### Use Case Table for Toscana RMS

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| **Use Case ID** | **Use case**  **name** | **Actors** | **Preconditions** | **Steps** | |  |  | | --- | --- | |  | **Post-conditions** | |
| UC-1 | Select Reservation Date | Customer | Customer is logged in | 1. Customer chooses a date and time for the reservation. | Selected date and time are stored. |
| UC-2 | Check Table Availability | System | Reservation details provided | 1. System checks available tables for the selected tim | Table availability is determined. |
| UC-3 | Confirm Reservation | Customer | Table availability confirmed | 1. Customer confirms reservation details. | Reservation is saved, and confirmation sent. |
| UC-4 | Modify Reservation | Customer, Manager | Existing reservation | 1. Customer/Manager selects reservation.  2. Updates are made. | Reservation details are updated. |
| UC-5 | Cancel Reservation | Customer, Manager | Existing reservation | 1. Customer/Manager cancels reservation.2. System updates records | Reservation is canceled, and availability is updated. |
| UC-6 | View Reservations | Manager | |  |  | | --- | --- | |  | Logged into the system | | 1. Manager views reservation dashboard. | Reservations are displayed. |
| UC-7 | Add Walk-In Reservation | Manager | |  |  | | --- | --- | |  | Logged into the system | | 1. Manager inputs walk-in details.2. System checks availability. | Walk-in reservation is saved. |
| UC-8 | Make Order | Customer | Customer is browsing menu | 1. Customer selects items from the menu.2. Proceeds to checkout. | Order is placed and sent to the kitchen system. |
| UC-9 | Input Order | Waiter | |  |  | | --- | --- | |  | Customer order details available | | 1. Waiter inputs customer’s order. | Order is sent to the kitchen system |
| UC-10 | Update Order Status | Kitchen Staff | Order details provided | 1. Kitchen updates status to "In Progress" or "Ready." | Order status is updated. |
| UC-11 | Serve Order | Waiter | |  |  | | --- | --- | |  | Order status is "Ready" | | 1. Waiter serves the prepared order to the customer. | Order is completed. |
| UC-12 | Split Group Order | System | Group order details provided | 1. System splits order by categories/tables. | Orders are organized for tracking. |
| UC-13 | Handle Unavailable Item | Kitchen Staff, Waiter | Unavailable item detected | 1. Kitchen flags unavailable item.2. Waiter suggests alternatives. | Alternative item suggested to the customer. |
| UC-14 | Low Stock Notification | System | Stock level below threshold | 1. System notifies manager about low stock. | Notification sent. |
| UC-15 | View Inventory Report | Manager | Logged into the system | 1. Manager views inventory report. | Inventory details are displayed. |
| UC-16 | Place Restocking Order | Manager | Stock level below threshold | 1. Manager selects supplier and places order. | Restocking order placed. |
| UC-17 | Update Stock Levels | System, Manager | Order received or manual adjustment required | 1. System/Manager updates stock levels. | Stock levels updated |
| UC-18 | Generate Daily Report | Manager | Logged into the system | 1. Manager selects "Daily Report." | Daily sales report generated. |
| UC-19 | Generate Weekly Report | Manager | Logged into the system | 1. Manager selects "Weekly Report." | Weekly sales report generated. |
| UC-20 | Highlight Payment Issues | System | |  |  | | --- | --- | |  | Payment discrepancies detected | | 1. System flags unpaid bills or unusual patterns. | Issues flagged for review. |
| UC-21 | Assign Shifts | Admin | Employee availability known | 1. Admin assigns shifts.2. Notifications sent to staff. | Shifts are updated. |
| UC-22 | Request Schedule Change | Staff | |  |  | | --- | --- | |  | Schedule exists | | 1. Staff requests a change.2. Admin reviews and approves/rejects | Schedule is updated or request is declined. |
| UC-23 | Track Attendance | Manager | Staff attendance data available | 1. Manager views attendance records. | Attendance details recorded. |
| UC-24 | Provide Feedback | Customer | Dining experience completed | 1. Customer submits feedback. | Feedback is recorded. |
| UC-25 | Redeem Loyalty Rewards | Customer | Loyalty points available | 1. Customer redeems points for rewards. | Rewards are applied. |
| UC-26 | Process Delivery Order | System | Delivery order placed | 1. System processes delivery order. | Order details are sent to the kitchen. |
| UC-27 | Update Menu | Manager | Logged into the system | 1. Manager edits menu details.2. Changes saved. | Menu is updated. |
| UC-28 | Notify Staff of Tasks | System | Pending tasks or deadlines exist | 1. System sends task notifications to staff. | Staff notified of tasks. |