

# **RESTAURANT AUTOMATION**

## **GROUP 18**

[IT314 SOFTWARE ENGINEERING]

### **Lab Report 3**

[User Stories]

1. As a user,

I want a login page into the system,

So that I can access the website (as manager/as customer/as employee)

#### **Acceptance Criteria:**

- The system should be accessible from the application's home page.
- The login page should have a separate field for Username, Email ID, Contact No.
- System should be able to identify the user type(manager/customer/employee) by user authentication.
- After successful login, the system should be able to redirect us to the website.

2. As a customer,  
I want to place an order,  
So that I can,

**Acceptance Criteria:**

- System should display the menu with the list of available food items with their price rate.
- Customers should be able to select multiple food items with desirable quantities.
- Customers should be able to add an ordered item to the cart, review/edit the cart and confirm the order.
- System should be able to calculate the total bill amount.

3. As a customer,  
I want to book a table,  
So that I can reserve a table as per my requirements (Number of members).

**Acceptance Criteria:**

- System should display the live table availability status.
- Customers should be able to book any of the available tables.
- System should be able to update the table status after table reservation.
- System should be able to suggest table numbers based on the number of customers provided by the customer.

4. As a manager,  
I want to edit the menu,  
So that I can update the menu based on availability.

**Acceptance Criteria:**

- System should be able to give access to the menu to the manager.
- Manager should be able to add/remove menu items.
- System should be able to update the live menu.

5. As a manager,

I want to track payment records,  
So that I can verify the payment details.

**Acceptance Criteria:**

- Manager should be able to review the order details and payment status.
- System should be able to provide the payment methods.
- Manager should be able to generate the soft copy of completed payments.

6. As an employee,

I want to receive order details along with the order number and table number.  
So that I can prepare the order accordingly.

**Acceptance Criteria:**

- System should be able to notify the order details to all the employees.
- Employees should be able to access all the order details and table details of customers.
- Employees should be able to edit the order status.

7. As an Admin,

I want to track/access all the details of customers and employees,  
So that I can ensure efficient communication and services and based on that make decisions.

**Acceptance Criteria:**

- System should provide an admin-only dashboard accessible only by admin.
- Managers should be able to search for customers and employees using their names or unique ID numbers.
- The system should enforce strict access controls to admins.

8. As a customer,

I want to print the payment receipt after order,  
So that I can have a record of my transaction.

**Acceptance Criteria:**

- System should be able to calculate and display the payment details with GST to the customer.
- Customers should be able to download the soft copy of the bill receipt.

9. As a customer,

I want to give the service feedback,  
So that I can share my experience and feedback to the restaurant.

**Acceptance Criteria:**

- System should provide a feedback mechanism accessible to customers after their service experience.
- Customers should be able to rate (star rating) the services based on their experience.
- Customers should be able to provide textual feedback.

10. As a manager,

I want to be able to receive customer reviews,  
So that I can improve the restaurant services.

**Acceptance Criteria:**

- Admin should have access to view and analyze the aggregated feedback data.
- System should be able to calculate the overall rating of services and provide the data to the admin.

11. As a manager,

I want to review the monthly product report for the sales and order,

So that I can improvise the management more accurately.

**Acceptance Criteria:**

- System should be able to calculate monthly reports of hot favorite food items and critical hours.
- The report should also include aggregated data such as total sales, total orders, average order amount.
- Manager should be able to access all the monthly data calculated by the system.

12. As a user,

I want to be able to ask for help,

So that I can receive assistance whenever I encounter any issues.

**Acceptance Criteria:**

- System should be able to provide the accessible option to the user to request assistance.
- System should be able to display the form which includes description of the issue and relevant details.

13. As a manager,

I want to be able to receive the help notification,

So that I can provide the physical help service(human intervention) to customers.

**Acceptance Criteria:**

- System should be able to notify restaurant staff about the assistance request in real time.
- Manager should be able to access the dashboard where he/she can view and manage the incoming assistance requests.

14. As a customer,

I want to be able to cancel the order,  
So that I can adjust my plans based on unforeseen circumstances.

**Acceptance Criteria:**

- System should be able to allow customers to cancel an order that has not yet been prepared.
- System should be able to notify the staff about the cancellation of order.
- If the order was paid in advance, the system should initiate the refund process.
- Customers should receive an email/ notification of confirmation of cancellation.
- The system should be able to prevent customers from canceling orders if they are already being prepared or have been served.
- After cancellation of order, the system should no longer display the order in the active order list.