**Customer Services And Administration For The Restaurant Management System**

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1. **Abstract**

This system will manage and run the restaurant business systematically, we will provide a software that can a customers using it to order meals, drinks and meals online and delivery twice inside restaurant or outside of it. Also customers can payment online using credit card or bank account or Visa card. Owner of the restaurant can evaluate the whole system. Our project can be also used by cookers to group the orders from a customers and update it progressively and check the required goods. Customers can use this system to view the offers and meals that are available. This system will save every activities in the restaurant and have a reports about meals, customers, payments, daily activities. This system include a login and registration form for specific users.

1. **Users**
2. Owner or Owners.
3. Customers.
4. Workers.
5. **Owner**

Owners can use this system to manage the whole system and enter new type of meals or food and can show every details about food, customer and workers. Owners can print or view reports about payments, available meals, registration for new user as a customers, workers and owners, decide if it need a new workers or cookers and expenditures and profits. This system helps owner to manage the restaurant more effectively and efficiently by computerizing meal ordering, billing and inventory control.

1. **Customers and Workers Functional Requirements**
2. Online ordering food.
3. Search.
4. Delivery.
5. Take order.
6. Services inside restaurant.
7. Meal Accessories.
8. Reservation system.
9. Change the content of meal or food system.
10. Check the required goods in kitchen.
11. Satisfies the number of chiefs and cookers inside kitchen.
    1. **Online ordering food**

This method allows the customer to set the meal or food order online from any place outside of inside restaurant by view the list of available meal and food and can select the count of each one then send the order via internet.

* 1. **Search**

This method used by customer to search about his/her meal if it is ready or not by order key or by his/her name. In addition, can also search about available meal and food.

* 1. **Delivery**

This method shows to the customer the type of delivery that he/she need. The types of delivery are deliver the order to customer address that entered into the system or deliver by name if customer got a notification that his/her order is ready then come to restaurant to receive it’s order.

* 1. **Take order**

In our system we have 2 types of take order. First one is for customer even by delivery or inside restaurant and second one is for waiters take order from cookers to put it on some table or to prepare it to delivery.

* 1. **Services inside restaurant**

Services includes transfer the order on the table if it is ready and the waiters do that also traditional services like cleaning and show the toilet direction.

* 1. **Meal Accessories**

When customer chose the order, Customer can change the contents of the meal or food and can chose his/her own food entrees.

* 1. **Reservation system**

Customer can reserve a table in the restaurant and can satisfy the number of people, meal, order, food, drink and the number of available table that not reserved. After entered in Reservation page customer can view the available tables and Food, meals, drinks that are available then chose what he/she want to reserve.

* 1. **Change the content of meal or food system**

When customer satisfy the order, customer can edit the content of the meal or food that want. After enter to choose order page the content page of each available meal are viewed then can edit what customer want from own order.

* 1. **Check the required goods in kitchen**

The cooker has a username and password to enter the system and has a page that show the stores and their contents. The cooker or chief can send a notification to Owner to alert the owner about any lack in materials.

* 1. **Satisfies the number of chiefs and cookers inside kitchen**

Owner of the restaurant can add new chief or cooker and give the privileges for cookers and chiefs.

1. **Development**

We will implementation our system as a web application project in ASP.NET platform and designing web pages that will be easy for users to use it. We will design a database for the restaurant and connect it with our project then connect our project into a server online to use it is online payment. The interface will be so clear so that the users can know how to use it easily.

1. **Future work**

After completing this project we will implement it in Android platform then connect it to our web application then connect it into server in internet to reserve every backup from it.

1. **Conclusion**

This project will be built for help owner and customer of the restaurant to do the requirements easily and to be connected to each other about any newly added meals, foods, and drinks. Any online action about meals, orders, ready meals … etc. will be attached in special we page that can customer view them.

1. **References**
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