

# **Restaurant Virtual Assistant**

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## **Vision Statement: Restaurant Virtual Assistant**

The Restaurant Virtual Assistant is a revolutionary piece of technological innovation that can help owners reduce overhead costs, accurately track produce levels, lower spoilage with data driven forecasting, drive down waiting times and maximise customer revenue by providing them complete autonomy in the order placement journey.

This iteration of the Restaurant Virtual Assistant focuses on a sandwich shop known as Savvy Sandwiches.

The virtual assistant will allow patrons to place orders with complete customization through the ability to select ingredients such as meats, cheeses, breads, sauces and toppings. It will keep track of the available inventory and the corresponding levels and finally communicate the customer choice with the kitchen staff for swift preparation.

The purpose of the assistant is to provide customers with a convenient and efficient way to order sandwiches on-the-go, while also giving shop owners the tools they need to manage their inventory, orders, and customer data. The app will have two distinct user interfaces: one for customers to place orders and customise their sandwiches, and another for shop owners to manage their inventory, view order details, and update their menus and pricing.

Our system is targeted towards smaller mom-and-pop shops where there may only be one or two people working at a time. With our system more workers can be preparing customer's orders instead of having to take orders. This would increase the efficiency of the store, and help reduce customer wait times.

Our success criteria for the app include high customer satisfaction, a high number of active users, and a high volume of orders processed through the app. We will measure success by tracking metrics such as app downloads, customer ratings and reviews, and shop owner satisfaction.

# Big User Stories:

## ITERATION 1

### View and Select ingredient options

As a customer, I want to be able to see all the ingredient options the shop has to offer, and select my desired items.

Priority: high

Cost: 5 days

### Modify Inventory of Ingredients

As a sandwich shop owner, I want to be able to add/remove the supply of ingredients available for customers to purchase.

Priority: high

Cost: 5 days

### Review Order

As a customer, after assembling my sandwich, I want to be able to review my selections, and then proceed to send the order to be made.

Priority: high

Cost: 5 days

## ITERATION 2

### Show all the sales history

As a shop owner, I want to see the orders that were placed throughout the day.

Priority: Medium

Cost: 5 days

### Dietary Restrictions

As a user I want to only see vegan, vegetarian, gluten free, etc. ingredients.

Priority: Low

Cost: 3 days

### Ratings

As a customer, I want to rate my experience using the app or the shop's service.

Priority: low

Cost: 2 days

## ITERATION 3

### Customer Coupons

As a customer I want to see if there is an available coupon and be able to apply it when placing an order.

Priority: low

Cost: 3 days

### Schedule an order

As a user I want to place an order and have not be made right away, but have it be for later that day.

Priority: low

Cost: 2 days

### Shop Owner Coupons

As a shop owner, I want to make coupons available to my customers.

Priority: low

Cost: 2 days

## Detailed User Stories:

### Detailed User Stories for Iteration 1

#### **Calculate the sum of all selected items' price (order total)**

Based on the list of selected items, calculate their total sum and display it on the review order page.

**Priority: high**

**Cost: 2 days**

#### **Generate A Receipt**

Create a receipt from the order placed with a list of selected items and the total price of that particular order, also generate an order number.

**Priority: medium**

**Cost: 3 days**

#### **Modify Inventory**

The store owner/employee can login into a management page of the app, and add or remove existing quantities of the ingredients with +1/+10 and -1/-10 buttons.

**Priority: high**

**Cost: 4-5 days**

#### **Duplicate The Current Order**

Have buttons to add or remove another copy of the current order.

**Priority: low**

**Cost: 2 days**

#### **Display ingredient details**

Display the list of all ingredients available in the inventory, their variations (bread type, vegetables type, ...), checkboxes or radio buttons, and prices.

**Priority: high**

**Cost: 4 days**