

Digital Canteen Optimization

7.0 User Stories

User stories describe the main needs and expectations of the people involved in the project. They help understand how the system should work to solve specific problems for employees, canteen staff, and management. This section is essential for creating a system that focuses on the users and their requirements.

EPIC	USER STORY TITLE	MOSCOW	USER STORIES	ACCEPTANCE CRITERIA
Employee function	Menu Viewing	Must	As a user I want be able to view menu so that I can plan my meals for the day	User can access the full daily menu via the app or website
	Pre-order meals	Must	As a user I want to be able to create a pre-order so that I can avoid waiting in long queues	User can pre-order meals through a digital platform
	Healthy food options	Must	As a user I want to have healthy food options so that I can make better dietary choices	Healthy food options are displayed at the top of the menu
	Order Edit	Must	As a user I want to be able to edit my orders so that I can make changes if needed before it is prepared	System allows users to edit orders within a predefined time frame
	Order Checkout	Must	As a user, I must be able to check out my orders so that I can confirm and pay for the order	System allows to user to check-out the orders for make a payment
	Order history	Should	As a user I want to be able to view my order history so that I	System displayed a dedicated order history section

			can track my past purchases	accessible from the main menu
	Feedback	Should	As a user I want to be able to leave feedback about my order so that I can share my experience and help improve the services	System must allow users to provide feedback after an order is completed
	Support	Should	As a user I want to have access to order support, so that I can resolve any issues or queries related to my orders	User should be able to contact support directly through the app or website
	Notifications	Should	As a user I want to receive notifications when my order is ready so that I can contact to the delivery person	Users are notified when their order is ready for pickup via app or SMS
	Order Status	Would	As a user I want to check the status of my order, so that I can know when it will be ready for pickup or delivery	Users should be able to view the current status of their order
	Delivery Person	Would	As a user I want to be able to view the delivery person so that I can view profile which includes name, photo and number	User can see the profile of the delivery man
Canteen staff member function	Real-time order	Must	As a canteen staff member, I want to see real-time order updates so that I can prioritize	System must provide real-time updates for new orders and changes to existing ones

			meal preparation.	
	Streamlined system	Should	As a canteen staff member, I want a streamlined system to track pending orders so that I can manage my tasks effectively	System should display a clear list of pending orders with details
	Daily inventory	Must	As a canteen staff member, I want to receive daily inventory so that I can prepare sufficient food without wastage	System should send daily alerts for inventory level like high demands items
Canteen management functions	Order view	Must	As a manager, I want to view all orders in the system so that I can monitor meal preparation, order status and make adjustment if necessary	Manager can view all active and past orders via system, app or website
	Food wastage	Must	As a manager, I want to track overall food wastage so that I can implement cost-saving measures	System should automatically track food wastage
	System performance	Must	As a manager, I want to monitor system performance and resolve issues so that digital platform remains efficient	Manager should be able to review past performance data and identify trends and issues
	Discounting	could	As a manager, I want to offer discount on order so that	System should allow the manager to apply discount

			employees can make choices	on specific orders
Delivery person functions	Notification	Must	As a delivery person, I want to receive real-time notifications of new orders so that I can promptly begin preparing and delivering meals	System should send s real-time notification to the delivery person when a new order is placed
	Delivery details	Must	As a delivery person, I want to be able to view the delivery details of employees, so that I can prepare and deliver the order correctly	System should display all necessary order details of employees
	Closing orders	Must	As a delivery person, I want to be able to close order once delivered, so that system shows order is complete	System should allow the delivery person to close the order once the meal has been handed over to the recipient.