Project 3 Restaurant Management System:

PROJECT TASK WEEK 1-

Task 1

LIST OF STAKE HOLDERS:

Owner

Management team

Waiters

Customers

Finance department

Feedback collecting representative

TASK 2 : fow chart of AS IN process:

Waiter gives the paper bill to the customer of check out

Costumer places the order

Waiter send the order paper to chef to prepare the food

Costumer places the order

Costumer places the order

Flow chart of future process:

The data is shared to the management to analise the data

Waiters use the system to generate the bill

Order is sent to kitchen by the system

Waiter takes the order using the system

Managers reserve the table

Generates the menu

TASK 3:

As a Business Analyst working on the Restaurant Management Software project, the scope of the software can be defined based on the requirements gathered from stakeholders. Here are the main features that need to be developed for the Restaurant Management Software:

1. **Menu Management:**
   * Ability to create, edit, and delete menu items.
   * Categorization of menu items into sections like Starters, Soups, Main Course, Desserts, and Drinks.
   * Menu items should include details such as name, description, price, and availability.
2. **Order Management:**
   * Waiters should be able to take orders from customers using the software.
   * Orders should be assigned to specific tables and waiters.
   * Ability to modify or cancel orders before they are processed.
3. **Table Reservation:**
   * Managers should be able to reserve tables for customers.
   * Reservation details should include the date, time, number of guests, and table preferences.
   * Waiters should be able to view reserved tables and avoid seating other customers on those tables.
4. **Billing and Payment:**
   * Generation of bills for each table based on the orders placed.
   * Integration with a payment gateway to accept payments via cash or card.
   * Ability to split bills and accept multiple payment methods.
5. **Reporting and Analytics:**
   * Generation of daily, weekly, and monthly sales reports.
   * Top-selling items report to identify popular dishes.
   * Analysis of sales trends to make informed business decisions.
   * Identification of unsold items for menu optimization.
6. **User Management:**
   * Role-based access control for managers, waiters, and administrators.
   * Login system with secure authentication mechanisms.
   * Ability to reset passwords and manage user accounts.
7. **Feedback Management:**
   * Capture customer feedback through paper forms or digital input.
   * Storage of customer details such as name, contact information, and feedback.
   * Analysis of feedback to improve service quality and customer satisfaction.
8. **Integration and Scalability:**
   * Ability to integrate with external systems such as accounting software or inventory management systems.
   * Scalability to support multiple restaurant locations or branches.
9. **Offline Support:**
   * Capability to continue operations even when internet connectivity is intermittent or unavailable.
   * Data synchronization once connectivity is restored.
10. **Customer Loyalty Program:**
    * Implementation of a loyalty program to reward frequent customers.
    * Tracking of customer visits and spending to offer personalized rewards.

TASK 3:

**In-Scope Items:**

1. Menu Management:
   * Creation, editing, and deletion of menu items.
   * Categorization of menu items into sections.
   * Price management for each menu item.
2. Order Management:
   * Waiters can take orders using the software.
   * Orders are assigned to specific tables and waiters.
   * Modification and cancellation of orders before processing.
3. Table Reservation:
   * Managers can reserve tables for customers.
   * Reservation details include date, time, and number of guests.
   * Waiters can view reserved tables to avoid seating other customers.
4. Billing and Payment:
   * Generation of bills based on orders.
   * Integration with payment gateway for cash or card payments.
   * Splitting bills and accepting multiple payment methods.
5. Reporting and Analytics:
   * Daily, weekly, and monthly sales reports.
   * Top-selling items report.
   * Analysis of sales trends and unsold items.
6. User Management:
   * Role-based access control for managers, waiters, and administrators.
   * Secure login system with password management.
7. Feedback Management:
   * Collection of customer feedback through paper forms or digital input.
   * Storage and analysis of customer feedback.
8. Integration and Scalability:
   * Integration with external systems such as accounting software or inventory management systems.
   * Scalability to support multiple restaurant locations.

**Out-of-Scope Items:**

1. Inventory Management:
   * Tracking and management of ingredient inventory.
   * Reorder management for low-stock items.
2. Employee Scheduling:
   * Automated scheduling of waitstaff and kitchen staff shifts.
   * Shift management and tracking of employee hours.
3. Kitchen Display System (KDS):
   * Integration with a KDS for displaying orders in the kitchen.
   * Tracking order preparation and completion.
4. Customer Relationship Management (CRM):
   * Management of customer profiles and preferences.
   * Loyalty program management.
5. Online Ordering and Delivery:
   * Development of a separate online ordering platform.
   * Integration with third-party delivery services.
6. Marketing and Promotions:
   * Management of marketing campaigns and promotions.
   * Coupon and discount code management.
7. Reservation Management for Events:
   * Management of large group reservations and events.
   * Event planning and coordination features.
8. Compliance and Regulatory Features:
   * Compliance with food safety regulations.
   * Tax and accounting features specific to the restaurant industry.

These out-of-scope items may be important for the overall management of the restaurant business but are not directly related to the core functionalities of the Restaurant Management Software as outlined in the project requirements.

TASK 4:

**Functional Requirements:**

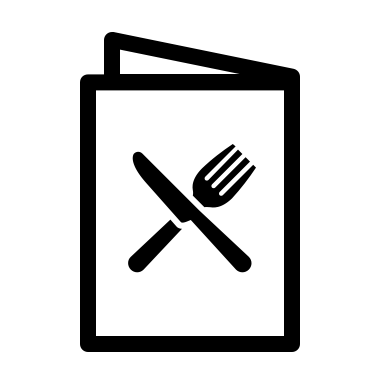
1. **Menu Management:**
   * The system should allow managers to create, edit, and delete menu items.
   * Menu items should be categorized into sections such as starters, main course, etc.
   * Each menu item should have a name, description, price, and category.
2. **Order Management:**
   * Waiters should be able to take orders using the software, assigning them to specific tables.
   * Orders should be editable and cancellable before processing.
   * The system should track the status of orders (e.g., pending, in progress, delivered).
3. **Table Reservation:**
   * Managers should be able to reserve tables for customers, specifying the date, time, and number of guests.
   * Reserved tables should be marked in the system to prevent other customers from occupying them.
4. **Billing and Payment:**
   * The system should generate bills based on orders, including itemized details and total amounts.
   * Integration with a payment gateway should allow for cash or card payments.
   * Splitting bills among multiple customers should be supported.
5. **Reporting and Analytics:**
   * Daily, weekly, and monthly sales reports should be available, showing total sales and breakdowns by category.
   * A report should list the top-selling menu items for a given period.
   * Trends analysis should help identify popular items and sales patterns.
6. **User Management:**
   * Role-based access control should be implemented, with different permissions for managers, waiters, and administrators.
   * Secure login credentials should be required for accessing the system.
7. **Feedback Management:**
   * The system should capture customer feedback through paper forms or digital input.
   * Feedback data should be stored and analyzed to identify areas for improvement.

**Non-Functional Requirements:**

1. **Usability:**
   * The user interface should be intuitive and easy to navigate for both managers and waitstaff.
   * Response times for user interactions should be fast to minimize wait times.
2. **Reliability:**
   * The system should be available and functional during restaurant operating hours.
   * Data integrity should be maintained to ensure accurate reporting and billing.
3. **Security:**
   * Access to sensitive information such as customer data and financial transactions should be restricted based on user roles.
   * Data transmission over the network should be encrypted to prevent unauthorized access.
4. **Scalability:**
   * The system should be able to handle increased loads during peak hours without performance degradation.
   * It should support scalability to accommodate additional restaurant locations in the future.
5. **Integration:**
   * The software should be able to integrate with external systems such as payment gateways and accounting software.
   * APIs or other methods of integration should be provided for seamless data exchange.
6. **Compliance:**
   * The system should comply with relevant regulations and standards in the restaurant industry, such as food safety guidelines and data protection laws.
   * It should support compliance with tax and accounting requirements.
7. **Accessibility:**
   * The software should be accessible to users with disabilities, complying with accessibility standards such as WCAG (Web Content Accessibility Guidelines).
   * Support for screen readers and keyboard navigation should be provided

TASK 5:

MOCKSCREEN FOR MENU:

 MENU

CATOGORIES :

STARTERS

MAIN COURSE

DESERTS

SIDES

FOR TABLE RESERVATION:

 table resrvation

New table

Table size

People

Date

Time

WEEK 2

TASK 1:

1. \*\*As a manager, I want to be able to create and edit menu items, so that I can update the restaurant menu as needed.
2. \*\*As a manager, I want to categorize menu items into sections such as starters, main course, etc., so that customers can easily navigate the menu.
3. \*\*As a waiter, I want to take customer orders using the software, so that I can accurately record their selections.
4. \*\*As a waiter, I want to assign orders to specific tables, so that customers receive their orders correctly.
5. \*\*As a manager, I want to reserve tables for customers, specifying the date, time, and number of guests, so that I can efficiently manage table availability.

ACCEPTANCE CRITERIA:

1. **As a manager, I want to be able to create and edit menu items, so that I can update the restaurant menu as needed.**
   * Acceptance Criteria:
     + The system allows the manager to add new menu items with names and prices.
     + The system allows the manager to edit existing menu items to update their names or prices.
     + Changes made to the menu items are reflected immediately in the menu display.
2. **As a manager, I want to categorize menu items into sections such as starters, main course, etc., so that customers can easily navigate the menu.**
   * Acceptance Criteria:
     + The system provides options to categorize menu items into predefined sections.
     + Each menu item is assigned to one and only one section.
     + Customers can view menu items grouped by sections when browsing the menu.
3. **As a waiter, I want to take customer orders using the software, so that I can accurately record their selections.**
   * Acceptance Criteria:
     + The system presents a list of available menu items for the waiter to select from when taking an order.
     + The waiter can add multiple menu items to an order.
     + The system records the quantity of each menu item ordered by the customer.
4. **As a waiter, I want to assign orders to specific tables, so that customers receive their orders correctly.**
   * Acceptance Criteria:
     + The system allows the waiter to select a table number when entering an order.
     + Each order is associated with a unique table number.
     + Waiters can view and manage orders assigned to each table.
5. **As a manager, I want to reserve tables for customers, specifying the date, time, and number of guests, so that I can efficiently manage table availability.**
   * Acceptance Criteria:
     + The system provides a reservation feature where the manager can specify the date, time, and number of guests for each reservation.
     + Reserved tables are marked as unavailable during the specified date and time.
     + Managers can view and manage existing reservations.

TASK 2: TABLEAU

1. Create a dashboard for senior management to view sales of restaurants for the last six months. Make assumptions as appropriate and create the dashboard using your own mock data.
2. Create a dashboard to show which zone (Zone 1, 2, 3, or 4) has highest sales. Make assumptions as appropriate and create the dashboard using your own mock data.

LINK:

https://public.tableau.com/views/RMSTABLEAU/Dashboard1?:language=en-GB&publish=yes&:sid=&:display\_count=n&:origin=viz\_share\_link

EXEL:

: <https://1drv.ms/x/s!ArL-VqxBfXx0byhSJ8zKK1lD_K4>

Question 2:

1. In the above chart for restaurant ID 1200789, find the sales for the month of June

Ans: $5655

1. In the above chart for restaurant ID 1200739, find the sales for the month of April

Ans: 78,787

1. In the above chart for restaurant ID 1200352, find the sales for the month of January

Ans: 15,184