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| **Group-ID** | **Student Registration Number** | |
| 17 | **2020-CS-141** | **2020-CS-142** |
| **Project Title (Max. one line title)** | | |
| **Online Restaurant Management Application** | | |
| **Project Description (Min. 600 words)** | | |
| **Problem Statement:**  Nowadays, many restaurants manage their business by manual especially take customer ordering. In traditional booking system, a customer has to go to restaurant or make a phone call in order to get his meal reserved. Today, restaurant waiter takes the customer ordering by manual system with using paper. Customer does some formal conversation like hello, hi, etc. Than he demands for today’s menu and do some discussion over menu items then he orders. It takes 5 to 10 minutes to book the order and waiter book the order on paper so there is probability of lost and duplicates customer information. Restaurant management system puts the order in a queue with specific priority according to time and quantity   Besides, the restaurant waiter information also by manual system kept use paper and this is difficult for restaurant administrator to find waiter information, probability missing the paper and difficult to arrange the schedule. Initial problem is that the customer has to get connected over the phone, it would be harder if the restaurant is very popular and busy. Sometimes, waiter information and customer information is important to restaurant administrator for reference in the future. The chances of committing mistakes at the restaurant side in providing a menu list for a specific time would be more.  **Solution:**  In order to overcome the above solution, Restaurant Industries wants to maintain the customers Record so that they can manage their customer’s relationship. Restaurant business is booming day by day so the need of a better software is essential for business. To make this business everlasting a powerful system is required. This system is developed to automate day to day activity of a restaurant. Restaurant is a kind of business that serves people all over world with readymade food. This system is developed to provide service facility to restaurant services and also to the customer. This restaurant management system can be used by an admin in a restaurant to handle the clients, their orders and can help them easily place orders.  The services that are provided is **food delivery** and **reservation of table** by the customer through the system, **customer information management** and **waiter information** **management, menu information and report**.  After successfully opening the application, user will be prompted to select that whether he’s a client or an admin. After successfully selecting, respective screens will be shown to them.  **Customer:**  The user will register to become a member by creating an account to use the online system of this online restaurant management system. This online ordering is divided into two type of experiences; **customer dine-in ordering** and **takeaway ordering**. For dine in ordering, customer will view menu, make online ordering and make a reservation table. This system allows customer to place an order or allow him to cancel the booked order.  But takeaway ordering, customer can view menu and online ordering without reservation table. During login, the menu items will appear accordingly. Customers can search menu according to price range and the category as well. After customer makes an online order, customer can also track the order, and the order id will also be generated.  Based on food or everything about the restaurant, customer can send any suggestion or comment to the restaurant with feedback form. From this form, side of restaurant will know their weaknesses and strengths.  **Administrator:**  Administrator or manager is the person who will manage the entire system. he is allowed to reassign the cook according to his priority, he can edit the menu information such as its price, items available currently, etc. This type of user will also do maintenance and control the application of this system. A manager can reassign the cook for a specific order or an item. Administrator takes a responsibility to register new waiter, register new menu into database. A manager can edit/create some or whole part of the menu record on daily basis. That is by changing the menu items, prices, description, etc.  **Reports:**  The admin can also generate reports based on the daily sales and monthly sales reports, etc and will take the print of it. | | |