

CuisineCraft - Restaurant ERP Desktop Application

Problem Statement:

Ineffective enterprise resource planning in restaurant operations leads to poor customer satisfaction, increased operational expenses, and reduced profitability. Manual procedures for customer service, menu management, table allocation, ordering, inventory supervision, financial tracking, and human resource management perpetuate errors, delays, and inefficiencies, undermining the restaurant's ability to optimize resource utilization and achieve operational excellence.

Problem Solution:

CuisineCraft aims to optimize restaurant operations by providing a comprehensive desktop application solution. The application will automate various tasks involved in customer response management (CRM), menu management, table allocation, ordering, cuisine suggestions, inventory management, financial records, and human resource management. The scope of the project includes developing modules for each aspect of restaurant management, ensuring seamless integration and user-friendly interfaces.

Basic Features:

Home Dashboard:

- Provides an overview of restaurant operations and quick access to key modules.

Customer Response Management (CRM):

- Record and manage customer feedback, complaints, and reservations.

Menu Management:

- Create, update, and manage menus including dishes, categories, and pricing.

Table Management:

- Assign, reserve, and manage tables for customers.

Orders Management:

- Process orders efficiently, track order status, and manage order history.

Cuisine Suggestions:

- Provide personalized recommendations to customers based on preferences and order history.

Inventory Management:

- Track and manage inventory levels, automate reordering process, and generate reports.

Financial Records:

- Record and track sales, expenses, and profits, generate financial reports.

Human Resource Management:

- Manage employee information, schedules, payroll, and performance evaluations.

Project Plan:

a. Modular Breakdown and Iterations:

Iteration	Module	Deliverables	Features
Iteration 1	Login, Home, CRM, Inventory	Login functionality, Home dashboard, CRM module, Inventory module	Customer feedback recording, Reservation management, Inventory tracking
Iteration 2	Menu, Tables, Orders	Menu management, Table allocation, Order processing	Menu creation and editing, Table reservation, Order tracking
Iteration 3	Cuisine Suggestions,, Financial Records, Human Resource	Cuisine suggestions, Inventory management, Financial tracking, HR management	Personalized recommendations, Financial reporting, Employee management

b. Roles Assignment:

Name	Role
Bilal	Project Manager
Abdullah	Lead Developer
Shahzad	Developer
Shahzad	Tester
Hashir	Requirement Engineer
Hashir	Architect

Conclusion:

CuisineCraft aims to improvise the enterprise resource planning of restaurants by providing a comprehensive desktop application solution that streamlines operations, enhances customer satisfaction, and improves profitability. With its modular design and iterative development approach, CuisineCraft ensures a systematic and efficient development process, with clear roles assigned to team members to ensure smooth execution.