

## North Star Inn – Reservation System Event List

<b>Event:</b>	Customer requests a reservation
<b>Description:</b>	Customer requests a reservation for a specific bedroom. The reservation is for a specific time frame (e.g., start date and end date) and an estimated bedroom price (taking into account any applicable discounts).
<b>Criticality:</b>	High
<b>Frequency:</b>	15 per hour
<b>Response Time:</b>	10 seconds
<b>Event:</b>	Customer cancels a reservation
<b>Description:</b>	Customer requests a cancellation of a reservation. The customer's credit card is charged a cancellation fee and the balance of their deposit refunded. A customer cannot cancel a reservation once it is past 7 p.m. on the check-in day of their reservation.
<b>Criticality:</b>	High
<b>Frequency:</b>	10 per hour
<b>Response Time:</b>	15 seconds
<b>Event:</b>	Customer modifies a reservation
<b>Description:</b>	Customer can modify an existing reservation if the customer hasn't checked in yet. A customer will be allowed to modify the type of bedroom, start date, end date, and selected discount program.
<b>Criticality:</b>	Medium
<b>Frequency:</b>	5 per hour
<b>Response Time:</b>	10 seconds
<b>Event:</b>	Customer inquires on a reservation
<b>Description:</b>	Customer can request the details of their current reservation. This would include the following: start date and end date, estimated bedroom price (taking into account any applicable discounts), available discounts, and bedroom options.
<b>Criticality:</b>	Medium
<b>Frequency:</b>	10 per day
<b>Response Time:</b>	15 seconds
<b>Event:</b>	Customer requests a bedroom's price
<b>Description:</b>	Customer can request the price associated with a particular bedroom. The customer can receive both the bedroom's list price as well provide the bedroom price taking into account any applicable discounts.
<b>Criticality:</b>	Medium
<b>Frequency:</b>	10 per day
<b>Response Time:</b>	15 seconds
<b>Event:</b>	Customer requests bedroom options
<b>Description:</b>	Customer can request a description of the bedroom options. This would include the following: bed type (king or queen), bed style (canopy or regular), bathroom configuration (whirlpool tub, shower, shower/steam unit), view, and fireplace,
<b>Criticality:</b>	Medium
<b>Frequency:</b>	10 per day
<b>Response Time:</b>	15 seconds
<b>Event:</b>	Customer requests bedroom availability
<b>Description:</b>	Customer can request the bedroom availability for a given start and end date.
<b>Criticality:</b>	Medium
<b>Frequency:</b>	10 per day
<b>Response Time:</b>	15 seconds

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<b>Event:</b>	Customer checks in
<b>Description:</b>	Customer checks into their bedroom for a given reservation. Check-in time is between 4 p.m. and 7 p.m. on the start date of a customer's reservation.
<b>Criticality:</b>	High
<b>Frequency:</b>	24 per day
<b>Response Time:</b>	5 minutes
<b>Event:</b>	Customer checks out
<b>Description:</b>	Customer checks out of their bedroom for a given reservation. Check out is before 11 a.m. on the last day of a customer's reservation. A customer typically pays the bill at time of check out. All applicable bedroom charges (e.g., bedroom price, telephone, etc.) will either be settled via cash or charged to a Visa or MasterCard.
<b>Criticality:</b>	High
<b>Frequency:</b>	24 per day
<b>Response Time:</b>	5 minutes
<b>Event:</b>	Customer pays bill
<b>Description:</b>	This event would occur if a customer pays their bill independent of checking out (e.g., prepay, corporate account). All applicable bedroom charges (e.g., bedroom price, telephone, etc.) will either be settled via cash or charged to a Visa or MasterCard.
<b>Criticality:</b>	Medium
<b>Frequency:</b>	24 per day
<b>Response Time:</b>	2 minutes
<b>Event:</b>	Customer requests a bedroom change
<b>Description:</b>	A customer may be dissatisfied with their bedroom and may request to have it changed. If an alternate bedroom is available then a bedroom change is made.
<b>Criticality:</b>	Low
<b>Frequency:</b>	1 per day
<b>Response Time:</b>	1 hour
<b>Event:</b>	Customer inquires about a discount program
<b>Description:</b>	Customer can inquire about the various discount programs that North Star Inn is a member of or honoring. The customer will be provided with name of the discount program as well as qualifying rules and the appropriate discount (percentage, dollar amount, frequent stay, etc.).
<b>Criticality:</b>	Medium
<b>Frequency:</b>	10 per day
<b>Response Time:</b>	15 seconds
<b>Event:</b>	Time to cancel reservations
<b>Description:</b>	At 7 p.m. all reservations for the current day that are not checked in will be automatically cancelled and the customer will forfeit their deposit and their credit card will be charged.
<b>Criticality:</b>	High
<b>Frequency:</b>	24 per day
<b>Response Time:</b>	½ day
<b>Event:</b>	Housekeeping cleans bedrooms
<b>Description:</b>	Housekeeping will request a list of bedrooms to be cleaned each day and then indicate which bedrooms have been cleaned.
<b>Criticality:</b>	High
<b>Frequency:</b>	24 per day
<b>Response Time:</b>	5 hours

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<b>Event:</b>	Manager establishes discount program
<b>Description:</b>	Manager has the ability to add, modify or delete various discount programs.
<b>Criticality:</b>	Low
<b>Frequency:</b>	3 per month
<b>Response Time:</b>	1 day
<b>Event:</b>	Manager establishes bedroom price
<b>Description:</b>	Manager has the ability to modify bedroom prices.
<b>Criticality:</b>	Medium
<b>Frequency:</b>	4 per year
<b>Response Time:</b>	5 days
<b>Event:</b>	Catering requests occupancy level
<b>Description:</b>	Catering request number of customers staying at the hotel so they can prepare ample enough food for breakfast.
<b>Criticality:</b>	Medium
<b>Frequency:</b>	1 per day
<b>Response Time:</b>	15 minutes

