## 4 Business requirements

## 4.1 Business goals

Nowadays, Tabernas have a web that has all the menus available and a system to book seats (you fill a form and pay a small amount of money (3 euros) and they give you a table. Later when you finish eating, they refund you the 3 euros. They also attend table reservations by phone.

The second problem is the queue management system, which is managed by hand, having to keep a waiter busy just to sign up the people who arrive and call the people who already have a table available. In addition, it can cause long waits for customers.

For greater business efficiency, a software system will be developed which, once completed, should meet the following objectives:

* Using a computerized web menu, users can select which dishes from Tabernas Sevilla's extensive menu they wish to order and which of the 4 restaurants available throughout Seville to collect them from, giving them an estimated time to collect the order on site or selecting delivery to the previously specified address.
* In addition, to solve the management of the waiting list, it has the functionality implemented of managing the flow of the bar's customers, being able to make table reservations in advance by agreeing on a time, and if desired, also agreeing on the dishes to be consumed.

### 4.2 Business process models to be implemented

### 4.2.1 Description of the business actors to be implemented

The business actors will remain the same as the current ones, with the novelty of User.

* ***Owner****: maximum responsible of a restaurant or a chain of restaurants. He delegates his functions to the foreman.*
* ***Foreman****: skilled person with experience who is in charge of an establishment on behalf of the owner and also watches over a group of workers.*

* ***Waiter****: Person in charge of taking commands and bringing dishes to the diner.*

* ***Chef****: Person in charge of preparing and cooking food.*

* ***Diner****: Customer who comes to the business to consume the services we offer.*

* ***User:****Customer who has previously registered on the website to order food and/or to make a reservation*

### 4.2.2 Description of business processes to be implemented

- **Place an order**: after you have registered on the website and logged in, fill in a form with the food you want to order and the time you want to pick it up locally. You can also select the option to have the order delivered to a home address.

- **Reserve a table**: after you have registered on the website and logged in, you fill in a form specifying which of the four venues you want to book, at what time you want to reserve a table and, optionally, you can choose what dishes you are going to eat so that when you arrive at the venue, those dishes are already prepared and you don't have to wait too long. You cannot book a table less than one hour in advance

- **Waiting list management**: after you have registered on the website and logged in, you can see the estimated waiting time based on the number of people currently in the venue and the bookings already selected.

- **Rate dishes**: after you have registered on the website, logged in and scanned the invoice for the products consumed, you can rate them. This will form a ranking in which the most ordered dishes and the best rated dishes will participate.