | | | |
| **NORMAL COURSE:**  **4.0 Request for Material**  **1.Store Manager confirms receipt of Sales report.**  **2.Store Manager receives the report for request of supply for the Kitchen.**  **3.Store Manager supplies request** | | | **INFORMATION STEPS:**  **Restaurant send the sales report to the Store Manager**  **Restaurant Manager submits request to Store Manager**  **Restaurant receives supply from store.** | | |
| **ALTERNATIVE COURSE:**  **4.1: Requested material is not available**  **1.The Store informs the Restaurant that the request is not available and should wait until the supply is made to store.**  **2.Restaurant waits and makes do with what is available.** | | | **Requested sup not available.**  **Restaurant makes do with what it has.** | | |
| **POST CONDITION:**  **KITCHEN IS FULLY STOCKED** | | | | | |
| **EXCEPTIONS:**  **1.Request not available in Store and Accounts is expected to supply materials to Store.** | | | | | |
| **SUMMARRY**  **INPUTS:** | **SOURCE** | | **OUTPUT** | | **DESTINATION** |
|  |  | |  | |  |