

Gourmand Restaurant App

Business Statement

The Gourmand app is a perfect app for all the foodies out there who want an all-in-one app for finding restaurants, restaurant info, food ordering, home deliveries and table booking. Gourmand makes the life of foodie a lot easier by providing all the food & restaurant related services in a single mobile app. Now, the foodies can search and find their favorite restaurants on a single click and also get suggestions for new restaurants based on their search. The foodies can view all the information of a restaurant in a well-organized manner which includes the menu, review, photos and a lot more. There are a number of food ordering options like dine-in, home delivery and pick-up. Foodies who want to reserve a table can book a table using the table booking feature of Gourmand.

Gourmand is not just for the foodies. The restaurants, who love to serve and provide the best service to their customers can now manage their restaurants with Gourmand. A restaurant can add or update their menu, add events, accept orders, accept table reservations, accept deliveries, dine-in and pick-ups. The restaurants who want to get an upper hand in the competitive market can register for premium services provided by Gourmand. The premium services include market analytics, advertising and a lot more to increase their business. Premium members can display their ads for a specific type of users which are predicted by Gourmand's Foodie Predictor and thus can enhance their business by providing more coupons and services to the identified customers.

We also have a small section for all those food critics who want to express themselves. A critic can register with Gourmand and after being verified, can post reviews and blogs for all the foodies. This improves the quality of the reviews and the foodies can also get expert reviews for the restaurant they are planning to visit.

Gourmand is an app which strives to make life a lot easier for all the foodies and the restaurants and making them happy in every possible way.

Key Features & Problem Statement

- There are 3 types of users in the system:
 1. Foodie: These are the primary users and comprise of the majority of the user base. A foodie is just a normal person who uses the app to search, order, and book restaurants.
 2. Restaurants:
 - a) Basic: They get features like managing restaurant dashboard, updating events and menu.

- b) Premium: Premium users get all the basic features plus they get foodie market analytics and can advertise themselves on the app more effectively to specific selected user base. They can update coupons also.
- 3. Critics: These are specialized and verified food critics and can register with the app. They can review any restaurant and write blogs. They get all the functionality of the Foodie users as well.

Foodie Related Functionalities

- A foodie selects a city in which he would like to search for restaurants. Then, the foodie can search for any restaurant by entering the search description (restaurant name). The app displays all the restaurants matching the search criteria. The search criteria can further be filtered by the following filters:
 - 1. Cuisine
 - 2. Rating (1 to 10)
 - 3. Price (Price Range)
 - 4. Distance (From Zip code entered)
 - 5. Feature (Coupons Available, Order Tracking, Newly Opened, Open Now, Free Delivery, Express Delivery, Rapid Pickup)
- After the search has been modified, the sorting of the list of the restaurants can also be done by the foodie based on the following sort criteria:
 - 1. Restaurant Name
 - 2. Price (Ascending & Descending)
 - 3. Rating
 - 4. Distance
 - 5. Pickup Estimate
- A foodie can also select from a several categorized restaurants under a specific category list. Different categories include:
 - 1. Cuisines
 - 2. Establishments (Food Court, Fine Dining, Newly Opened etc)
 - 3. Food Time (Breakfast, Brunch, Lunch, Dinner, Midnight Snack)
 - 4. Trending
 - 5. Nearest
 - 6. Specific Dishes
- After clicking on a restaurant, the restaurant page should be displayed in the app. The restaurant page should include the following:
 - 1. Phone Number
 - 2. Address
 - 3. Map (Directions)
 - 4. About (History and Description)
 - 5. Cuisines Offered
 - 6. Operating Hours

7. Highlights (Lunch, Dinner, Pick-up)
 8. Cost for One/Two
 9. Minimum Order (if any)
 10. Delivery Fees (if any)
 11. Order Food (Pick-up, Dine-in or Home Delivery)
 12. Book Table
 13. Menu
 14. Photos
 15. Reviews
- The Order Food section has 3 types of orders:
 1. Pick-up: Foodie selects the items from the menu and the estimated time to pick-up is displayed. Foodie selects type of payment and checks out. Order is sent to the restaurant and Foodie then selects the order from the restaurant.
 2. Dine-in: App displays if dine-in option available at selected time. If available, book table is shown and foodie books a table and orders food and checks out after selecting payment type and paying the bill.
 3. Home Delivery: If delivery available at restaurant, then only next step is shown otherwise, no delivery available is shown. Foodie orders the food and selects the type of payment and checks out. Order is sent to the restaurant and delivery is done.
 - Foodies can track their order via the order tracking functionality.
 - The book table feature can also be done explicitly apart from the dine-in option. The foodie selects a restaurant and selects the date and time to book a table. The app shows availability. Foodie selects any available table and books the table. Booking table is sent to the restaurant and a table is booked for the foodie.
 - There are 3 types of payment options:
 1. Credit Card
 2. Debit Card
 3. Cash on Delivery
 - There are 2 types of delivery options offered by the restaurants:
 1. Normal Delivery
 2. Rapid Delivery
 - Every foodie can view the profile of another foodie in the app. The profile of a foodie contains the following things:
 1. Name
 2. Profile Pic
 3. Follow (Click to follow a foodie)
 4. Description of Foodie
 5. Foodie Rating (done by foodies & Gourmand app)
 6. Reviews
 7. Photos
 8. Followers
 9. Gourmand Foodie Rank

10. Rewards Gained

- Every foodie can view the profile of any critic and vice-versa. The profile of the critic is same as the foodie but adds the verified mark and also has the following extra things:
 1. Blogs
 2. Food Posts
 3. Expert Reviews
- A review of any restaurant can be done by a foodie and critic. Before reviewing, a rating is also submitted by the foodie. A review can have comments and likes as well.
- Photos can be added by the foodie or any critic for any particular restaurant.
- There is a Rewards functionality for the foodie. Every order type has some points associated with it. Whenever a foodie orders food for dine-in, pick-up or delivery, points are added to the foodie's profile. After 1 month of successful ordering and using the app, the foodie can apply the rewards points to the next order and get discounts based on the points.
- Foodie can apply coupon codes to any type of order to get further discounts. There are 2 types of coupons:
 1. Gourmand Promo Coupons
 2. Restaurant Provided Coupons

Restaurant Related Functionalities

- Every registered restaurant has a dashboard which can be managed by the restaurant manager. Following things can be done by the restaurant:
 1. Basic:
 - a) Update Menu
 - b) Add & Update Events
 - c) Change Operating Hours
 - d) Add Photos
 2. Premium:
 - a) All the Basic Features
 - b) View Foodie Analytics
 - c) Advertise
- After the order has been placed by the customer, the order is sent to the restaurant. If the restaurant supports any of the order options, then order tracking is supported by the app for the foodie to track their order. The restaurant app manager updates the different types of orders from within the app, which is then updated to the foodies.

Admin Related Functionalities

- The admin has the right to verify the critics. All the verified critics and verified foodies are done by the admin.

- The admin can update (add, update, delete) restaurants.
- The admin can verify reviews. Flagged reviews are verified by the admin and submitted by the permission of admin only.