

# **RESTAURANT MANAGEMENT AND DINING SYSTEM**

## **Requirement Gathering**

**Project Overview:**

The restaurant management and dining system described aim to streamline restaurant operations and enhance the customer experience. It involves QR code-based menu selection and order placement, automated order processing, efficient management of menus, reservations, payments, and staff details, as well as a reservation system to improve table management and customer satisfaction.

**To what extent the system is proposed for?**

The proposed restaurant management and dining system aim to enhance restaurant operations significantly. It covers menu ordering through QR codes, automated order processing, day-to-day management tasks, and a reservation system. This comprehensive system is designed to improve overall efficiency and customer experience, addressing both front-end and back-end aspects of restaurant operations.

**Specify the Viewers/Public which is to be involved in the System**

These two groups are the primary viewers/public involved in the system, with customers being the end-users who directly interact with the system, and restaurant owners/managers using it for operational management. Other stakeholders, such as kitchen staff and technical support personnel, may also interact with the system to varying degrees, but the customers and restaurant management are the primary focus.

**List the Modules included in your System:**

The restaurant management and dining system comprise several modules designed to enhance various aspects of restaurant operations and improve the customer experience. These modules include QR Code Ordering, Order Processing, Menu Management, Reservation System, Payment Processing, Staff Management, Customer Experience Enhancement, and Seating Capacity Management. Together, they create a comprehensive system that streamlines restaurant activities, from ordering to reservation management, ultimately enhancing efficiency and customer satisfaction.

**Identify the users in your project:**

**Admin/Manager:** In this module, the admin will manage the staff. If we want to track every employee of the restaurant, we need to maintain his/her record. He can also manage menu and payment details.

**Customer:** Customer scan the qr code and order items. They can also book the table and customize.

**Kitchen Department:** They can see the ordered items, prepare dishes and serve it.

**Staff:** Staff can register, take order and serve food. They can also apply for leave and view their details.

### **Who owns the system?**

The ownership of restaurant management and dining system may belong to the company or organization that developed and operates the platform. Ownership details can be found in the project's legal documentation.

### **System is related to which firm/industry/organization?**

Restaurant management and dining system is related to the restaurant and hospitality industry. It is designed to support restaurants in managing their operations, enhancing customer experience, and optimizing various aspects of their business.

### **Details of the person that you have contacted for data collection**

Data collection for Restaurant management and dining system may involve contacting various stakeholders, including managers, owners, and customers.

### **Questionnaire to collect details about the project:**

- What is the primary objective of implementing this restaurant management and dining system?

Answer) The primary objective is to enhance the overall efficiency of restaurant operations and improve the dining experience for our customers.

- How does the QR code ordering system work, and what are its key features?

Answer) The QR code system allows guests to scan codes at their tables, access the digital menu, select items, and place orders. It ensures quick and contactless ordering.

- What specific day-to-day operations are made more efficient by the system for restaurant owners and managers?

Answer) The system streamlines tasks related to menu management, reservation handling, payment processing, and staff details, making daily operations more efficient.

- How does the reservation system benefit both customers and the restaurant, and what features does it offer?

Answer) The reservation system allows customers to book tables in advance, enhancing their experience. For the restaurant, it helps manage seating capacity effectively and reduces walk-in wait times.

- What measures are in place to ensure data privacy and security, especially concerning customer data?

Answer) Robust data privacy measures are implemented to protect customer data, including encryption and compliance with data protection regulations.

- Can you describe the integration of the payment processing system with the overall system and any security features involved?

Answer) The payment processing system is integrated seamlessly, ensuring secure transactions. It complies with industry-standard security protocols to protect customer financial information.

- How is staff training conducted to ensure they are proficient in using the system effectively?

Answer) Staff receive comprehensive training to use the system, covering order processing, reservation handling, and other system features.

- Are there mechanisms for customers to provide feedback or reviews related to their experience with the system?

Answer) Yes, customers can provide feedback through the system, helping us continuously improve their experience.

- Are there legal and regulatory compliance considerations, such as licenses or permits, related to the system's operation?

Answer) We ensure full compliance with all relevant legal and regulatory requirements to operate the system.

- Can you describe any contingency plans or procedures in place for technical or operational emergencies?

Answer) We have contingency plans to address technical or operational emergencies promptly and minimize disruptions.

- How is the system designed to scale with increased demand or expansion to multiple restaurant locations?

Answer) The system is built with scalability in mind, allowing it to accommodate growth and multiple locations.

- What are the expected benefits or outcomes of implementing system for your restaurant and customers?

Answer) The expected benefits include improved operational efficiency, enhanced customer experience, reduced wait times, and increased convenience for both the restaurant and customers.