

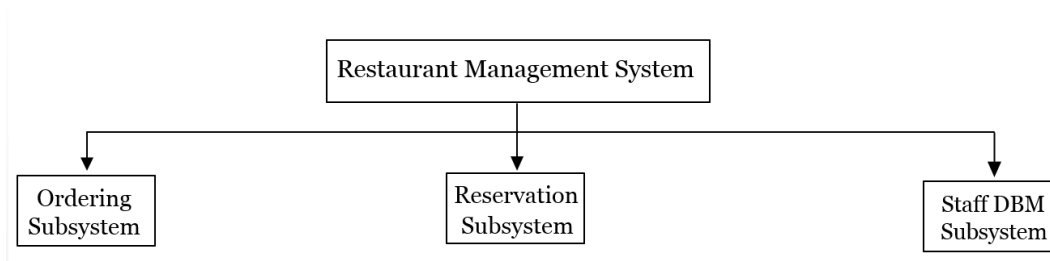
Restaurant Management System

(RMS)

RMS provides an online system for users to make order online. Indirectly, it involves a seller (restaurant) and a buyer (customer) which could bring benefits to both of them and help sustain the environment. This provides customers a completely new way to make an order. By providing customers convenience and also increasing sales. Customers can generate more orders via the Internet. No time is wasted for order-taking or letting the customer browse the menu over the phone. They can do it all online. This also provide an easier way to systematically generate sales report based on the selected date which enable the administrator in decision making.

This system provides more reliable, usable, maintainable and dependable functions by creating an high quality, easy way of keeping track for the management of the system, so that it can streamline all the work by a simple click. By developing this online order-system the restaurant owner can reduce unnecessary costs such as staff salaries, advertising costs, customer satisfaction costs, etc.

In this Restaurant Management System, three main subsystems can be identified:



Following entities can be identified from the above subsystems; **MEAL** is use to identify the meals by the meal name, meal ID—which is unique—and the price.

CATEGORY contains the category ID , category name and a description. **ORDERS**

can be made by CUSTOMERS (online) and maintained by STAFF. ORDER can be described with order no, order time and date, the quantity and the meal id.

TABLE can be reserved through RESERVATION which consists of reserving date time and reservation ID while table has its own table no, size (the number of chairs), zone (the area it's located in the restaurant) and the status (availability).

CUSTOMER, one of the key parts of this system can make PAYMENTs, ORDERs and RESERVATIONs. A CUSTOMER can be identified with NIC, first name, last name, email and an mobile number. These details are needed only in online reservations.

STAFF, another key part of the restaurant, can be described by using staff id, the first name, last name, NIC, date of birth, gender, a contact number, address, status, email, position, salary. STAFF make orders, maintain reservations and payment transactions.

PAYMENTs are done by CUSTOMERS and maintained by STAFF for ORDER and RESERVATION. This can be categorized into CREDITCARD and CASH. PAYMENT includes payment number, date, grand charge, service charge, total charge, deposit and balance. One of the payment methods is CREDITCARD, which declares a credit card no, type and is connected with CUSTOMER.

Assumptions:

- No deliveries: every customer has to arrive at the restaurant to receive the ordered items.
- Optionally, tables can be reserved online.
- Orders and table reservations are assigned to a particular staff member.
- Every transaction between customer and cashier is recorded, no matter how small.
- No payback after online payments.