(System initialized and with fake records of past 3 days)

Actors:

Customer 1 – XX by XXX The one who reserves on the phone

Customer 2 – XX by XX The one who comes

Customer 2 – XX by XXX The one who cancels

Staff – XX by XXX

Manager- XX by XXX

Script:

1. Introduction:

* Hello, I am…..
* We are group 5 and we are here to present you our RRPSS system

1. Test by functionalities:
2. Create/Update/Remove menu item / Promotion

Manager: Hello {Staff}, the thanksgiving is coming, we may have some new items to add into our menu.

Staff: Sure, what are they? (Going into “Menu Management”)

Manager: The first one is an ala carte called “super-turkey”, a full size roast turkey. The price is 50 dollars.

Staff: (type ala carte) OK, next?

Manager: The second one is a set called “Thanksgiving-suite”, consisting of a super turkey and 8 cups of cola, at a price of 96 dollars. Also change the name of the “cola” to “coca cola”.

Staff: (type) Done, any other things?

Manager: Oh, sorry my mistake, could you change the price thanksgiving-suite to 69 dollars, I said a wrong price just now. Also change

Staff: No problem, just a sec

Manager: OK, last thing. Could you delete the chicken noodle? Our new chef no longer cooks this. Also, delete the chicken noodle set

Staff: Done, any other changes?

Manager: No, thank you {Staff}

Staff: You are welcome {Manager}

1. Create Reservation Booking

(Phone ringing)

Staff: XXX Restaurant, how can I help you?

Customer 1: I’d like to reserve a table for 4 people today evening, say 18:30

Staff: OK, what’s your name, Sir?

Customer 1: {Customer 1}

Staff: All right, sir. Your table is table XX, and it would be available 1 hour before your arrival

Customer 1: OK, thanks, bye.

1. Check reservation booking

(Customer 2 coming)

Staff: Hello Sir, welcome. Did you make a reservation?

Customer 2: Yes, under the name of “Customer 2” , which table is it?

Staff: Just a second, your table is XXX. Have a nice meal.

Customer 2: Thanks

1. Remove reservation explicitly

(Phone ring)

Customer 3: Hello, is this XX restaurant? I want to cancel my reservation I made yesterday.

Staff: OK, what is your name sir?

Customer 3: {Customer 3}

Staff: Your reservation is cancelled, we sincerely hope our restaurant will still be your first choice.

1. Remove reservation by expiring time

(No scenario)

1. Create

Customer 2: Hi, may I order a double-cheese burger and a happy-family set

Staff: OK, anything else sir?

Customer 2: no, thanks.

1. View Order & Add / Remove Item(s) from an order

(few minutes later)

Customer: Could you check what my order was? Also, I want to order a cup of coca cola.

Staff: ….

1. Check table availability

(No scenario)

1. Print invoice (check out)

(Standard check out procedure)

1. Sales revenue by period

(Manager come by and ask for reports, etc.)