Online Restaurant System

Meal Spot

In this system, any customer can order different food from a local restaurant with different choices.

**5 Types of Users:**

1. Managers/superusers for each store

* decides commissions of salespeople dealing with supplies
* pays of cooks and delivery people
* handles complaints and managements of customers

2. Salespeople

* deal with suppliers for the best food supplies with best prices
* each store should have at least two salespeople

3. Cooks

* determine the supplies qualities, menus, prices of different food items
* each store should have at least two cooks

4. Delivery people

* bid on deliveries
* decide routes to and from the restaurant to the customer
* evaluate customers

5. Customers

* order, pay and evaluate food and delivery people
* 3 types receive different prices
  + visitors: highest
  + registered customers: middle
  + VIPs: lowest
  + One customer can be a VIP for one store, while a mere visitor for another.

**System Details:**

1. Login Page

* customer is first asked to login
* if no username and password are keyed in, customer is visitor
* A visitor is always given the choice to register as registered customer, which must be approved by the store manager
  + manager can check the customer record of the restaurant to decide if customer should be approved
  + any customer who is on the blacklist of the restaurant should be automatically denied.

2. Restaurant Page

* The restaurant lists 3 different most relevant food choices
  + based on the order history of the registered customers and VIPs
  + top 3 most popular choices of the restaurant for visitors.
* The customer then chooses the food as s/he pleases.

3. Customer Experience

* Registered customers receive discounted prices,
* VIP, has discounted prices, receive additional food items for free.
* Visitors can read but cannot put in ratings.

4. Delivery Bid

* after customers submitted the choices, the manager starts a bidding procedure for delivery people to bid
* The one with the lowest asking price will be chosen
* winning delivery person decides which route to go for this transaction based on traffic on the road
  + use any scheduling algorithm to decide the optimal route
  + assume each segment of street can be randomly assigned to be of type good, busy, and closed.

5. Rate Food, Delivery, Customer

* after finishing the order, the customer must rate the food/cook and delivery person from 1 (worst) to 5 (best)
* Any rating less than 3 is viewed as complaints and should be given a sentence describing the reason.
* The delivery person can rate the customer as well right after delivery – but s/he cannot rate any more after knowing the rating of the customer.

6. User Average Rating = Pro/Demotion (Reward, Punishment)

* > 4: More than 3 Orders, automatically promoted to a VIP
* < 2 but > 1: More than 3 Orders, demoted to a visitor
* = 1: customer is put in customer blacklist who can never be a registered user (customers cannot change their names)
* We can choose to round

7. Delivery Person Punishment

* < 2 for the last 3 deliveries will receive a warning, which can be erased by the manager
* > 3 warnings = laid off

8. Cook Punishment

* food item’s average rating < 2 in the last 3 orders = food dropped
* 2 food drops = 1 warning
* > 3 warnings = laid off

9. Salesperson Pro/Demotion

* receive 3 straight 5 ratings = receive 10% raise
* complained by cooks 3 times = 1 warning, 10% commission reduction
* 3 warnings = laid off

10. Disability Feature

* a voice-based order feature

**System Outlook:**

1. Consistent GUI (no need to be web-based) for the system, different users will have different/personalized outlooks

2. One creative feature for this system, worth 10% of project score.

* Sort by Highest rating, Most Popular, Distance restaurants
* Feature to review restaurant itself
* Search bar for restaurant

3. Any system details that are not provided are left for you to freely use any methods of your own choosing to design and implement.