

Functional requirements:

Shall:

- The user must be able to order food - using the phone or in person.
- They must be able to pay the bill using the app - either with cash or electronically.
- They must be able to browse through a menu containing meals.
- They must be able to scan a QR-code to reserve a table.
- They must be able to call a waiter anytime - using the app - for assistance.

Should:

- The user should be able to check for special dietary needs such as - vegan, vegetarian, gluten-free, allergy.
- They should be able to specify why they requested a waiter.
- They should be able to split the bill amongst the people around the table.
- They should be able to sort dishes by popularity.
- They should be able to rate the meal and optionally write something as feedback.
- They should be able to enable the 'Do Not Disturb' feature which prohibits notification and interruptions while activated.
- They should be able to see a detailed description of the meal after pressing on the meal card.
- They should be able to access interesting information about the restaurant if they want it.
- They should be able to order a meal before arriving at the restaurant.
- They should be able to view the total amount they are required to pay (cheque) along with ordered and listed (unordered) meals.
- They should be able to customize their meal by adding or removing items from the plate.
- They should be able to see the total-price adjust/update as items are removed or added in meal customization.
- They should be able to order more than once in a single sitting.
- They should be able to play games while waiting for food.
- They should be able to access and change in-app preferences, language, and font size.

Usability requirements & goals:

The user should be able to order food within 15 seconds, given that they know the app's functionality. They have the option to not engage in awkward interaction - by using the app - but they can also spend as much time as possible with their company. The user has the power to decide how much interaction they have with the waiter (i.e., no interaction to full interaction). They can achieve their goals efficiently - as the app optimizes the restaurant experience - but they can seek entertainment from the app as well if they desire it. The app is accessible and accommodates to all types of users. Lastly, the app recognizes, respects, and caters to the users' needs by helping them apply those needs in the restaurant

Reference:

About Face 3: The Essentials of Interaction Design By Alan Cooper, Robert Reimann, David Cronin