User stories

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|  | User stories | Acceptance criteria |
| 1 | As a tourist, I want to see an attractive homepage, so that I can browse the menu. | The homepage features a visually appealing design, including high-quality images, clear navigation, and a welcoming banner.  A responsive layout ensures the homepage displays attractively on both desktop and mobile devices. |
| 2 | As a tourist, I want to register into membership, so that I can order my dishes. | Upon successful registration, the system redirects tourists to the menu page or their user dashboard. |
| 3 | As a member, I want to edit my profile, so that I can modify password and upload the photos etc. | Update the profiles details. |
| 4 | As a member, I want to browse the menu with detailed descriptions and ingredients, so that I can make informed choices based on my preferences and dietary restrictions. | Customers can view all menu items with descriptions and ingredient lists. |
| 5 | As a member, I want to place an order online and specify a pick-up time, so that my order is ready when I arrive. | Customers can select items, customize options (e.g., special requests, allergies), and specify a pick-up time. |
| 6 | As a member, I want to make secure online payments, so that I can avoid delays during pick-up. | Orders are processed with secure payment gateways (e.g., credit/debit cards or digital wallets). |
| 7 | As a member, I want to receive notifications when my order is ready for pick-up, so that I don’t have to wait unnecessarily at the restaurant. | Notifications are sent via email or SMS when the order is ready. |
| 8 | As a member, I want to cancel my order within a specified timeframe, so that I can adjust my plans without causing inconvenience. | Order cancellations are allowed up to 30 minutes before the scheduled pick-up time. |
| 9 | As a member, I want to save my favorite dishes to a personalized list, so that I can reorder them easily in the future. | Customers can add items to a “Favourites” list and access it from their profile. |
| 10 | As a member, I want to provide feedback on my orders, so that I can share my experience with the restaurant. | Customers can leave a rating and comments for each completed order. |
| 11 | As a member, I want to add items to a cart so that I can review my selection before ordering. | Add and review items in the cart before placing an order. |
| 12 | As a staff, I want to receive alerts with detailed order information, so that I can prepare the food accurately and efficiently. | Staff receive a clear and concise alert for every order placed, including details like pick-up time, special requests, and customer names. |
| 13 | As a staff, I want the system to prioritize orders by pick-up times, so that I can focus on the most urgent orders first. | Orders are displayed in a queue, prioritized by pick-up time. |
| 14 | As a staff, I want to see any special requests or dietary restrictions highlighted, so that I can avoid errors when preparing meals. | Special requests or dietary notes are highlighted in bold or color-coded within the order details. |
| 15 | As a staff, I want access to a historical record of past orders, so that I can refer back to customer preferences or resolve complaints effectively. | Staff can access a dedicated “Order History” section in the system. The section displays all past orders, organized by date and time. |
| 16 | As a staff, I want to mark menu items as “out of stock” temporarily, so that customers are informed in real-time. | Staff can update stock status, and out-of-stock items are hidden from the customer menu immediately. |
| 17 | As a staff, I want to mark orders as ‘in progress’ or ‘completed’ so that the system updates the order status automatically. | Order status updates automatically when staff mark them ‘in progress’ or ‘completed’. |
| 18 | As a staff, I want to prioritize orders by pick-up times so that urgent orders are completed first. | Orders are sorted and displayed by pick-up times. |
| 19 | As a manager, I want to edit my profile, so that I can modify password and upload the photos etc. | Access their profile settings from the dashboard. The profile settings page allows the manager to update their name, email address, contact number, and profile photo. |
| 20 | As a manager, I want a dashboard so that I can update the members and staffs’ profiles. | The profile settings page allows the manager to update members and staffs profile details. |
| 21 | As a manager, I want to track all customer orders and payment statuses, so that I can monitor sales and address issues promptly. | Managers have access to a dashboard showing real-time order updates and payment statuses. |
| 22 | As a manager, I want to update the menu, including items, prices, and ingredient details, so that customers always have the latest information. | Managers can add, remove, or edit menu items, descriptions, prices, and availability. |
| 23 | As a manager, I want to generate reports on order trends and customer preferences, so that I can make informed business decisions. | The system generates weekly/monthly reports, including sales trends, popular items, and order volume. |
| 24 | As a manager, I want to set up promotions or discounts for specific menu items to attract more customers and reduce food waste | The manager can create new promotions or discounts by selecting specific menu items, setting a discount percentage or fixed amount, and specifying a start and end date. |
| 25 | As a manager, I want to receive weekly sales summaries, so that I can evaluate the restaurant’s performance. | The system automatically generates and emails a sales summary every Sunday. |
| 26 | As a manager, I want to add, edit, or remove menu items so that the menu is always up to date. | Managers can add, update, or remove menu items with descriptions and prices. |
| 27 | As a manager, I want to receive alerts for low-stock ingredients so that I can reorder them in time. | Low-stock alerts are sent to managers via email or SMS. |
| 28 | As a manager, I want to monitor customer feedback so that I can address complaints and improve service. | Customer feedback is visible in a dedicated dashboard with options to respond. |
| 29 | As a manager, I want a dashboard, so that I can see a historical records of past orders. | Display the details of all past orders. |