**Computerized food order and delivery system**

**Spring 2024**

In this system, we are about to develop a computerized food order and delivery system so that the food store can provide menus of food, customers browse and order the food from the menu, and delivery people of the store deliver the food.

In this system, there are three groups of users:

1. Store:
2. at least two chefs who independently decide the menus;
3. at least two delivery people who compete for food delivery
4. at least two food importers who handle food purchases from outside food suppliers
5. the manager/superuser who processes customer registrations handles customer compliments and complaints, hires/fires/raises or cuts pay for chef(s), and delivers people
6. Customers:
7. Registered customers who can browse/search, order, and vote (lowest 1 star to highest 5 stars) on food delivered (on food and delivery quality/manners individually); can start/participate in a discussion topic on cooks/dishes/deliver people.
8. VIP customers who spent more than $500 or placed 50 orders as registered customers, whichever comes first, in addition to the actions of registered customers, will receive a 10% discount on their ordinary orders, have access to specially developed dishes, and their complaints/compliments are counted twice as important as ordinary ones.
9. Surfers: who can browse the menus and ratings only, can apply to be registered customers with a fixed amount of deposit money and checked by the manager.

System features:

1. Provide a GUI, *not necessarily web-based*, with pictures to show the components and descriptions of each dish and price; each registered customer/VIP has a password to log in, when they log in, based on the history of their prior choices, different registered customer/VIP will have different top 3 listing dishes. For new customers or surfers, the most popular (the most ordered) dishes and the highest-rated dishes are listed on the page.
2. The chef whose dishes received consistently low ratings or 2 complaints, will be demoted (less salary), and a chef demoted twice is fired. Conversely, a chef whose dishes received high ratings or 2 compliments, will be promoted (higher salary). One compliment can be used to cancel one complaint. The delivery people are handled the same way.
3. A customer can choose to 1) eat the food in the store, 2) pick up the dishes by themselves, or 3) by delivery. For 1) s/he needs to fix the available time and seating in the store; for case 1) and 2) s/he can only complain/compliment the chef.
4. Customers can file complaints/compliments to a chef of the food they purchased and the person who delivered the dish or other customers who didn’t behave in the discussion forums. Delivery person can complain/compliment customers s/he delivered dishes, all are handled by the manager. The complained person has the right to dispute the complaint, the manager made the final call to dismiss the complaint or convert it to one formal warning and inform the impacted parties. Customers/delivery people whose complaints are decided without merit by the manager will receive one warning.
5. Registered customers having 2 warnings are de-registered. VIPs having 2 warnings are put back to registered customers (with warnings cleared). The warnings should be displayed on the personalized page when the customers log in.
6. If the price of the order is more expensive than the deposited money in the account, the order is frozen until the customer puts more money in the account.
7. Customers who are kicked out of the system or choose to quit the system will be handled by the manager: clear the deposit and close the account.
8. The chef is the one who puts in the description and keywords for people to search and browse. The average ratings for each food/dish by customers are available for all.
9. The chefs can complain to the importers about food quality or fraud issues, the complained importer can dispute judged by the manager. If the fraud complaint stands, the importer will be fired; if the quality complaint stands, the importer will be demoted. In both cases, the chef will get a bonus. If the complaints are not true, the chef will be demoted. The importers can do the same to chefs so that they can monitor each other.
10. Each team comes up with a creative feature of the system to make it more exciting, which is worth 10% of the overall score of the final project. Details that are not found in this requirement list are up to your team’s call: you fill in the details to your liking.