

Requirement Gathering

Hillstaurant- Restaurant Table Booking

Project overview?

Proposed system is a restaurant reservation and food ordering system. The user selects a table type and reserve a table for particular date and time. Then user can order an items from the menu. Serve that food items on that specific time.

To what extend the system is proposed for?

The software improves the working methods by replacing the existing manual system with the computer based system. Users can select date and time for reserving table. They can also order item from menu for their interests.

Specify the viewer/public which is to be involved in the system?

All public members can use this for their restaurant needs.

List the modules included in your system?

Registration, Login, Table Reservation Details, Menu Item Details, Order Item, Payment

Identify the users in your project?

Customers, Admin

Who owns the system?

Admin

System is related to which firm/industry/organisation?

For public users

Details of person that you have contacted for data collection?

Tharavadu Restaurant, Kanjirappally, 7594873333

Ajfaan Kuzhimanthi, Kanjirappally, 7736270580

Questionnaire to collect details about the project?

1.Do you make food after customer arrived to restaurant?

Some of the items like noodles, Kuzhimanthi etc. should made heat when customer makes order. Otherwise already prepares the item.

2.What will do when customers engaged in all tables?

Newly arrived customers will wait for the other customers completed their fooding.

3.Did you ever faced the food scarcity due to huge number of customer and talk disappoint to customers?

Yes. Some day's customer was arrived abundantly. Then we face disappointment because we return back those customers.

4.Is there anything we can do to visit us more often?

The restaurant will be provided online food delivery makes more customers. I think this will make rating more to the restaurant.

5.How quickly did your food arrive?

It will depend on ordering of food. As faster as the order then the serving also faster.

6.Was your order correct?

Although mistakes are less frequent with ordering. If customers still flag mistakes figure out causing them to improve the customer experience.

7.Did the waiter ask whether a dessert menu or cup of coffee at end of order?

All of the questionnaire ask to customer in a restaurant. First priority is customer satisfaction

8.Did you take online payments for bill payment?

We take payment by online through only UPI transactions. Otherwise they paid by cash.

9.Did the waiter will give the bill at the table where the customer seated?

Yes. After completing order the waiter will placed bill at their table.

10. Did you give discounts to the payment?

Sometimes we made some considerations. But most of the times we taken the actual price from the customers.