

# PlatePlan Iteration 0

## Team Members

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# Restaurant Reservation and Management System Vision Statement

Our project aims to develop a comprehensive restaurant reservation and management system that provides businesses with the tools to efficiently manage table reservations, customize seating arrangements, and streamline staff scheduling. The system will also enhance the customer experience by allowing easy reservation bookings, access to past bookings, and the ability to provide feedback.

Our project is to develop a robust restaurant reservation and management system that caters to the needs of both restaurant owners and customers. The system will allow restaurant owners to customize table quantities and seating capacities per table, providing them with the flexibility to adapt to varying business demands. The system will also enable restaurant owners to access and control existing table reservations, including guest names and group sizes. Additionally, it will allow them to review any special requests or instructions linked to reservations, ensuring that they can provide personalized service to their customers.

One of the key features of our system is automated table allocation according to party size, eliminating the need for manual intervention and optimizing table turnover. This feature will help restaurants maximize their seating capacity and improve overall efficiency. Another important aspect of our system is the management of staff work schedules. The system will provide restaurant owners with tools to easily create and manage staff schedules, ensuring that they have the right number of staff on hand at all times.

Furthermore, our system will provide exclusive access to customer feedback for internal use, aiding in staff training and continuous improvement of service quality. This feature will help restaurants gather valuable insights from their customers and make informed decisions to enhance their overall dining experience.

Customers will also have the facility to add special notes, including dietary requirements or allergies, to a reservation, ensuring that their needs are met during their dining experience. Additionally, customers will have the opportunity to provide feedback and rate the restaurant and service quality, helping other customers make informed decisions about where to dine.

For waitstaff, our system will provide an automated system for assigning servers to tables based on predefined business criteria, ensuring that the right staff members are assigned to the right tables at the right time. This feature will help restaurants improve their overall service efficiency and customer satisfaction.

In the future, we plan to add a feature to estimate potential tips, providing restaurant owners with valuable insights into their potential earnings and helping them better manage their finances. Overall, our project aims to develop a comprehensive restaurant reservation and management system that provides businesses with the tools to efficiently manage their operations and enhance the overall dining experience for their customers.

## Restaurant Reservation and Management System - Big User Stories

### Reservation Management

As a restaurant owner, I want to manage table reservations, customize seating arrangements, and handle special requests or instructions for each reservation.

Priority: high

Cost: 8 days

### Staff Management

As a restaurant owner, I want to manage staff work schedules and automate the assignment of servers to tables based on predefined criteria.

Priority: high

Cost: 7 days

## Customer Experience

As a customer, I want to search for restaurants, secure a reservation for a specific number of guests, view and modify my current reservations, access a record of past bookings, add special notes to my reservation, and provide feedback and rate the restaurant and service quality.

Priority: high

Cost: 7 days

## Menu Management

As a restaurant owner, I want to manage my menu, including item names, prices, descriptions, allergen information, and possibly images, along with dietary restrictions

Priority: high

Cost: 9 days

## Restaurant Reservation and Management System - Detailed User Stories

### Account Services (Register, Login, Query)

As a customer, I want to be able to log into my existing account. If I do not already have an existing account, I want to be able to register my own account

Priority: high

Cost: 4 days

### Reservation Services (Create Reservation)

Customers should be able to create a reservation according to party size.

Priority: medium

Cost: 4 days

### Viewing Current Reservations

Restaurant should be able to view current and future reservations made by customers

Priority: medium

Cost: 4 days

### Table Management

Restaurants should be able to automatically assign waiters/waitresses to tables based on predefined business criteria.

Priority: low

Cost: 6 days

## Reservation Cancelling and Details

Customers should be able to cancel their reservations when needed. Restuarant should be notified and be able to see it on their side

Priority: medium

Cost: 5 days

# Iteration 1 User Stories

## Story 1 - Account Services

The Account Services feature is crucial as it enables both customers and the business to access their distinct accounts within the restaurant's platform. For customers, this functionality includes the ability to create new accounts for first-time users, facilitating their ability to make reservations. Existing users should be able to log in seamlessly and navigate to their homepage to view reservation details. Account Services must capture essential user information such as email, first name, last name, and password securely. It is essential to implement safeguards against incorrect logins, prevent the registration of duplicate emails, and prohibit the submission of empty fields to maintain system integrity. All user data should be systematically stored, with initial integration into a mock database planned for the first iteration and a subsequent database integration in the second iteration.

## Story 2 - Customer Should Create / Manage Reservations

At its core, this is a reservation system, and story two focuses on enabling customers to make reservations from their perspective. This involves the front-end functionality that allows our customers to create reservations, along with the corresponding reservation service components. The customer gets to choose the number of seats, the exact date, and the time slot. Once the reservation is booked, a success message is displayed. This reservation is then sent to the databases, and displayed under "upcoming reservations".

## Story 3 - Viewing Current Reservations - Business POV

Reservations are an integral part of any successful restaurant. It will allow any employee with a valid login to see what reservations are currently booked and will display information such as date and time of the reservation, special notes, server, table ID, party size, and customer ID. Allowing for the ease of management on the restaurant floor.

## Story 4 - Table Management

Table Management will be a feature accessible to the business section of the application. This feature will allow the user to perform basic operations in order to manage tables. For instance, search for table occupancy from a list. Additionally, the user will be able to add tables to the list given that the following information is filled out: ID, Server Name, and Table Capacity. Finally, the user can select and delete tables from a list. With this feature, restaurants can operate and manage tables with efficiency.



## Story 5 - Reservation Cancelling, Details and Server Setup - Customer POV

This feature allows customers to manage their reservations effectively. Customers can easily view the details of their existing reservations, including the reservation date and time, and party size. Additionally, customers have the option to cancel reservations if their plans change or if they no longer need the reservation. This provides customers with flexibility and control over their dining experiences, ensuring that they can make changes to their reservations as needed.