ChefItUp

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Online Restaurant
Software Requirements Specification
For Features

Version 1.0

Revision History

Date	Version	Description	Author
10/20/2020	1.0	An initial overview of system feature details	Eddie Ozuna, Cristian Cuevas, Nahin Imtiaz, Albert Felix

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Software Requirements Specification

1. Introduction

The introduction of the Software Requirements Specification (SRS) provides an overview of the entire SRS with purpose, scope, definitions, acronyms, abbreviations, references and overview of the SRS. As such, the aim of this document is to give a complete insight of the ChefItUp software system by defining the problem in detail.

1.1. Purpose

The purpose of this document is to gather and examine the potential ideas that our team has thought over to implement the system and its features with respect to the goal of the application, i.e. restaurant management and online ordering. It gives an overview of how we expect the product to be utilized, outlines potential aspects that could be developed at a later time, and lists other plans that are still being considered but that might also be rejected as our system is developed.

This SRS serves as the master plan for our system and its purpose. It describes the target audience that we expect will use it, the user interface and user experience that each type of user will have, and the system functionalities to make this happen. In this way, the document serves as a guide for the developers of the system in the software delivery lifecycle processes, as well as a detailed overview for our clients.

1.2. Scope

The main scope of the application applies to the restaurant management, online ordering, and delivery sectors. It focuses on only one restaurant—the restaurant that will be using the application—as well as its stakeholders and applications, such as management, chefs, delivery people, and customers, all of which allow for a smooth food serving experience.

This SRS document also attempts to specify the requirements and features of the software to be developed, serving as a model for the general idea behind the restaurant management and online ordering features. In other words, it works as a standard to create the software requirements specifications directly and step-by-step, or can be used as the model for the specific standards.

1.3. Definitions, Acronyms, and Abbreviations

Below are the definitions to common terms used throughout the report:

Chef	type of user that decides their menu and dishes for the restaurant
ChefItUp	the system feature for restaurant management and online ordering
Customer	type of user who has been successfully registered by manager, and can browse the menu, order food, rate dishes and delivery, and participate in discussions
Delivery People	type of user who competes for delivery for customers
Manager	type of user who oversees restaurant, processes customer registration, handles customer feedback, and manages chefs and delivery people
Surfer	type of user who can browse through menu and dishes only, view top rated dishes, and apply to be a registered customer
VIP Customer	type of user who has been successfully registered by manager AND has spent more than $500 or placed 50 orders as registered customers, whichever comes first. In addition to all capabilities of a regular customer, VIP customers receive a 10% discount on orders, have access to special dishes, and their compliments/complaints are counted twice as important.

1.4. References

In the developing of our system, we used the following products for reference:
- Seamless
- UberEats
- GrubHub
- DoorDash

1.5. Overview

The rest of this document lays out the general idea as well as the description of our target audience, the system's software, and the features, functionalities, and user experiences that the product will provide. In section 2, we provide a general overview of the system. In section 3, we provide the functional requirements, features, and user experiences we thought over while designing the product. In section 4, we provide further supporting information.

2.   Overall Description

The problem statement our system is trying to solve is to allow for a more seamless restaurant management and online ordering process, all from the same place. We include a list of the stakeholders and potential clients that will find the best use case for our product. As such, we illustrate the wants and needs of these stakeholders, and what they can expect to get out of the system. The document also provides a further overview of the major features and functionalities alongside a general description for each part of the system.

This section of the SRS contains a detailed description of the different use-case scenarios from the perspectives of different stakeholders. It also provides the detailed functions of our product with our given constraints, assumptions, dependencies, and requirements.

2.1.   Use-Case Model Survey

ChefItUp online restaurant order and delivery system
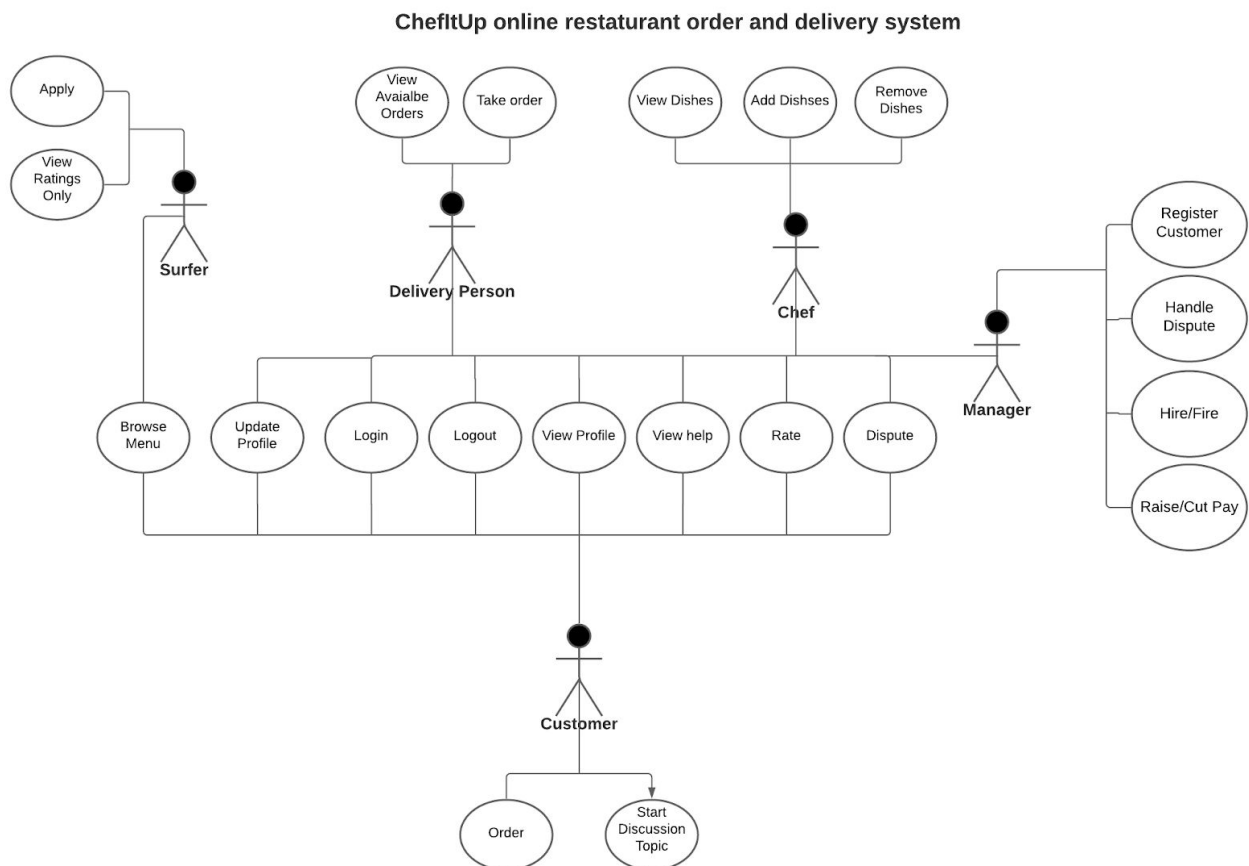
Customers: Customers can browse/search the dish menu, order, and rate food delivery manners and dish quality (from lowest score of 1 star to highest score of 5 stars). Customers can also start or participate in a discussion topic on cooks, dishes, or delivery people.

Surfers: Surfers can browse the menus and rating only, and can also apply to be a registered customer with a fixed amount of deposit money, which is then accepted or denied by the manager.

Chef: Chefs can independently decide the dishes they offer in their menu.

Delivery Person: Delivery people can check for available orders and take them to the customers.

Manager: Managers can process customer registrations, handle customer compliments and complaints, and hire, fire, and raise or cut pay for chefs and delivery people.

2.2.   Assumptions/Dependencies

Assumptions:

As a restaurant management and online ordering system, we assume that it will be used in the following ways:

- ❖ As a surfer-type user, I am able to:
  - ➢ View top 3 rated dishes and top 3 most popular dishes
  - ➢ Browse through the restaurant's menu
  - ➢ Apply to be a customer-type user
- ❖ As a customer-type user, I am able to:
  - ➢ Make a request to buy food from the restaurant, and then choose to have it as dine-in, take-out, or delivery.
  - ➢ Rate dishes and leave compliments or complaints to the chef/delivery person.
  - ➢ Receive compliments/complaints from delivery people.
  - ➢ Receive up to 3 warnings for wrongful behavior, and be deregistered afterwards.
- ❖ As a VIP-customer-type, I have the same use-cases as a regular customer-type user. In addition, I am also able to:
  - ➢ Receive a 10% discount from the order bill.
- ❖ As a chef-type user, I am able to:
  - ➢ Create my own menu by adding the dishes I offer.
  - ➢ Add/change descriptions and keywords for the dishes in my menu.
  - ➢ Receive/view ratings on the dishes of my menu.
- ❖ As a delivery-type user, I am able to:
  - ➢ Choose the orders that I will be delivering.
  - ➢ Compete against other delivery-type users for orders to deliver.

➢ Rate the person whose order I am delivering.
➢ Leave compliments and complaints for the person whose order I am delivering.
➢ Receive and view my own ratings, compliments, and complaints.

❖ As a manager-type user, I am able to:
➢ Accept/deny applications from potential customers.
➢ Accept/dismiss compliments or complaints from other users.
➢ Deregister or derank users.
➢ Keep a list of taboo words for filtering-purposes.
➢ Hire, fire, and raise/cut pay for chef-type and delivery-type users.

Dependencies:

❖ A potential customer-type user starts out as a surfer-type user, where they can see menus and ratings only. They can then apply to the restaurant to become a customer-type user.

❖ A manager-type user will then accept (or deny) the application.

❖ After either 50 placed orders or $500.00 spent in the restaurant, a customer-type user becomes a VIP-customer-type user.

❖ Customers can select to have their order as dine-in, take-out, or delivery.

❖ For delivery orders, customers can only leave a review after the food is delivered.

❖ If the price of the food is higher than the money in the wallet, the order is frozen.

❖ Customers can be deregistered by the manager, or quit the system themselves.

❖ Customers can get warnings for using taboo words or getting bad reviews from the delivery team.

❖ Only after receiving a warning can a user dispute it.

❖ After 3 warnings, customers will be deregistered.

❖ After 2 warnings, VIP-customer-type users will be demoted to customer-type, and their warnings will be wiped clean.

❖ After consistently getting bad ratings, 3 warnings, or no orders for 3 days, a chef will be demoted.

❖ If a chef is demoted twice, they will be fired.

❖ After consistently getting good ratings or 3 compliments, a chef will be promoted. This also applies to the delivery team.

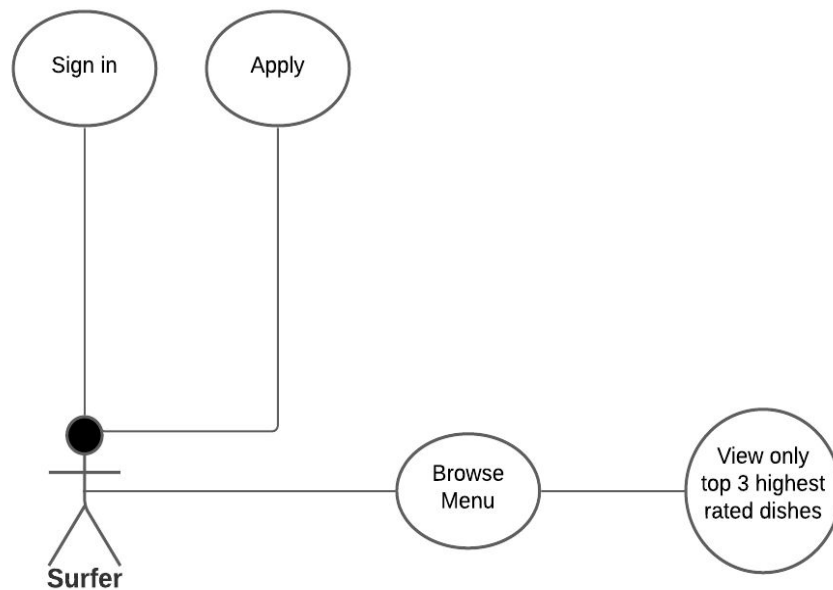❖ The list of taboo words will only be accessible by the manager. Only managers can modify this list.

3. Specific Requirements

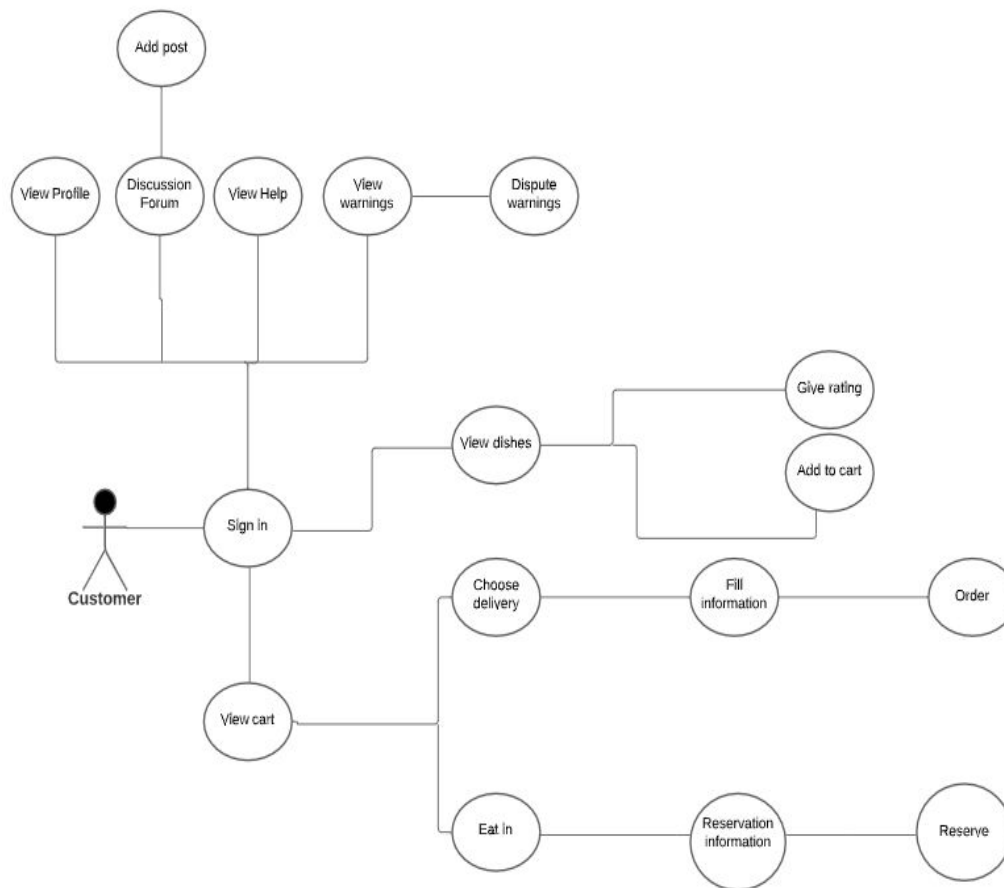## 3.1. Use-Case Reports

3.1.1. Surfer Use-case Report

Surfer use-case report

USE CASE	DESCRIPTION
Sign in	Surfers have the option to sign in
Apply	Surfers can apply to become a customer
Browse Menu	Surfers can only see top 3 highest-rated and top 3 most-popular dishes

### 3.1.2. Customer Use-case Report

Customer use-case report

USE CASE	DESCRIPTION
Sign in	Customers must sign in in order to do additional actions
Log Out	Customers can log out from their account
View Profile	Customers have their own profile containing personal details
Discussion Forum	Customers can view and open posts on the discussion forum
View Help	Customers have access to a help page
View Warnings	Customers can view the warnings they have received
Dispute Warnings	Customer can dispute warnings
View Dishes	Customer can access the restaurant's menu
Give Reviews	Customers can leave reviews for chefs or delivery people

View Cart	Customers can view their cart with the items they have selected
Add to Cart	Customers can add different items from the menu to their cart
Choose Delivery	Customers can choose the delivery option when ordering food
Choose Eat in	Customers can choose to eat in the restaurant and reserve seats

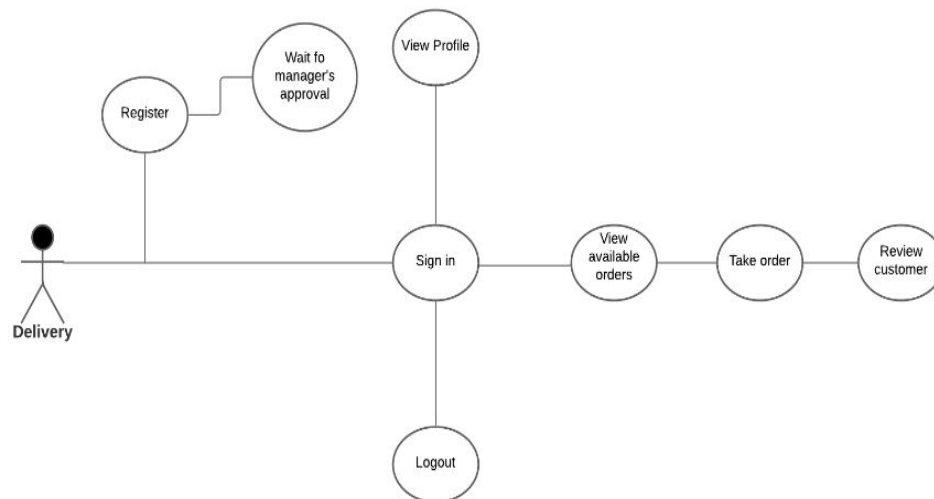### 3.1.3.   Chef Use-Case Report

Chef use-case report
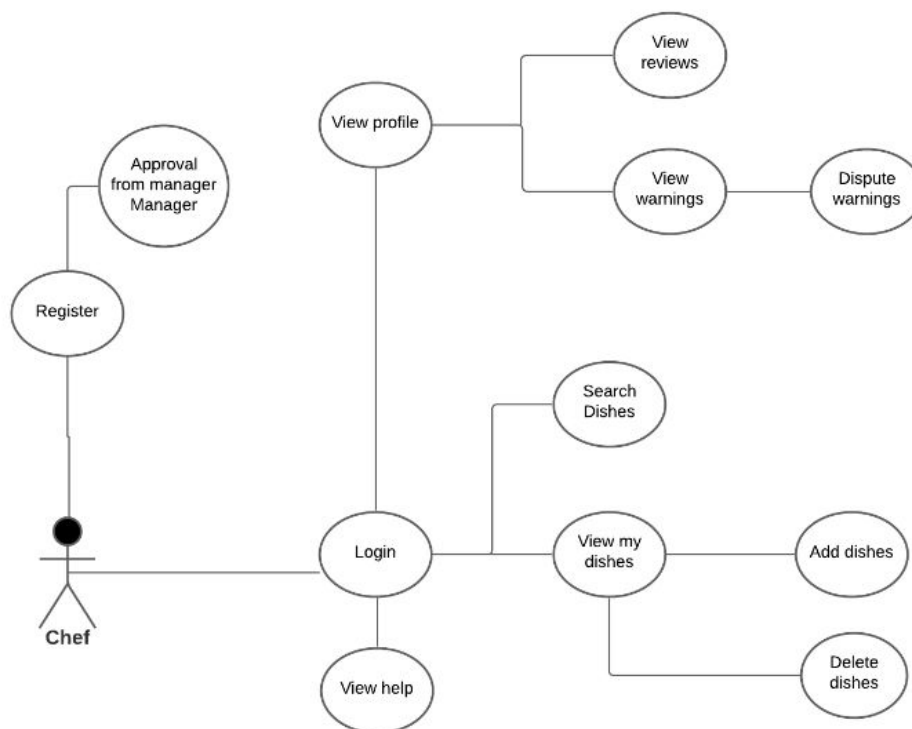
USE CASE	DESCRIPTION
Register	Chefs can register for a new account that the manager may accept
Sign In	Chefs must sign in in order to do additional actions
Log Out	Chefs can log out from their account
View Help	Chefs have access to a help page
View My Dishes	Chefs can view the dishes they offer

Add Dishes	Chefs are the only type of users that can add dishes to the menu
Delete Dishes	Chefs are the only type of users that can remove dishes from the menu
Search Dishes	Chefs can see and search in the menu for the dishes they offer
View Profile	Chefs can view their profile information
View Reviews	Chefs can view the customer reviews that they have received
View Warnings	Chefs can view the warnings that they have received
Dispute Warnings	Chefs has dispute his warnings

3.1.4.   Delivery Person Use-Case Report

Delivery use-case report

USE CASE	DESCRIPTION
Register	Delivery people can register for a new account that a manager may accept
Sign in	Delivery people must sign in in order to do additional actions
Log Out	Delivery people can log out from their account
View Profile	Delivery people can view their profile
View Available Orders	Delivery people can see all orders available for delivery

Take Order	Delivery people can choose an order to deliver
Review Customer	Delivery people can leave reviews for customers

3.1.5.   Manager Use-Case Report

Manager use-case report
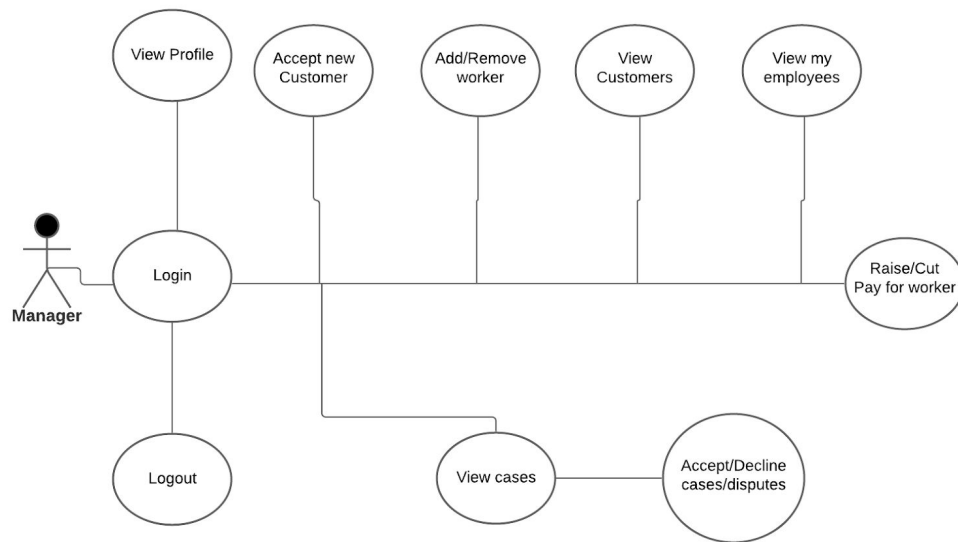
USE CASE	DESCRIPTION
Sign In	Managers must sign in in order to do additional actions
Log Out	Managers can log out from their account
Accept New Customer	Managers can accept new customers application
Add/Remove Worker	Managers can add or remove employees
View Customers	Managers can view the restaurant's customers
View Employees	Managers can view the restaurant's employees
Raise/Cut Worker Pay	Managers can raise or lower an employee's salary
View Cases	Managers can view employee or customer cases
Accept/Decline Cases	Managers can accept or decline different cases

3.2. Supplementary Requirements

3.2.1. Comprehensive Product Details

- The system shall display detailed information of the selected products.
- The system shall provide browsing options to see product details.
- The system shall provide options to select the quantity of products.

3.2.2. Detailed Product Categorizations

- The system shall display products in categories such as most popular dish, appetizers, main menu, and dessert.

3.2.3. Search Facility

- The system shall enable users to search by dish or chef's name.
- The system shall display all matching products based on the search.
- The system shall notify users when search results in no matches.

3.2.4. Multiple Dining Options

- The system shall provide three ordering options: dine-in, take-out, or delivery.
- The system shall take reservation time and seat number for dine-in.
- The system shall allow customers to give feedback about the delivery person, only if they choose a delivery option.

3.2.5. Customer Profile

- The system shall allow users to create a profile and set credentials.
- The system shall allow users to update profile information.
- The system shall allow users to add more balance to their account.
- The system shall allow users to unsubscribe from the system.

3.2.6. Personalized Experience

- The system shall display past orders and current order history.
- The system shall display the top three dishes the user has ordered.
- The system shall display recently viewed dishes in the shopping cart.

3.2.7. Feedback Options

- The system shall provide customers the options to compliment or complain about the chef of each ordered dish.
- The system shall provide customers the option to compliment or complain about the driver only if delivery option was chosen.
- The system shall allow chefs and drivers to review the customer.
- The system shall allow users to dispute a warning.
- The system shall allow managers to manage disputes and provide warnings.

3.2.8. Detailed Customer Invoice

- The system shall display the invoice for current order once it is confirmed.

3.2.9.   Shopping Cart Facility
- The system shall provide a shopping cart for online orders.
- The system shall allow users to add/remove products in shopping cart.

3.2.10.   Order Review and Rating
- The system shall provide a discussion forum for users to review and rate user experience.
- The system shall display the reviews and ratings of each product.

3.2.11.   Chefs Dashboard
- The system shall display chef's dishes on a dashboard for viewing.
- The system shall provide chefs the option to add/modify a menu dish.
- The system shall provide a "filter dishes by dish ID or ratings" option.

3.2.12.   Managers Dashboard
- The system shall display an employee dashboard to managers.
- The system shall provide the option to manage current and new customers, as well as restaurant employees (chefs and managers).
- The system shall allow managers to manage disputes and provide warnings.

3.2.13.   Delivery Person Dashboard
- The system shall display available orders on a dashboard.
- The system shall allow delivery people to view current order details.
- The system shall allow delivery people to provide customer feedback.

4.   Supporting Information

4.1.   Appendices

4.1.1.   User Interface Prototypes

For our project framework with UI prototypes, find our figma design here.