**2. Current System**

The reservation system is being used as a calling via telephone. The person who wants to make a reservation is named Ali calls the restaurant he or she wants to book and gives details about a spesific date, time and number of people that will attend to this reservation. The person who represents the restaurant answers by givingthe details about the given information by Ali and lets Ali know that the reservation is available or not in every detail. Such as the date you picked is available or not, the chosen time is available or not and lastly the number of people is acceptable by the restaurant. In addition Ali can go to the restaurant physically and arrange the reservation acording to his wishes at therestaurant’s reception. But the above methods does not give away the qualiy of the restaurant Ali went in order to make the reservation. If a person who don’t know the quality of the restaurant and if Ali went to the restaurant himself to make the reservation he will not have an idea about whether there is an available date and time or not. So, he can not be sure about whether or not reserve this restaurant. Also the caller can be made to wait to make a reservation because of a busy line or a communication errors. The caller even can not reach the restaurant due to some network problems.

**3. Proposed System**

The proposed system to be designed is not going to replace the current system but improve it to make the waiting and the errors lesser than the current system. With the system the person who wants to book a restaurant that is registered in the system, can see when the restaurant is available and the amount people that can attend in a spesific time and date. With use of this The reservation can be made more easier than that of a calling or going to the restaurant phsycially. The system will give information about the quality of the food for each restaurant by determining the comments and reviews made by the previous customers. The customers who wishes to call to make a reservation can still search for the restaurant from the system and have an idea whether to reserve or not and make the call after searching and being sure to book from that restaurant. With these we resolve the uncertainity problem that we spoke earlier in the Current System section. Because the system is online the reservations will be made online. So, the customer will not have to call or come to restaurant physically. With the system the booking can be made faster and more time efficient and the calling customers will not be have to wait to make the reservation through the phone. The restaurant owners will be able to register their restaurant to the system with little effort to fill the registration form. After the administrator accepts the registeration of the restaurant, customers of the restaurant can book from the restaurant through the system. Restaurants that will be in system will have ratings and these rating will be visible to any customer and this will make the desicion of which restaurant to book easier and quicker.

**3.1. Overview**

In this part, we describe the functional requirements and the explanation of the actors that will use the functionalities. We have four users in our system These are Guest, Registered User, Restaurant Owner and Administrator. First, is the Guest. The Guest has access to searching restaurant and filter the search results, see the location of the restaurants, view the reviews to the restaurants, view the highest rated restaurants, sign in, sign up (both for becoming Registered User or Restaurant Owner) and forgot password functions. These steps are not requires a logging in action to work, meaning a customer who doesn’t have an account in the system can look to the restaurants location, reviews, rating ext. Except booking and the functionalities that comes with booking.

Second is the Registered User. Registered users has access to everything that guests has access to and in addition Registered users can sign out, book a restaurant, edit his bookings, edit his own profile, comment to a restaurant he has booked before, submit a rquest ticket from the Administrator and view the suggested restaurant for themselves. The functions that the registered user has access to except for the ones that the guest has access to too are requires a logged in registered user for to operate. Meaning, without logging in to the system the user will not be able to book a restaurant, edit his/her restaurant bookings, comment about a restaurant he/she has booked before, view the suggested restaurant for themselves, submitting a request ticket from the administrator, changing the current password and lastly logging out.

Third, is the Restaurant Owner. Restaurant Owners has access to his restaurants own profile page and editing this profile page, loggin in as a Restaurant owner and signing out, viewing the booking to their restaurant, replying reviews that left to their restaurant page, view the past reviews for the restaurant he owns and changin the current password. These functions requires a logging in action and on top of that the logged in account should be a restaurant owner account.

Fourth, is the Administrator. Administrators has access to view restaurant sign-ups, accept/decline restaurant sign-up requests, view request tickets, respond request tickets ban a user from the website, warn a user, ban a restaurant from the website, warn a restaurant, edit restaurant profiles and edit user profiles. These functions requires a logging action an on top of that the logged in user must be an administrator.