| Name | Reservation |
| --- | --- |
| Actor | Customers, Clerks |
| Description | Customers can view the list of available restaurants. They can pick a restaurant to make a reservation, and this will be confirmed by the clerk later. |
| Preconditions | Customers need to access the home page. |
| Normal flow | 1. Customers view the list of restaurants.  2. Customers choose to view a specific restaurant.  3. Customers make a reservation  4. The clerk will confirm the customer’s reservation |
| Exceptions | Exception 1: at step 1: If there is no restaurant .  Exception 2: at step 2: If there is only 1 restaurant .  Exception 3: at step 3: If there’re more than 1 restaurant and the customer get rejected. |
| Alternative flow | For exception 1, 2: the system will display “No restaurant is available.  For exception 3: customers can go back to step 2. |

| Name | Food ordering |
| --- | --- |
| Actor | Customers, Clerks, Chefs |
| Description | When ordering food, people can skim through the menu choosing their food and drink. After that they can order the food and wait until the dishes are ready. They can return to the menu to order new food. |
| Preconditions | Customers need to access the home page. |
| Normal flow | 1. Customers go to the home page by URL or QR code and the system will show the menu.  2. Customers can search for the desired food and drink on the menu.  3. Customers put the food and drink they want in the cart.  4. Customers make the order so the restaurant can prepare the dish.  5. The clerks will check the order and notify the chef.  6. The chefs will check for stock and prepare the dish.  7. The clerks will notify the food is ready and serve the dish.  8. The clerks make the bill.  9. The customers pay the bill.  10. The clerk will return the changes if any.  11. The customers give feedback. |
| Exceptions | Exception 1: at step 4: the customers want more food before ordering.  Exception 2: at step 6: the dish is out of stock. |
| Alternative flow | For exception 1: Customers can go back to step 2.  For exception 2: the clerks will mark the course and customers go back to step 2. |

| Name | Make changes |
| --- | --- |
| Actor | Restaurant owner |
| Description | The owner wants to make some adjustments to the menu and include a new restaurant into the system. |
| Preconditions | The restaurant owner needs to access the home page. |
| Normal flow | 1. The restaurant owner logs in.  2. The restaurant owner will check if there are changes to be made.  3. The restaurant owner adds items to the menu, deletes items from menu, edits price, adds new restaurant. |
| Exceptions | At step 3, the owner is not satisfied with the change made. |
| Alternative flow | The restaurant owner can go back to step 2. |