

North Star Inn – Reservation System Event List

Event:	Customer requests a reservation
Description:	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).
Criticality:	High
Frequency:	15 per hour
Response Time:	10 seconds
Event:	Customer cancels a reservation
Description:	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.
Criticality:	High
Frequency:	10 per hour
Response Time:	15 seconds
Event:	Customer modifies a reservation
Description:	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.
Criticality:	Medium
Frequency:	5 per hour
Response Time:	10 seconds
Event:	Customer inquires on a reservation
Description:	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.
Criticality:	Medium
Frequency:	10 per day
Response Time:	15 seconds
Event:	Customer requests a bedroom's price
Description:	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.
Criticality:	Medium
Frequency:	10 per day
Response Time:	15 seconds
Event:	Customer requests bedroom options
Description:	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,
Criticality:	Medium
Frequency:	10 per day
Response Time:	15 seconds
Event:	Customer requests bedroom availability
Description:	Customer can request the bedroom availability for a given start and end date.
Criticality:	Medium
Frequency:	10 per day
Response Time:	15 seconds

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Event:	Customer checks in
Description:	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.
Criticality:	High
Frequency:	24 per day
Response Time:	5 minutes
Event:	Customer checks out
Description:	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.
Criticality:	High
Frequency:	24 per day
Response Time:	5 minutes
Event:	Customer pays bill
Description:	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.
Criticality:	Medium
Frequency:	24 per day
Response Time:	2 minutes
Event:	Customer requests a bedroom change
Description:	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.
Criticality:	Low
Frequency:	1 per day
Response Time:	1 hour
Event:	Customer inquires about a discount program
Description:	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.).
Criticality:	Medium
Frequency:	10 per day
Response Time:	15 seconds
Event:	Time to cancel reservations
Description:	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.
Criticality:	High
Frequency:	24 per day
Response Time:	½ day
Event:	Housekeeping cleans bedrooms
Description:	Housekeeping will request a list of bedrooms to be cleaned each day and then indicate which bedrooms have been cleaned.
Criticality:	High
Frequency:	24 per day
Response Time:	5 hours

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

