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| **Problem/Opportunity:-**  As we have done survey and visited different dine in restaurant and find out that the most common they face in the restaurant during this pandemic is social distancing. Customer has too much interaction with the workers or with the menu which they have in the restaurant. They also highlighted that many people are frustrated when don’t get the food on the time as they are unaware about the orders in the kitchen or kitchen staff don’t know how long customer is waiting on the table. Another most common problem we have found that they don’t have proper inventory management system where they have record of sales or purchases and can’t predict that how much profitable is the item in the future. |
| **Goals:-**   * Make interactive user interface for the user, manager and chief * Make it easy to use for all stakeholders * The system should be efficient and reliable to hold numbers of customers in the restaurant * The prediction of the item should be done accurately and data should be store properly in the database. * The system should be accessible on every android phone or IOS * The app should have proper feedback system for the customer * The app should work on sufficient band width without lagging |
| **Objectives:-**  To conquer these problems we can have to introduce QR scanning system through which user will login to the app and create his account then he can able to place order from the menu available on the first interface of the app. After deciding food he can easily place order and the estimated require for the orders should be displayed to the customer with the numbers of orders in the queue. The chief should also have information of the table and the time in which he have to deliver the order to the customer. After finish eating his food customer can pay from the credit card or he can give cash to the waiter. On the other hand manager should easily able to store the items of his restaurant in the app with complete detail and app should also trace the sales of his restaurant. System should also predict the item that which item is more profitable in future depending on the sales of the item and should also recommend to the customer that which item is best in the restaurant. The app should also have proper feedback system from which they can give feedback. |
| **Success Criteria:-**  The App will be successful if customer can easily access the app through their phones and can able to place order without any issue. The system should be easily maintainable for the stakeholders. The data can be recover if any problem occur in the app. The customer is satisfy with the app by the performance and features available on the phone. The manager should have all the functions which he requires to manage his restaurant. |
| **Assumption, Risk, Obstacles:-**   * There will be already an app for the features which are available in our app. * The customer, manager, chief have difficulties in learning the system. * The Manager is not satisfied with the features available in the system. * The system can crash due to large data storage and the data is unrecoverable. * The restaurant doesn’t have internet connections. * The orders cancel by the customer in the restaurant. * The customer can run away from the restaurant without paying bill |