Zabegalovka

Restaurant
Software Requirements Specification
For Menu & Ordering System

Version <1.0>

grade: 90
comments: the use-case diagram for the project is in great shape, every use case was described with one line. all aspects of phase 1 were provided.
the main flaw of this report is too concise: more details should be given as this spec is the actual foundation for future development, one-liner for each case is way too lacking in details.

Revision History

Date	Version	Description	Author
28/03/22	<1.0>	First draft of the report	Mohamed Kharma Radmir Sataev Jacob Onbreyt Yevheniya Solomyana Matheus Figueroa

Zabegalovka

Table of Contents

Software Requirements Specification

1. Introduction

This section of the Software Requirements Specification (SRS) document provides an overview of the Restaurant Menu and Ordering/Delivering system for the Zabegalovka restaurant. It also includes detailed information about the system's purpose, scope, definitions, and references.

1.1 Purpose

The main purpose of this Software Requirements Specification document is to go over the overall description of Zabegalovka's software system. This mobile application will allow the user to browse the menus of food that are offered by Zabegalovka, then the user will be able to place an order on any of the food he/she likes. The software system will send the user's location to the delivery person to deliver the food order.

1.2 Scope

The scope of this mobile restaurant menu and its ordering system is to ease getting food process and to create a convenient and easy-to-use application for customers trying to order food. The system is based on Zabegalovka's food menu that is provided by the restaurant manager and the delivery people available for the restaurant. Thus, we will have a list of all the food for the customer to choose from as well as a navigation system to deliver the food as fast as possible because our goal is to provide the best user experience for the application user.

1.3 Definitions, Acronyms, and Abbreviations

Term	Definition
Manager	A person who processes customer registration, manages the chef(s) and delivery people, deals with customers' complaints
Customer	An app user who can browse and order/pay for the food. Can rate the food quality and delivery service as well as share their opinion on chefs/dishes/delivery
Menu	A list of all the foods available for ordering by the customer
Chef	A person whose primary object is to get the ordered food ready
VIP customer	A customer who spends over $100 or gets 5 orders without any outstanding complaints, can get a 5% discount on food and 1 free delivery every 3 orders.
Visitor	A user who can browse the restaurant menu and ratings only, potential registered customer
Deposit	Money added by the customer when registering
Register system	Handles the bill payments through the system

Delivery	A person whose primary job is to deliver the ordered food to customers

1.4 References

Software Requirements Specification, https://www-cs.ccny.cuny.edu/~csjie/322/spec_sample.pdf

1.5 Overview

- **Overall Description:** This is a broad description of the product and its features. This part includes Use-Case Model Survey which helps with visualization of the product. Also, it includes Assumptions and Dependencies that will summarize our thoughts regarding the product.
- **Specific Requirements**: This describes requirements that will enable the product to be tested and delivered to customers. Also, this part allows developers to meet the specific requirements for the development of the product. It includes Use-Case Reports that describe the core requirements and Supplementary Requirements non-core requirements.
- **Supporting Information:** This part provides information that will help navigating and understanding the report.

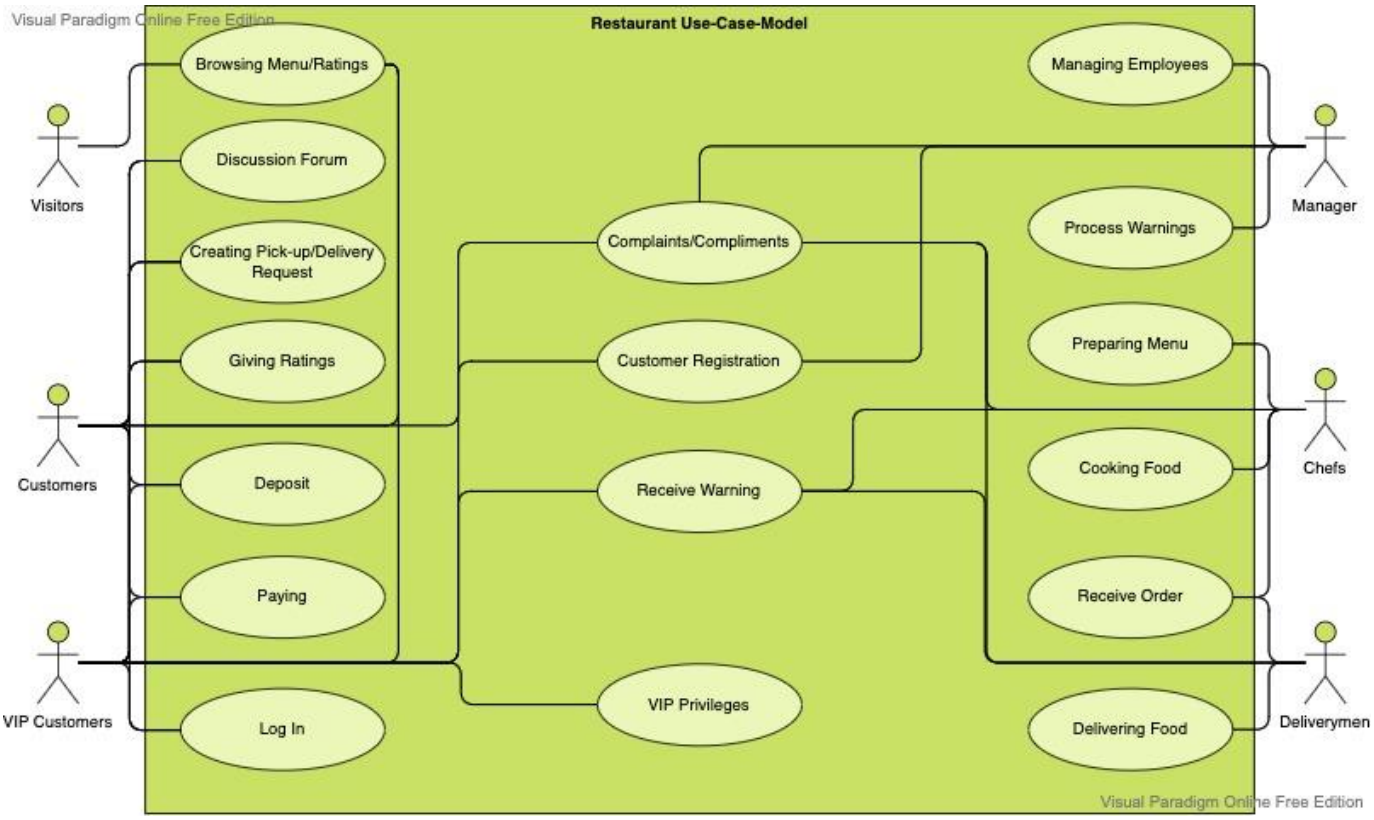
2. Overall Description

The product is an online restaurant order and delivery system provided with a GUI. It consists of three groups of users: employees, customers, and visitors. The system allows customers and visitors to navigate through an app and interact with the system features based on their user characteristics accordingly. That is, some of the features for the visitors are unable unless they become registered customers. The employees and customers have a right to file complaints/compliments as well as receive warnings, all processed by the manager. The system requires the customers to deposit money and their accounts are overseen by the manager.

2.1 Use-Case Model Survey

Users:

- Visitors, Customers, VIP Customers
- Manager
- At least two Chefs
- At least two Deliverymen



2.2 Assumptions and Dependencies

a nice use-case diagram

This section goes over the various functionalities in Zabegalovka

One assumption for our application is that our currency will be in USD. Accepting other amounts of currency will have to undergo an exchange process delivered by (potentially) a third-party application.

Internet connection is also assumed for the user, they need to be able to connect to any reliable source otherwise, they will run the risk of not being able to contact our host application.

We are dependent on a reliable and strong security protocol. In order to keep users' information safe and free from hazardous security risks.

3. Specific Requirements

This section of the report describes requirements that will allow the product to be tested, delivered to customers, and used as a guide for the designers to be able to replicate this product.

3.1 Use-Case Reports

Use-Case: Browsing Menu/Ratings

Description: A user browses through the system's menu and views ratings for each dish/drink.

Use-Case: Discussion Forum
Description: A customer participates in or starts a discussion about a dish/chef/deliveryman.

Use-Case: Creating Pick-up/Delivery Request
Description: A registered customer chooses to make a pick-up order or request a delivery.

Use-Case: Giving Ratings
Description: A registered customer votes on food delivered (lowest 1 star to highest 5 star). A chef/deliveryman with low ratings (<2) is demoted, if demoted twice then fired. A chef/deliveryman with high ratings (>4) receives a bonus.

Use-Case: Deposit
Description: After registering a customer should deposit money into the system to create an order.

Use-Case: Paying
Description: The system makes sure that there are enough funds for the customer to order, otherwise the order is rejected, and a warning is issued.

Use-Case: Log in
Description: A customer logs in to use the app

Use-Case: Complaints/Compliments
Description: Customers can file a complaint or a compliment on food delivered, delivery personnel, chef, or customers who misbehaved in the discussion forums. A chef/deliveryman with 3 complaints is demoted, if demoted twice then fired. A chef/deliveryman with 3 compliments receives a bonus.

Use-Case: Customer Registration
Description: Visitors register an account to become a certified customer. The manager oversees the accounts in case customers quit the system or get into the blacklist.

Use-Case: Receive Warning
Description: Customers/Employees receive a warning in case they fail to fulfil their duties. A VIP customer with 2 warnings is put back to a registered customer. A customer with 3 warnings is de-registered. A delivery person who failed to deliver most recent 5 order receives automatic warning.

Use-Case: VIP Privileges
Description: A registered customer can become a VIP customer after spending more than $100 or requesting 5 orders. A VIP receives 5% discount and 1 free delivery for every 3 orders. Have access to specially developed dishes and their complaints/compliments are of the highest priority.

Use-Case: Managing Employees
Description: A manager's duty is to hire/cut/raise/fire/pay the employees.

Use-Case: Processing Warnings
Description: A manager processes customer registration, complaints/compliments

Use-Case: Preparing Menu
Description: A chef decides on the menu for the restaurant independently.

Use-Case: Cooking Food
Description: A chef prepares the food to be delivered independently.

Use-Case: Receive Order

Description: A chef receives an order from a customer to prepare the food and a delivery person receives the order to deliver in case the customer made a delivery request.

Use-Case: Delivering Food

Description: A deliveryman delivers the food if the customer requested for a delivery order.

3.2 Supplementary Requirements

- *Functionality – System Feedback*

Requirements to tackle issues arising from more than one use case

- **Error Return**: All system errors will be displayed to the user along with a description of how to avoid it

- *Reliability --- Timeliness*

Requirements to ensure orders come on time and in fact are delivered

- Zabegalovka will be offering its services around the clock – **24 hours a day/ 7 days a week**
- Zabegalovka will **time stamp** each order at the beginning of the order, halfway through delivery, and at the end of the delivery.

- *Usability --- Ease Of Use*

Requirements for simple user-interface

- The user interface for Zabegalovka will be easy-to-use, meaning it will be accessible to those without a computer or technological proficiency.
- Zabegalovka will provide users with instructions on how to navigate and access all the features of the app as intended.
- The user interface will have variable font weights and sizes for accessibility to those who are hard of sight

- *Fast Performance*

Requirements to ensure that the system works efficiently

- All transactions on Zabegalovka will be completed quickly – minimum loading/lag
- The system will access Zabegalovka menu database in a short time span to readily display all menu items

SUPPLEMENTARY TECHNOLOGY

- *Frontend Technology*
  - HTML
  - JavaScript
  - CSS
- *Backend Technology*
  - Kotlin
  - Java
- *Database*
  - SQL
- *Hosting*
  - GitHub

4. Supporting Information

For further information regarding Zabegalovka, please refer to the table of contents for our specifications, models, and purpose.