

## North Star Inn – Event List with Inputs and Outputs

<p><b>Event:</b> Customer requests a reservation</p> <p><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).</p> <p><b>Criticality:</b> High</p> <p><b>Frequency:</b> 15 per hour</p> <p><b>Response Time:</b> 10 seconds</p> <p><b>Input(s):</b> Reservation</p> <p><b>Output(s):</b> Reservation confirmation number</p>
<p><b>Event:</b> Customer cancels a reservation</p> <p><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.</p> <p><b>Criticality:</b> High</p> <p><b>Frequency:</b> 10 per hour</p> <p><b>Response Time:</b> 15 seconds</p> <p><b>Input(s):</b> Reservation</p> <p><b>Output(s):</b> Cancellation confirmation number</p>
<p><b>Event:</b> Customer modifies a reservation</p> <p><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.</p> <p><b>Criticality:</b> Medium</p> <p><b>Frequency:</b> 5 per hour</p> <p><b>Response Time:</b> 10 seconds</p> <p><b>Input(s):</b> Reservation</p> <p><b>Output(s):</b> Reservation</p>
<p><b>Event:</b> Customer inquires on a reservation</p> <p><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.</p> <p><b>Criticality:</b> Medium</p> <p><b>Frequency:</b> 10 per day</p> <p><b>Response Time:</b> 15 seconds</p> <p><b>Input(s):</b> Reservation</p> <p><b>Output(s):</b> Reservation</p>
<p><b>Event:</b> Customer requests a bedroom's price</p> <p><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.</p> <p><b>Criticality:</b> Medium</p> <p><b>Frequency:</b> 10 per day</p> <p><b>Response Time:</b> 15 seconds</p> <p><b>Input(s):</b> Bedroom</p> <p><b>Output(s):</b> Bedroom price</p>

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<p><b>Event:</b> Customer requests bedroom options</p> <p><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.</p> <p><b>Criticality:</b> Medium</p> <p><b>Frequency:</b> 10 per day</p> <p><b>Response Time:</b> 15 seconds</p> <p><b>Input(s):</b> Bedroom</p> <p><b>Output(s):</b> Bedroom options</p>
<p><b>Event:</b> Customer requests bedroom availability</p> <p><b>Description:</b> Customer can request the bedroom availability for a given start and end date.</p> <p><b>Criticality:</b> Medium</p> <p><b>Frequency:</b> 10 per day</p> <p><b>Response Time:</b> 15 seconds</p> <p><b>Input(s):</b> Bedroom, start date, end date</p> <p><b>Output(s):</b> Bedroom availability</p>
<p><b>Event:</b> Customer checks in</p> <p><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.</p> <p><b>Criticality:</b> High</p> <p><b>Frequency:</b> 24 per day</p> <p><b>Response Time:</b> 5 minutes</p> <p><b>Input(s):</b> Customer and/or reservation</p> <p><b>Output(s):</b> Bedroom</p>
<p><b>Event:</b> Customer checks out</p> <p><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.</p> <p><b>Criticality:</b> High</p> <p><b>Frequency:</b> 24 per day</p> <p><b>Response Time:</b> 5 minutes</p> <p><b>Input(s):</b> Bedroom, \$</p> <p><b>Output(s):</b> Receipt</p>
<p><b>Event:</b> Customer pays bill</p> <p><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.</p> <p><b>Criticality:</b> Medium</p> <p><b>Frequency:</b> 24 per day</p> <p><b>Response Time:</b> 2 minutes</p> <p><b>Input(s):</b> Customer, \$</p> <p><b>Output(s):</b> Receipt</p>
<p><b>Event:</b> Customer requests a bedroom change</p> <p><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.</p> <p><b>Criticality:</b> Low</p> <p><b>Frequency:</b> 1 per day</p> <p><b>Response Time:</b> 1 hour</p> <p><b>Input(s):</b> Reservation</p> <p><b>Output(s):</b> Bedroom</p>

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<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>Input(s):</b>	None
<b>Output(s):</b>	Discount program
<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>Input(s):</b>	None
<b>Output(s):</b>	Transaction charge
<b>Event:</b>	Housekeeping cleans bedroom(s)
<b>Description:</b>	Housekeeping will request a list of bedrooms to be cleaned (either a bedroom that is occupied, or checked out) 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
<b>Input(s):</b>	Bedroom(s) cleaned
<b>Output(s):</b>	List of bedrooms
<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>Input(s):</b>	Discount program
<b>Output(s):</b>	None
<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>Input(s):</b>	Bedroom price
<b>Output(s):</b>	None
<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
<b>Input(s):</b>	None
<b>Output(s):</b>	Number of registered customers