Use case identification - Restaurant

Restaurants use waiters to get the custom orders of each client. Digitalizing the ordering process would reduce the waiters needed to fully operate a restaurant, as the ordering process would not need any human involvement, as long as the client has all the necessary tools to order the desired menu.

To facilitate menu choices, a decision support system is integrated, which, according to the selected parameters, returns images and descriptions of menus fitting the chosen criteria.

Relevant parameters include: Kind of meat, Vegetarian, Vegan, Side dish choice (more?).

Special needs can be satisfied by including options such as allergies and seasoning wishes, as well as meat options regarding doneness, to ensure customer safety and satisfaction.

If a user chose for example:

Meat: Fish, Side dish: Potatoes, appetizer: Salad, no special needs

Menus including those ingredients will be displayed with additional information on them.

After finishing the meal, the user has the possibility to rate the menu (1-5), to further improve the decision support system by showing higher ranked menus more frequently.

Possibility:

* App that allows the user to create his personal profile regarding food preferences, and upon sitting down in the restaurant, the user scans their QR code, to load his preferences and serve it to him.
* Preorder food and appoint a time to get it delivered in the chosen restaurant at the chosen time. Possibility to give update on delays (up until 1 hour before food arrives – maybe have to think of another solution to the problem “customer orders, doesn’t show up” -> has to pay/has not to pay)