

## B. Project Features and Characteristics

### Reservation Module

- **Booking:** Customers select a date, time, and count of people to make a table reservation.
- **Calendar:** Shows which times are available or already booked.
- **Confirmation:** Sends a message to confirm the reservation.
- **Customer Records:** Keeps track of past reservations.

### Table

- **Table Map:** Shows where tables are in the restaurant.
- **Assigning Tables:** Puts customers at tables based on their booking.
- **Live Updates:** Shows if tables are free, reserved, or in use.

### User Module

- **Customer Info:** Saves customer details like name and preferences.
- **Staff Roles:** Handles different permissions for admins, hosts, and waiters.
- **Contact:** Lets staff send messages to customers.

### Reports Module

- **Booking Reports:** Shows daily, weekly, and monthly booking details.
- **Table Use:** Tracks which tables are used most often.

### Payment Module

- **Online Payment:** Let customers pay when booking.
- **Payment Records:** Tracks which reservations are paid for.

### Notification Module

- **Reminders:** Sends reminders to customers about their reservations.

- **Cancellation Notices:** Alerts staff and customers if a booking is canceled.

### **Feedback Module**

- **Feedback:** Asks customers how their dining experience was.
- **Ratings:** Let customers rate their experience.
- **Responses:** Allows staff to reply to feedback.