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1. Actors: Owner/manager, head chef, head waiter, customer

Use cases:

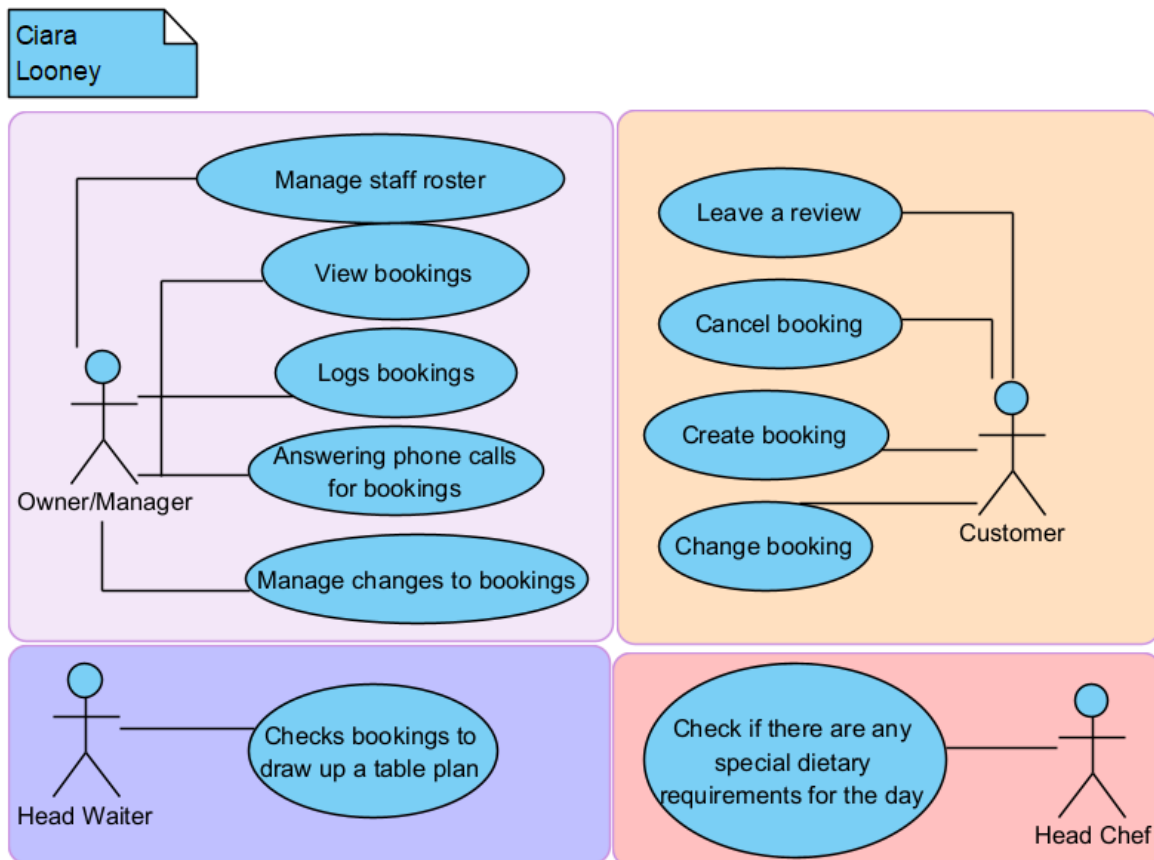
Owner: manage staff roster, view bookings, answering phone calls for bookings, manage changes to bookings, logs bookings,

Customer: Leave a review, cancel booking, create booking, change booking

Head waiter: Checks bookings to draw up a table plan.

Head chef: Check if there are any special dietary requirements for the day.

3.



4. 2 problems with the existing system are that booking is only available by telephone. The telephone bookings take up so much of the owner's time that it prevents him from opening the restaurant for more hours as he is the only one taking the bookings. He also writes down all the information manually which may lead to errors. The second problem is that customers are not always able to book as the phone line is so busy that they cannot get through.

5. For Answering phone calls for bookings the pre-condition is that a customer must be trying to create a booking via telephone. The post condition is that the booking is logged.

To change a booking the pre-condition is that the customer must have a pre-existing booking. The post condition is that the pre-existing booking has now been modified.

To delete a booking the pre-condition is that the customer must have a pre-existing booking. The post condition is that the pre-existing booking has now been deleted from the system.

6.

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1. Customer calls to create a booking.
 2. **SYSTEM** Phone is answered
 3. **SYSTEM** Asks for required date and number of guests
 4. User provides required date and number of guests
 5. **if** Booking can be accommodated
 - 5.1. **SYSTEM** Asks for booking name, contact number and number of people in booking
 - 5.2. Customer provides booking name, contact number and number of people in booking
 - 5.3. **SYSTEM** Booking is logged under relevant date
 - 5.4. **SYSTEM** Asks whether there are any special dietary requirements
 - 5.5. Customer answers question
 - 5.6. **SYSTEM** Asks if the booking is for a special occasion
 - 5.7. Customer answers question
 - 5.8. **SYSTEM** Logs answers with the users booking
 - 5.9. **SYSTEM** Details are read back to the user to confirm the booking
 - 5.10. **if** Details are correct
 - 5.10.1. Customer confirms the booking details
 - 5.11. **else**
 - 5.11.1. **SYSTEM** Clarifies which information was logged incorrectly
 6. **else** Restaurant is full
 - 6.1. **SYSTEM** Alternative date is offered
 - 6.2. **if** The date offered is not acceptable
 - 6.2.1. **SYSTEM** Ask customer if they would like to be added to waiting list
 - 6.2.2. Customer answers question
 - 6.2.3. **if** If the customer wants to be added to the waiting list
 - 6.2.3.1. **SYSTEM** Asks customer for contact name, contact number and number of people
 - 6.2.3.2. Customer provides contact name, contact number and number of people
 - 6.2.3.3. **SYSTEM** Logs Customer details in waiting list
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- end if**

7. The booking system should be user friendly so that customers do not get frustrated while booking and quit before they complete a booking. This would result in less business. This kind is quality of service/interface/ user interaction/convenience.

The website should be secure at all times as customers will not want confidential data such as phone numbers or credit card numbers to be leaked. If they are leaked it will damage the business reputation. This kind is quality of service/security/confidentiality.