**Restaurant Booking & Order Management System**

**Problem Statement**

Restaurants face challenges in managing table reservations, tracking customer orders, and monitoring overall availability. Using manual methods (like paper or Excel) leads to:

* Double bookings of tables
* Confusion over table status (Available, Reserved, Occupied)
* Difficulty linking customer details with bookings and orders
* Lack of real-time insights into restaurant performance

**Objective**

To build a **Restaurant CRM in Salesforce** that allows staff to:

1. Store and manage restaurant tables with details like capacity, location, and status.
2. Record and manage customer bookings linked to tables.
3. Track orders connected to bookings, including total amount and order status.
4. Visualize table availability and booking trends through dashboards and reports.

**Scope**

The system will include the following features:

* **Restaurant Tables**
  + Table Number, Capacity, Location, Status (Available, Reserved, Occupied)
* **Table Bookings**
  + Link to Customer (Contact) and Table
  + Fields: Booking Date, Time, Party Size, Status (Confirmed, Seated, Completed)
* **Restaurant Orders**
  + Link to Customer and Table Booking
  + Fields: Order DateTime, Total Amount, Status (Placed, In Progress, Ready, Served, Paid)
* **Customization**
  + Page Layouts for clean data entry
  + Tabs for easy navigation
  + Reports and Dashboard (Table Availability Chart)

**Impact**

* **Operational Efficiency:** Prevents double bookings and confusion by tracking table status in real-time.
* **Customer Satisfaction:** Faster booking and order management enhances dining experience.
* **Data-Driven Insights:** Dashboards help managers analyze occupancy, booking trends, and revenue.
* **Scalability:** Foundation for adding loyalty programs, automated confirmations, and menu management in the future.