Project Charter for The Order Manager

## Team Members

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# Problem Statement

Running a restaurant involves keeping track of lots of little details and keeping many people informed about ever changing customer requests. Our software package will help manage the complexity of running a restaurant by taking care of order management, order communication, and order tracking while providing management real time insights into their workflow. One key element of differentiation is that we plan to incorporate customer feedback into the managerial views as wells as for customers while they decide what to order.

Generally, we are trying to solve the following issues: customer satisfaction, inventory control, possible staff reduction, order entry, order tracking, restaurant startup cost reduction, electronic ticketing system.

# Project Objectives

* Provide an order entry system for waiters or waitresses.
* Provide a sortable menu screen with user reviews and other filters / organizational tools to customers.
* Display list of orders to the cooks, sortable by order entry date or, if we can get the data, by which item needs to be started first. This display will also have a way for cooks to signal that the order is ready.
* High level inventory tracking for ingredients (meats, fruits, vegetables, etc. but not spices, plates, napkins, etc.).
* Provide an inventory management screen which shows current expected inventory levels and allows for manual updates (for example to allow for adding new inventory due to deliveries).
* Allow for customers to rate the dishes they ordered when they pay for their meal.
* ~~Dummy payment system.~~
* Provide a management dashboard showing number of orders per hour, average time between a customer order and when their food is ready, and a current estimate of the daily profit / loss.
* We will consider using [Kibana](https://www.elastic.co/products/kibana) for the managerial dashboards, but this may be more of a stretch goal than a development target.

# Stakeholders

Types of user:

Customers

Employees (waiters, waitresses, cooks, seaters, etc.)

Manager / Admin

Who involved:

Development team

Teacher

TA

# Project Deliverables

Documentation on how to use, ~~and~~ install, and modify. ~~The installation guide~~ This deliverable will assume a tech savvy audience.

Working prototype of the system. We want to have a live system that we can pull up on our phones and on a laptops.

The core of the software will use a Django backend and be web based with a react native front end (IOS, Android). JavaScript will also be used ~~for main~~ in the web pages.

Django database will be used for our database.

Most of the webpage backend development will be done in Python.

We will use unit tests for as much of our code as practical. We will also consider Selenium for testing the web pages.

~~We will consider using~~ [~~Kibana~~](https://www.elastic.co/products/kibana) ~~for the managerial dashboards, but this may be more of a stretch goal than a development target~~.