
Group 08

**Tasty Tongue
Vision Document**

Version 1.3

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VD-01	

Revision History

Date	Version	Description	Author
27/10/2023	1.0	Introduction and Positioning Non-Functional Requirements	Bui Ngoc Kieu Nhi
28/10/2023	1.1	Product Features	Le Ngo Song Cat
28/10/2023	1.2	Product Overview	Nguyen Le Anh Chi
29/10/2023	1.3	Finish Stakeholder and Users summary	Nguyen Phung Tai

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Vision (Small Project)

1. Introduction

- A restaurant website serves as an online platform where customers can learn about a restaurant, explore its menu offerings, make reservations, and find essential information such as location, contact details, and operating hours. It provides a digital representation of the restaurant's brand, ambiance, and cuisine, allowing potential customers to get a glimpse of what the establishment has to offer. Tasty Tongue reflects the restaurant's identity, highlights its offerings, and provides easy interaction for customers to make reservations and explore the dining experience.
- Allocating clients into three roles - Customer, Staff, and Administrator - allows for different levels of access and functionality within the Tasty Tongue system. Here's an overview of each role:
 - **Customer:**
 - Guest: people who have the ability to access the website to view restaurant information and menus without logging in.
 - Logged-in user:
 - + Having all the features of the Guest and more features of the website, individuals can access the Tasty Tongue system to browse the restaurant's menu, make reservations, and view their order history.
 - + They can also view and update their personal information, and contact details.
 - **Staff:**
 - Staff members are typically employees working within the restaurant, such as waiters, chefs, and managers.
 - Staff members may have access to additional features of the Tasty Tongue system that enable them to update inventory, process payments, and track table reservations.
 - They can receive notification pages and contact customers about their table reservations
 - **Administrator:**
 - Administrators have the highest level of access and control over the Tasty Tongue system.
 - They can manage the system's configuration, including adding or removing menu items, updating prices, and adjusting restaurant operating hours.
 - Administrators can manage user accounts, setting up new staff members and assigning their roles and permissions.

2. Positioning

2.1 Problem Statement

The problem of	Customer ordering and table reservations.
affects	The customer orders, and the staff takes the order.
the impact of which is	A decline in customer loyalty and satisfaction, loss of revenue due to order errors or delays, increased staff workload, and decreased operational efficiency. It can also harm the restaurant's reputation,

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	as negative experiences may be shared through word-of-mouth or online reviews, further impacting customer acquisition and retention.
a successful solution would be	Helps streamline operations, reduce errors, enhance customer service, improve staff productivity, and ultimately increase customer satisfaction and loyalty.

2.2 Product Position Statement

For	customers and staffs
Who	make reservations, order and record orders
The (product name)	tatsytongue.com
That	allowing customers to experience simplicity and automation in ordering and making reservations, and staff to easily manage orders.
Unlike	reservation system or menu view
Our product	offers seamless integration with the restaurant's operations, empowering both customers and staff with real-time updates and a user-friendly interface.

3. Stakeholder and User Descriptions

3.1 Stakeholder Summary

Name	Description	Responsibilities
Development Team	Members of Group 8, Class 21CLC04 Responsible for the development and deployment of the website	Research knowledge needed for website development Design interface, build features, develop, test, and deploy the website Ensure all requirements are fully completed
Nguyen Minh Huy	Mentor	Provide software process Give guidance on handling issues during product completion.

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Name	Description	Responsibilities
Staff	Employees who work directly in the restaurant	Participate in testing and evaluating the website. Provide necessary information and services to build the website. Follow instructions properly during use.
Administrators	Responsible for managing restaurant operations	Manage content updates on the website Monitor, analyze, and generate statistics on website activities Manage employee data
Restaurant Owner - Nguyen Van A	Mr. A wants to promote and improve the restaurant's services to expand the business and attract new customers.	Provide a vision, expectations, and objectives for the website. Concerned about the efficiency, construction costs, and operational expenses of the website. Allocate a budget for the website development.
Customer - Nguyen Van B	Mr. B often eats at Mr. A's restaurant and frequently encounters the situation where tables are fully booked and food items are sold out. Mr. B wants a website to be aware of the restaurant's status.	Provide reviews and feedback about the experience Suggest features and content to include Report any incidents encountered while using the site

3.2 User Summary

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Name	Description	Responsibilities	Stakeholder
Customer	Who come to the restaurant to make reservations or order food	View information and the restaurant's menu on the web. Make online reservations if desired. Provide feedback on the experience.	Self-represented
Staff	Who provides services to customers.	Perform their tasks as per their job responsibilities. Update table and food status.	Self-represented
Administrator	Restaurant manager	Update website content. Supervise staff. Perform website maintenance and upgrades.	Self-represented

3.3 User Environment

- User characteristics:
 - Customers: Individuals aged 15 and above who have knowledge of using electronic devices such as phones and computers, and are capable of interacting with websites. They are people interested in learning about the restaurant.
 - Staff: Restaurant employees who are proficient in using website features as part of their work.
 - Administrators: Restaurant managers who are well-versed in using website features and easily customizing website content.
- Device platforms:
 - Smartphone: Android.
 - Laptop & desktop: Windows.

3.4 Summary of Key Stakeholder or User Needs

Need	Priority	Concerns	Current Solution	Proposed Solution
Easy table reservation	High	takes a lot of time to get a seat	arriving at the restaurant, staff begin to arrange seating or have to manually record reservations in a notebook, causing time-consuming	Online table reservation with real-time updates for easy selection

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Need	Priority	Concerns	Current Solution	Proposed Solution
			and inefficient processes.	and adjustment.
Restaurant information and menu	High	The restaurant information is not updated regularly	People have to visit the restaurant in person to view the menu, and the menu has to be updated manually by hand.	The restaurant information and menu are continuously updated.
Restaurant content management	Medium	Difficulty in updating, time-consuming, and costly	When there is content to update, such as the menu, it requires replacing the entire menu, leading to high costs.	A flexible management system for easy online updates and customization
Employee management	Medium	Difficulty in assessing employee performance effectively	Directly monitoring employees at work.	Monitoring through the system.

3.5 Alternatives and Competition

Some competitors of this product:

- Online Food Ordering Apps (ShopeeFood, GrabFood, Beamin):
 - Strengths:
 - + Convenience and home delivery.
 - + Existing customer base.
 - + Various promotions and discounts.
 - Weaknesses:
 - + High costs associated with platform fees.
 - + Dependence on third-party services.
 - + Limited control over the customer experience.
- Social Media Platforms (Facebook, Instagram, Tiktok):
 - Strengths:
 - + Large user reach, and it's free to use.
 - + Easy community building.
 - + Supports creative advertising campaigns.
 - Weaknesses:
 - + Inability to conduct online transactions.
 - + Limited capacity for managing reservations.
- Restaurants with Independent Websites (Omakase, Vĩ quê Kitchen, Le Petit Chef):
 - Strengths:
 - + Complete control over the customer experience.

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- + Customizable website design to match the restaurant's style.
 - + Building the restaurant's brand.
- Weaknesses:
 - + Limited customer reach and competition in attracting customers.
 - + Costs associated with website development and maintenance.
- Traditional Restaurants:
 - Strengths: Offers a traditional dining experience.
 - Weaknesses: Lack of convenience and limited flexibility in reservations

4. Product Overview

This section will clarify the structure of the Tasty Tongue website, what does the database will save, and the connection between the interfaces and database, how the main process looks like and the system configuration.

4.1. Product Perspective

- The website is totally self-contained and independent.
- The website will contain a client component and a server component. The server component will connect to the database to retrieve and store data. The storage is used for storing user information, staff information and other website-related data.
- The client component resides on users' devices. Customers and staff will access the domain for using our features, administrator will access the sub-domain for managing user and website..

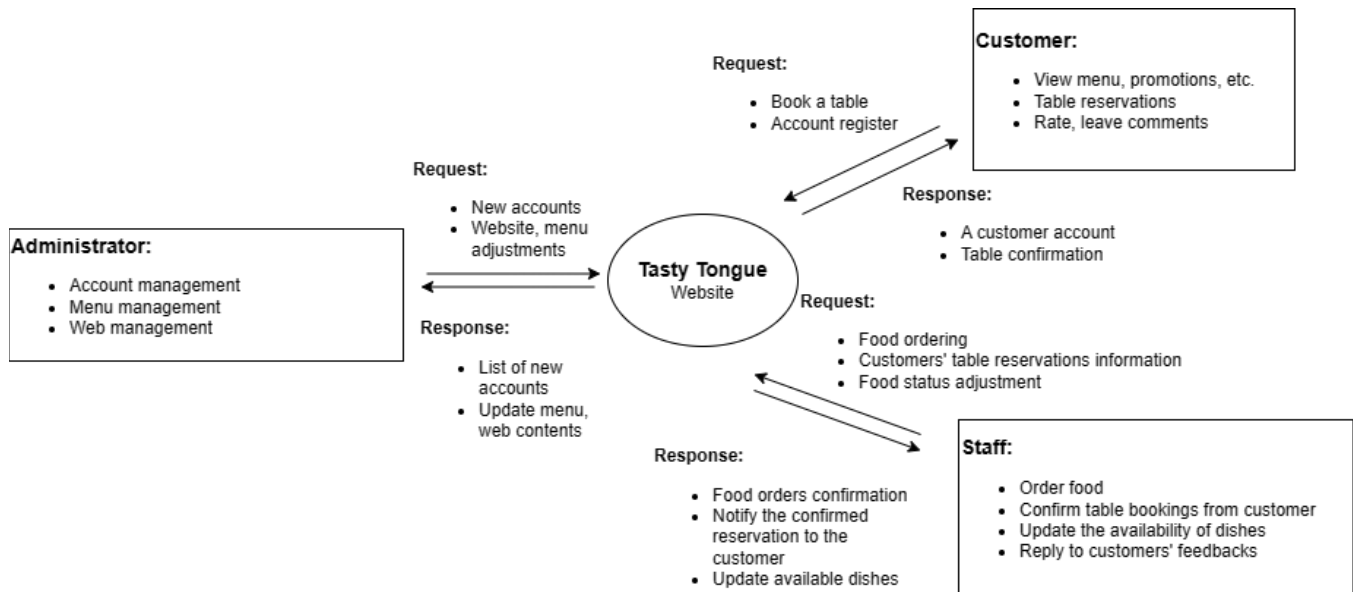


Figure 4.1.1 Tasty Tongue System Context Diagram

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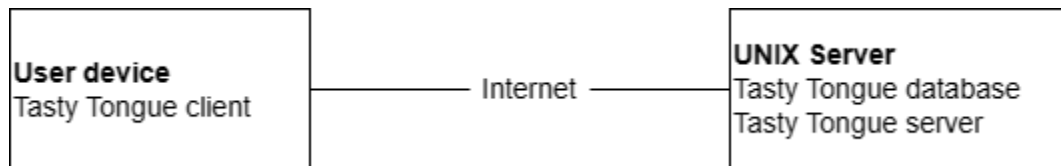


Figure 4.1.2 Tasty Tongue System Overview

4.2. Assumptions and Dependencies

The assumption and dependencies relate to the capacities of Tasty Tongue website:

- Website will be user-friendly, customers will take less than half an hour and staff will take less than an hour to use it smoothly.
- Website will be available 24/7
- Timely searching and take less than 1 second for each searching
- The system will have a responsive interface and allow users to access from any device like laptop or mobile phone, PC.

5. Product Features

No.	Feature	Description	Priority
1.	Sign in / Sign up / Update Password	Users can register/login using an account and password, and update their password.	Low
2.	Display Menu	Show the restaurant's full menu with descriptions, prices, and pictures of the dishes.	High
3.	Blogs and news	Update new promotions about the restaurant.	Low
4.	User profile	Users can update some information such as full name, date of birth, phone number, etc.	Low
5.	Search dishes	Customers can search for a dish by keyword or by category.	Medium
6.	Online reservation	Customer can leave information to book table through restaurant's website	High
7.	Order management	Staff can view and manage the reservation and confirm or delete the reservation.	High

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<i>No.</i>	<i>Feature</i>	<i>Description</i>	<i>Priority</i>
8	New reservation notification	Staff will be sent a message whenever a new booking is placed.	High
9	Food ordering	Staffs can order food due to customer's requirements	High
10	Custom dishes	Staff can take note about special requirements of customers, such as requiring additional seasoning or changing ingredients.	Medium
11	Order payment	Staff can checkout for a table. The system calculates the total order amount by summing up the product price and quantity.	High
12	Dishes classification	Admin can divide dishes into categories, add/delete new items to categories.	Medium
13	User management	Admin can remove or create new user accounts.	High
14	Dishes Update	Staff can update the state of a dish : available or not.	High
15	Rating and Comments	Customers can rate and leave a comment on the restaurant's service or on a specific dish.	Medium
16	Website adjustment	Admin can edit, add or delete information about any dishes or restaurant news, and promotions.	Medium
17	Food ordering	Staff can order food due to customer's requirements.	High

6. Non-Functional Requirements

The non-functional relate to the capacities of Tasty Tongue website:

- The website needs to load quickly and have an intuitive interface.
- Protect user data, ensure reliability.
- Handle increasing traffic.
- Compatible across multiple platforms and easy to maintain.