**Project Title: Restaurant Booking & Order Management System**

**Phase:** 1

**Problem Statement:**

Restaurants often face challenges in managing table reservations, tracking customer orders, and monitoring overall availability. Manual processes, such as paper records or spreadsheets, can cause:

* 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 operations

The **Restaurant Booking & Order Management System** aims to overcome these issues by providing a **Salesforce-based application** that:

* Centralizes restaurant tables, bookings, customers, and orders
* Tracks orders and booking status in real-time
* Improves table assignment and reservation management
* Offers dashboards and reports for operational insights

**Problem Understanding & Industry Analysis**

This phase focuses on analyzing restaurant operations, identifying stakeholder needs, and aligning the CRM solution with hospitality practices. The key activities include:

**1. Requirement Gathering**

* Understand restaurant needs: table management, customer reservations, order tracking, and reporting.
* Key requirements include: table status tracking, booking confirmation, linking orders to bookings, and real-time reporting of occupancy.

**2. Stakeholder Analysis**

* **Restaurant Manager:** Oversees table availability, bookings, and orders.
* **Front Desk Staff / Host:** Takes reservations and updates table status.
* **Chef / Kitchen Staff:** Monitors orders linked to tables and customers.
* **Owner / Director:** Reviews reports and dashboards for operational decisions.

**3. Business Process Mapping**

* Example Flow: Customer makes a reservation → Front Desk records booking → Table status updated → Order placed → Order status tracked → Reports updated → Restaurant Manager monitors availability and performance.

**4. Industry-Specific Use Case Analysis**

* Restaurants need to prevent double bookings and track occupancy.
* Linking customer bookings with orders improves service efficiency.
* Real-time reporting aids decision-making for staffing and table allocation.

**5. Salesforce App Exploration**

* Standard Salesforce CRM objects like **Accounts, Contacts, and Opportunities** can be leveraged.
* Custom objects (**Restaurant Tables, Table Bookings, Restaurant Orders**) are created to match restaurant workflows.
* Custom dashboards and reports provide visual insights into table availability, bookings, and order management.