Criterion A: Planning

Scenario:

My client is mr. Hüseyin, a hotel manager, he manages a hotel in Istanbul, Turkey. He is a friend of my father, and I met him when I was staying at his hotel for a day. The hotel is relatively small and new, so ordering from the hotline system is working fine and the kitchen staff records it on a sticky note with room number as a reference, but after the hotel gained popularity and the number of customers and orders increased, the hotel reservation's hotline started to become overflowed because of the number of calls being made. I realized the problem there and got in contact with him. A big portion of these calls are ones coming from customers who want to order food from the restaurant of the hotel to their rooms, so my client told me he wants to implement a new system for orders specifically.

To talk about this problem, I went to his office and offered the idea of creating a QR code accessible website where the customers choose their foods online from the provided menu and the request gets recorded and passed directly to the kitchen. This proposed system will avoid creating busyness in the hotel lobby's hotline. Further details about the interview can be found in Appendix A1.

Rationale:

Product: After discussing the idea of creating a food ordering website, my client agreed to implement it into the hotel. It will be accessed through a QR code. Users will be able to add products to their cart and see the images and amount of the products and the total price, so they won't need to ask questions to the hotel reservation, which helps decrease hotline jam. The biggest benefit of using my website is that there won't be hotline traffic, therefore calls and orders would be faster, more efficient and confusion will be decreased.

There are many food delivery applications available, however my application will be suited best for the problem because it allows food request and delivery in a small and private environment like a hotel. Further details about the differences between my website and existing systems can be found in Appendix A3.

Software: I am planning on creating the draft design of the front end of the website using Adobe XD because I have experience with it, its actual front end with html and css and its back end with java. I decided to use html, css and java because I have some experience with all of them and I know that java in combination with html and css is commonly used in web development. More details about my decision for using html and java can be found in Appendix A4.

Success Criteria:

1) Users can access the application using QR code.
2) If QR code fails/isn't available, users should still be able to access the application using wi-fi.
3) To manually log in, users should be able to enter their room number and predetermined password as username and password to access their account.
4) Customers can see (with the name, image and price) all items on the menu.
5) Drinks and Foods are held separate in the menu
6) Customers can see everything they are ordering in one cart details page
7) Customers can select the number of a product added to the cart
8) Customers can remove items after adding them to their cart
9) Customers can view their cart and return to the menu without ordering (in order to make additions)
10) Customers can see the total price of their order in their cart.
11) Customers can leave a note with their order.
12) There is a separate panel for admins / kitchen staff.
13) Admins should be able to see a list of orders waiting.
14) Admins should be able to remove pending orders from the orders list.
15) Admins should be able to add items to the menu.
16) Admins should be able to edit already existing foods in the menu
17) Admins should be able to see in which days how much revenue has been collected
18) Customers should be able to select method of payment while ordering
19) Users shouldn't be able to change the URL to access other accounts.

Word count: 451