Use Case	Recording of orders					

Context	As soon as customers want to order, the system shall enable the customer with the ability to send, manage and track a personalized order until it is served.					
Domain	Order		Business Value	Personalization ⊠ Communication ⊠ Control ☐	Acquisition ⊠ Optimization ⊠ Analysis ⊠	

Description

Stakeholders & Interests	Stakeholder	Interests
	Manager	Shortening the ordering process; customer loyalty; optimizing restaurant utilization; cost reduction; increasing customer satisfaction; insight into current processes in the restaurant; improved internal communication;
	Kitchen staff	Quick overview of orders; improved internal communication; recipe display
	Waiter	Easy recording of orders; improved internal & external communication;
	Customer	Ease of communication of culinary habits, preferences & wishes; Reduction of waiting times; Personalized offer; Easy accessibility of offers; Transparency of preparation time
Required Data	Personal habits, preferences & wishes of the customer Menu: Dishes & dish components Table reference Order: dishes, drinks, personal preferences of the customer Food available Digital recipes for dishes in the menu; recording of dish ingredients Start of preparation; state of preparation; completion of preparation Overall history of the customer's orders	
Current Conditions	Current conditions are not exemplified. Saeed et al. describe how customers cannot see whether certain dishes are available on the menu. Customers also have to wait for the waiter before they can place their order, so they do not receive any information about the current state of preparation after ordering. (Saeed2016)	

Procedure

Trigger	Customer uses a user interface to view the menu	
Use Case Procedure	Step	Activity
	1. Registration	Customer interacts via a user interface and logs in.
	2. Menu display	The menu is customized based on the dietary habits & food available in the

		restaurant and recommendations are presented.
	3. Selection of products in the menu	Customer selects desired products
	4. Confirming and sending the selection	The customer confirms the selected products are correct and sends them to the kitchen with a table reference.
	5. Display of the order	The kitchen staff receives and confirms the order with the expected preparation time.
	6. Confirmation of order reception	The customer receives an order confirmation, including the expected preparation time and the option to adjust the order.
	7. Presentation of the recipes of the order	Kitchen staff can display the recipes of the dishes ordered.
	8. Completion of the order	The kitchen staff completes the order and sends a message to the waiter.
	9. Receipt of notification of order completion	Service is informed about the completion of an order and collects it.
	10. Serving of the order	The waiter takes the table reference from the order and serves the order.
	11. Finalizing the order	The waiter changes the order status from "in preparation" to "served" and completes the order.
Use Case Anomalies	*Step*	*Activity*
	1a. Registration	The customer creates an account, then step 1b
	1b. Specification of personal preferences	The customer states personal preferences and eating habits, then repeats step 1
	4a. Abortion	The customer repeats step 3 with the existing selection
	6a. Order adjustment	The customer adjusts the details in the order. Repeat step 3 with the existing selection.
Final State	The waiter changes the order status to "served"	

Overlaps						
Domain 2	Food & nutrition	*Business Value*	Personalization	☒	Acquisition	☒
			Communication	☐	Optimization	☐
			Control	☐	Analysis	☐
Domain 3	Cooking craftsmanship	*Business Value*	Personalization	☐	Acquisition	☐
			Communication	☐	Optimization	☐
			Control	☒	Analysis	☐
Sum of Business Values total (incl. title domain, header)			Personalization	2	Acquisition	2
			Communication	1	Optimization	1
			Control	1	Analysis	1