**Restaurant POS for Ordering MENU – Stakeholder Analysis**

**Stakeholders, Relationship and Their Concerns**

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| **Stakeholder** | **Relationship** | **Concern** |
| **Customer** | Use system to browse menu and pay | Concerned about delays in being seated and placing orders.  The system should be easy to use, with a clear menu and customization options.  Ensuring orders are processed correctly without mistakes.  Secure and seamless digital payments without fraud risks.  Balance between digital convenience and personal interaction with staff. |
| **Owner/Manager** | Owns/Manages the establishment | Reducing reliance on staff for seating, order-taking, and payments.  Minimizing labour costs while maintaining service quality.  Faster table turnover and upselling opportunities.  Ensuring the system does not crash during peak hours.  Smooth integration with POS and kitchen display systems. |
| **Kitchen Staff** | Rely on the system for viewing and processing orders | Ensuring clear and well-organized orders to avoid confusion.  Managing increased efficiency without overwhelming the kitchen.  Adapting to new order-processing workflows. |
| **Waiter/Waitresses** | Uses the system to deliver processed orders | Concerned about reduced roles or job cuts due to automation. Whether the system will ease workload or create new responsibilities (e.g., troubleshooting).  If digital orders impact tipping culture and service dynamics. |
| **IT and System Administration** | Ensure the system is always operational | Ensuring uptime, bug fixes, and updates.  Protecting customer payment and personal information.  Troubleshooting issues that arise with integration and user experience. |
| **Payment Processors/Financial Institutions** | Ensure there is integration between the system and financial institutions for payment processing | Preventing fraud and ensuring compliance with financial regulations.  Managing fees for digital transactions and their impact on restaurant profitability.  Ensuring seamless integration with various payment methods (cards, mobile wallets). |
| **Regulators** | Ensure the system complies with the standards to prevent any fraudulent issues. | Ensuring compliance with digital payment laws and data privacy regulations.  Ensuring digital ordering does not compromise health and safety guidelines.  Addressing any legal concerns about staff displacement. |