
PM Dining

PlatePal

**Software Requirements
Specification For Computerized Food
Order and Delivery System**

Version 1.0

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SR-1	

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Software Requirements Specification

1. Introduction

There is a need in the dining industry for a unified software suite that provides chefs, managers, food importers, and delivery workers tools they need to perform the various duties of their post. The ideal software would also allow prospective customers to browse through various dining establishments, review ratings, and order out to eat. Our company, PM Dining, seeks to develop such a software that fills this niche. This document will outline detailed requirements for the development of this software that will revolutionize the food industry.

1.1 Purpose

This document defines the formal software requirements for an application that provides computerized food order and delivery services. It is meant to be a high-level overview of the various systems and user workflows that provide the core functionality for such a service, and does not provide specific implementation details such as interface definitions, API endpoints, or database models.

1.2 Scope

This document will define the database, backend, and frontend services necessary to power the entirety of the computerized food order and delivery program.

1.3 Definitions, Acronyms, and Abbreviations

N/A

1.4 References

Project Specification for “Computerized Food Order and Delivery System”

1.5 Overview

This document provides an overview of the project, outlining its purpose, scope, target audience, organization, requirements, and etc. It will set the context of the required specifications.

2. Overall Description

Due to this being an operational online dining software, this application will include a multitude of users in which will all have their designated roles, powers, as well as duties. A plethora of system features will also be implemented to provide a user-friendly program to improve satisfaction.

2.1 Use-Case Model Survey

This software can be used by numerous different types of actors. They are as follows:

Chefs - decide the menus, assign keywords for search engine optimization, review ratings for specific dishes, keep track of their own salary and employment status

Managers - process customer registration, closes customer accounts, reviews customer feedback, manages staffing

Delivery Drivers - compete for orders from restaurant, leaves feedback for customers

Customers - browses through restaurants, looks at menus, orders food through delivery drivers, leaves reviews for plates and delivery drivers

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2.2 Assumptions and Dependencies

The program will allow for a consistent high-performing space for users to browse through various dining establishments, review ratings, and order out to eat. This is kept on the basis that the program will have streamlined service with the help of a variety of different roles active within the software. Furthermore, given the quality of the backend components, our company continues to vouch for the efficiency and versatility of our software.

3. Specific Requirements

This software will incorporate three groups of users:

Store: Under the store category, there will be

- Chefs who independently decide the menus
- Delivery people which competes for food delivery
- Food importers who handle food purchases from outside suppliers
- Managers who process customer registration and handle complaints, hiring/firing of employees, and pays for employees.

Customers:

- Registered customers who can browse, search, order, and vote on food delivered. As well as participating in a discussion topic on cooks/dishes/delivery
- VIP customers who spent more than \$500 or placed 50 orders as registered customers will receive a 10% discount on their orders. They will also have access to specially developed dishes.

Surfers:

- Commoners who can browse the menus and ratings. Can apply to be registered customers with a fixed amount of deposit money and checked by the manager

In addition, this software will contain these features:

- A GUI, which may be picture based to show the components and description of each dish and price. Each customer would also have their own password to log in.
- The chef whos dishes received consistent low ratings will receive deducted salary
- A customer can choose to eat the food in store, pick it up by themselves, or have it delivered.
- Customers can file compliments or complaints to the chef
- Registered customers who have 2 warnings will be unregistered.
- If the food cost more than the deposited money in the account, the order is frozen till funds are sufficient
- Customers who leave/quit the system by any means will be handled by the manager.
- The chef is the one who puts in the description and keywords for consumers to search and browse
- The chef can complain to the importers regarding food quality or fraud issues

3.1 Use-Case Reports

This software will allow consumers to have a choice between 3 different classes of users. Store operators, Customers, and Surfers, with each of these users having different roles. Roles have role-specific actions that can only be done with certain permissions. There will be a GUI with descriptions regarding what everything does in order to provide a smooth user experience, which will allow actions to be done without faults. In general, the software will allow prospective customers to browse through various dining establishments, review ratings, and order out to eat through a streamlined, and guided process.

3.2 Supplementary Requirements

A consumer's system must be able to run the software in order for a smooth operational experience of the application. In addition, the user must remember their passwords so progress may be tracked without fault. Our company seeks to help our consumers by keeping record of their progress as well as their profile to provide a steady user experience, and all data provided by the user will be kept in the database and will not be shared to any other parties.