Use Case UC16: Display Reservations (Waitstaff)

Scope: ReserveWell Application

Level: user goal

Primary Actor: Waitstaff

Stakeholders and Interests:

- Restaurant Manager: Wants Clear visualization of reservation data, and real-time reservations information updates on reservation statuses.

- Waitstaff: Wants providing efficient and high-quality service to customers. They need the ability to arrange tables' physical availability according to timely reservations information. They also need efficient communication of reservation details, especially during busy periods, to ensure smooth collaboration among staff members.

- Diners (Customers): Wants updating reservations and fast service with minimal effort. Wants proof of update to support the realized change. Wants positive dining experience.

- Restaurant Owners: Wants accurately recorded reservations and to satisfy customer interests. Has interest in the overall success and profitability of the restaurant. Requires access to reports and analytics, customers feedback and overall restaurant efficiency.

- Development Team: Wants to accurately account for reservation changes to the restaurant using correct format and protocol. Need to ensure system's stability, scalability, security, and adherence to best practices.

Preconditions: The waitstaff is logged into the ReserveWell Application.

Success Guarantee (or Postconditions):

- Waitstaff can view all the reservations and related information in a timely manner.

Main Success Scenario (or Basic Flow): -

1. The waitstaff accesses the reservation display screen by clicking the "Display" button from the home screen.
2. The waitstaff views a list of existing reservations with the reservation id, number of guests and hour details, in an increasing hour order.
3. The waitstaff exits the display page and can take other actions if needed.
4. None of the database tables are updated.

Extensions (or Alternative Flows):

*a. At any time, restaurant manager needs to abandon the process:

1. The waitstaff quits the page.
2. The waitstaff is landed on home screen.

*b. At any time, System fails:

There will not be transaction sensitive state changes during this use case, no change will be staged, the system should start according to the last state information.

1. The waitstaff restarts system,
2. The waitstaff logs in,
   1-2a. System detects anomalies preventing session:
     1. Fail record is sent to support executives for a review and fix.
3. The waitstaff is landed on home screen.

2a. The waitstaff needs to filter reservations:

1. In the "Display Reservations" screen, there are 3 filtering options which are number of guests, date, and hour.

Special Requirements:

- The "Display Reservations" page should support confirming realized reservations by the waitstaff.

Technology and Data Variations List:

a*. Ensure the app complies with accessibility standards, making it usable by individuals with disabilities.

b*. The website is supported by all browsers.

Frequency of Occurrence: Could be nearly continuous.

Open Issues:

- Plan the provision of user training and support resources to ensure restaurant staff can effectively use the reservation system
- Determine the design details for a clear and user-friendly display page.