

DESIGN PHASE PART 2

REQUIREMENT ANALYSIS

Create a Website using Canva

Requirement analysis for a restaurant table reservation website involves understanding the specific needs and expectations of the restaurant and its customers. Here are key requirements for such a website:

1. User Registration and Authentication:

- Users should be able to create accounts and log in securely.
- Social media login integration (e.g., Facebook, Google) for convenience.
- Staff accounts for restaurant employees to manage reservations.

2. Table Reservation:

- Customers should be able to browse available tables by date, time, and party size.
- Ability to select a specific table or allow the system to assign one.
- Real-time availability updates to prevent double bookings.
- Reservation confirmation via email and/or SMS.

3. Menu Integration:

- Integration of the restaurant's menu to allow customers to view dishes while making reservations.
- Dietary information (e.g., vegetarian, gluten-free) for menu items.
- Ability to pre-order specific dishes or add special requests.

4. Availability and Capacity Management:

- Dynamic management of table availability based on reservations, walk-ins, and downtime.
- Capacity limits based on restaurant layout and seating arrangements.
- Waitlist management for fully booked time slots.

5. User Profiles:

- User profiles to manage personal information, reservation history, and preferences.
- Option to save favorite tables, dishes, and special requests.

6. Notifications:

- Automated confirmation and reminder notifications for upcoming reservations.
- Waitlist status updates when a table becomes available.

7. Special Events and Promotions:

- Integration of special events and promotions, allowing users to make reservations for these events.
- Display of event details, pricing, and availability.

8. Booking Restrictions:

- Implement policies for maximum reservation lead time, minimum lead time, and cancellation policies.
- Restrictions for holiday bookings or peak hours.

9. Accessibility and Usability:

- Ensure the website is user-friendly, accessible, and responsive across various devices (desktop, mobile, tablet).
- Intuitive navigation and a clean, visually appealing design.

10. Payment and Deposit Options:

- Online payment options for reservations or deposits, if required.
- Secure handling of payment information and compliance with data security standards.

11. Customer Support and Feedback:

- Provide channels for customer support, including live chat, email, or phone.
- Collect and respond to customer feedback and reviews.

12. Staff Management:

- Tools for restaurant staff to view reservations, make manual bookings, and manage waitlists.
- Admin dashboard for monitoring reservation activity and generating reports.

13. Integration with Existing Systems:

- Integration with the restaurant's point-of-sale (POS) system to sync reservations with table assignments and order processing.

14. Data Privacy and Security:

- Strong security measures to protect customer data and payment information.
- Compliance with data protection regulations, such as GDPR or HIPAA, if applicable.

15. Analytics and Reporting:

- Generate reports and analytics on reservation trends, peak hours, popular dishes, and customer preferences.

By conducting a thorough requirement analysis, you can ensure that the restaurant table reservation website meets the needs of both the restaurant and its customers, resulting in a more efficient and satisfying dining experience.