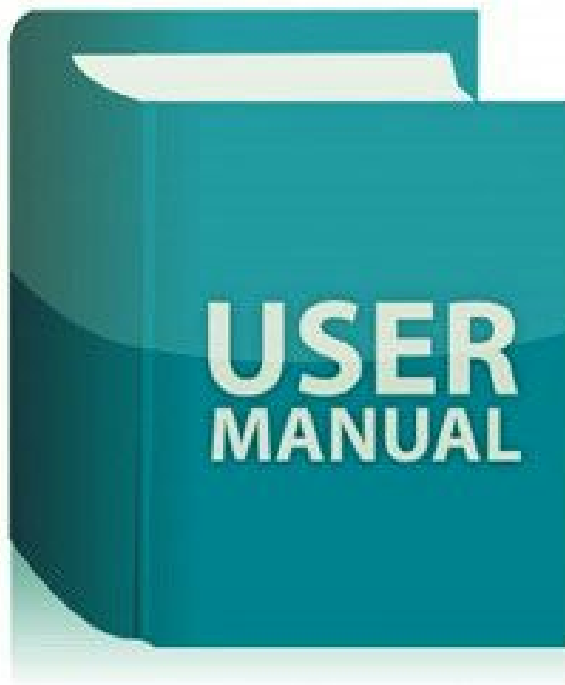


SWE: Serve with Ease

GROUP #1

Project: Restauranting Made Easy

User Documentation



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1. Introduction

Thank you for purchasing *SWE: Serve With Ease*, a user friendly application designed to ease the work duties of employees in your restaurant. This manual will provide details on major functions you can perform with the application. Enjoy your purchase!

2. Login

2.1 *How to Login*

Observe Figure 1 below. Upon entering the app, you must login with your unique **employee ID** to get access to your interface. Using the keypad, enter your ID and press the green “Enter” button once finished. Any mistakes can be handled with the “Delete” button.

Once you have entered the correct ID, your screen will change to the correct portal, depending on your position in the restaurant.

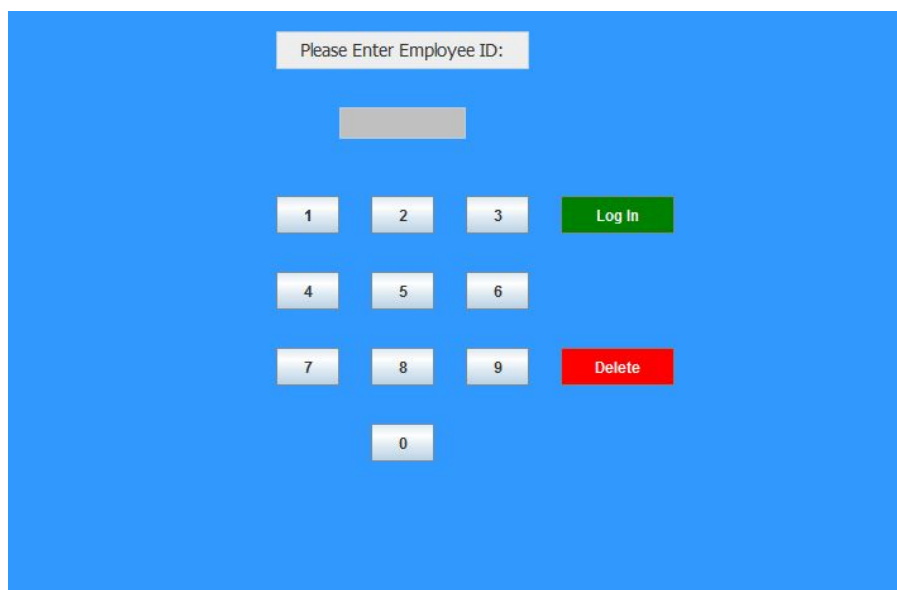


Figure 1: Login Screen

2.2 *Troubleshooting*

- *Entering the wrong Employee ID value*

If you enter the wrong ID, you will get an alert that the ID does not exist. You may try again until you enter your correct ID.

- *Any other problems*

Please visit the SWE website (<https://sites.google.com/site/sweservewiththease/>) for any other issues. Using the FAQs tab, you make get in touch with our technicians to have any other issues answered.

3. Logout

3.1 How to Logout

Observe Figure 2 below. A “Logout” button will be available at the top right of all screens, except the login screen. Only click the “Logout” button when you are certain you wish to close your session. For security against any accidental clicks, a prompt will open confirming your actions. An “Are You Sure” screen will open with two options. Clicking “Yes” will confirm your logging out actions; clicking “No” will return you to your session.

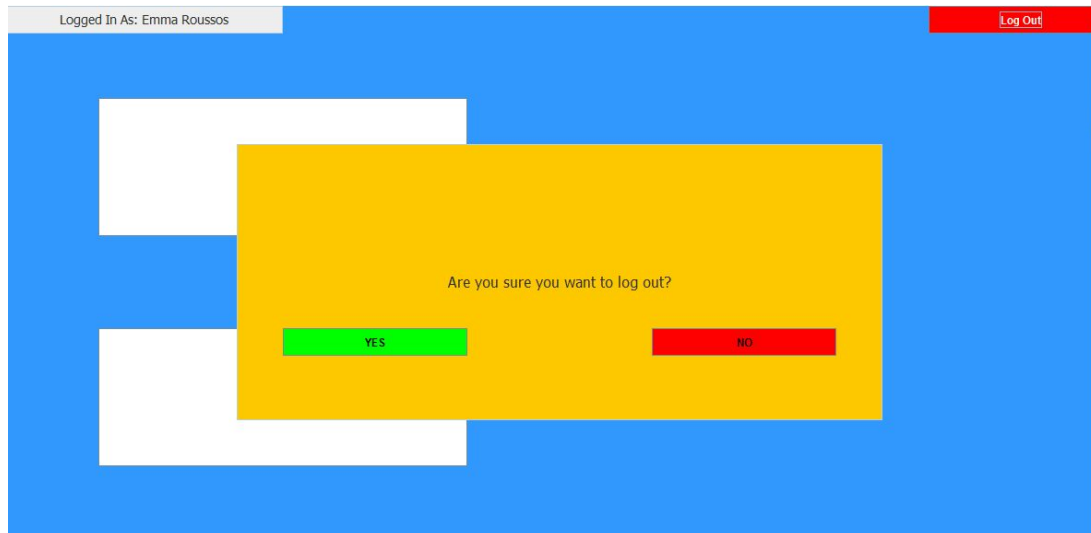


Figure 2: “Are You Sure” screen when logging out

3.2 Troubleshooting

Please visit the SWE website (<https://sites.google.com/site/sweservewiththease/>) for any issues. Using the FAQs tab, you make get in touch with our technicians to have any other issues answered.

4. Host

4.1 Understanding the Host Screen

Observe Figure 3 below. There are 2 lists available to you, the Host. The **Paid/Seated Tables** is a list of all tables that are either seated or have paid. The Paid tables are yellow to

remind you that they must be cleaned (refer to Section 4.3). The Seated tables are red. The **Ready Tables** is a list of all tables that are available to be seated.

At the bottom the screen are options available to the host: Seat, Cleaned, Notify Manager, and a list of the waiters on shift at the moment. These are explained below. At the top right of the screen, there is the Logout button.

4.2 Seating a Table

Observe Figure 3. When seating a table, you must select 2 things: a **Ready table** from the Ready Tables list, and a **waiter**. From the Ready Tables list, select a green table by clicking on it. Then from the Waiters list, select a waiter by clicking on it. Then select the green “Seat” button at the bottom.

4.3 Updating a Table’s Status to Cleaned

Observe Figure 3. After a table has paid, the table is updated to reflect as such on your, the Host, screen. After you have informed a busboy to clean the table, you need to update the status. To update a table’s status to Cleaned, you must select 1 thing: a **Paid table** (a yellow table) from the Paid/Seated Tables list. Then selected the “Cleaned” button (also yellow) at the bottom of the screen. Then the selected table should appear under the Ready Tables list.

4.4 Notifying the Manager

Observe Figure 3. If you have an unsatisfactory customer or have any reason to contact the manager, you can do so by using the “Notify Manager” button at the bottom of the screen (the orange button).



Figure 3: Host's Screen

4.5 Troubleshooting

- *Unable to "Seat" a table*

Please ensure you have selected a table from the Ready Tables list and also selected a waiter from the Waiters list. If you do not select both, you will not be able to proceed.

- *Unable to update status of table to "Cleaned"*

Please ensure you have selected a **Paid table** (a yellow table) from the Paid/Seated Tables list first. Then select "Cleaned". Selecting any other table will not work.

- *Any other problems*

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5. Manager

5.1 Understanding the Manager Screen

Observe Figure 4 below. There is a list of alerts visible on the screen. When an employee has pressed the Notify Manager button on their screen, an alert is sent to you and will appear on your screen. The alert will inform you of who has pressed the button and where they need your help.

At the bottom the screen are options available to the host: Create New Message and Delete. These are explained below. At the top right of the screen, there is the Logout button.

5.2 How to Acknowledge/Remove a Message

Observe Figure 4 below. Once you have seen or handled a message, you will want to remove it from your screen. In order to do so you need to **select a message**. Then select the **“Delete” button** below.

5.3 Broadcasting a Message

Observe Figure 4 below. If you want to send a message to all the employees in the restaurant, you can do so by broadcasting a message. First you need to select the “Create New Message” button. Then enter the message you wish to send and press “Send”. This will send the message you wrote to all employees in the restaurant.

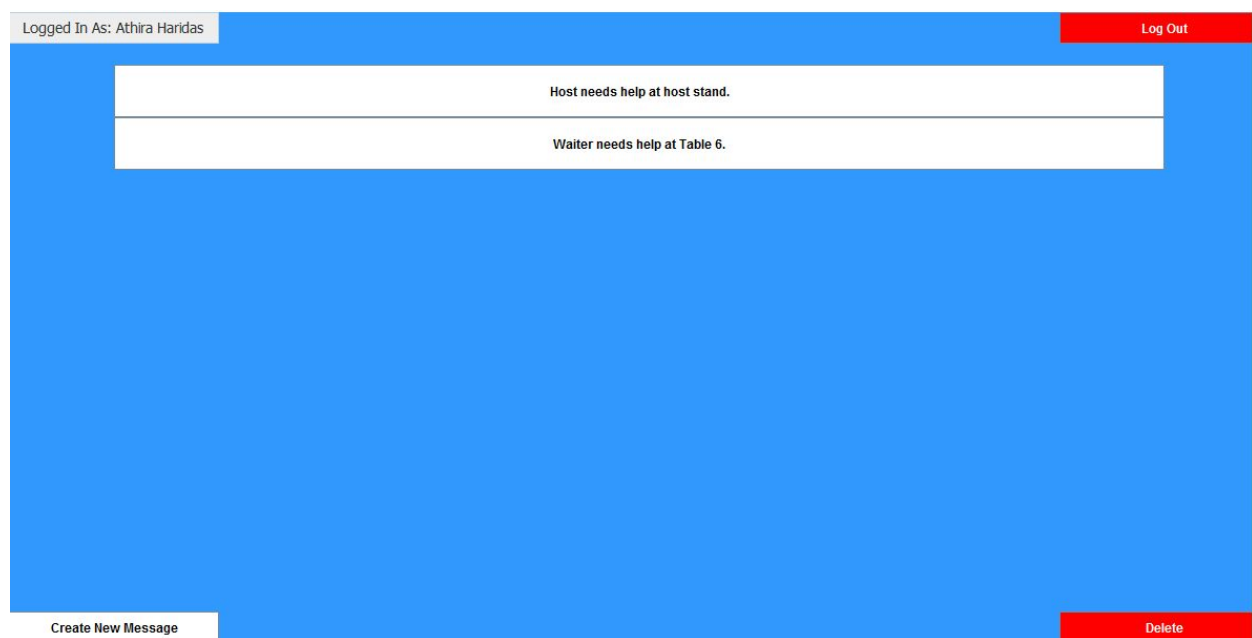


Figure 4: Manager's Screen

5.4 Troubleshooting

- *Unable to “Delete” a Message*

Please ensure you have selected a message from the message list. If you do not select a message, you will not be able to proceed.

- *Any other problems*

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6. Waiter

6.1 *Placing an Order*

When placing an order, there are many scenarios which might require the following functions. Observe Figure 5 below. At the bottom the screen are options available to the waiter : Send to Chef, Remove, Notify Manager, and Paid. These are explained below. At the top right of the screen, there is the Back button, to exit the ticket and return back to the waiter's home screen.

6.1.1 *Adding a Dish*

Observe Figure 5 below. In order to add a dish, select the correct section at the top (dessert, appetizer, drinks, or entree). Then select one of the dishes shown under the section. This will add the dish to the list along the left side and add the price to the total shown below.

6.1.2 *Removing a Dish*

Observe Figure 5 below. In order to remove a dish, select the dish from the list on the left side. Then click on the "Remove" button at the bottom. This will remove the dish from the ticket and edit the total price accordingly.

6.1.3 *Sending the Ticket to the Chef*

Observe Figure 5 below. Once a table has completed ordering dishes, you need to send the ticket to the chef to be made. To do so, select the "Send to Chef" button at the bottom.

6.1.4 *Ending a Ticket (the Table has Paid)*

Observe Figure 5 below. Once a table has requested the check and completed the payment, you want to end the table's ticket. To do so, select the "Paid" button at the bottom. **Only do this if the table has completed their payment.**

| | | | | | |
|---|---|--|--|--|------|
| Logged In As: Emma Roussos | <div>dessert</div> <div>appetizer</div> <div>drinks</div> <div>entree</div> | | | | Back |
| Table #: 1 | | | | | |
| Prawn Chips \$5.99 | | | | | |
| Bread Sticks \$4.99 | | | | | |
| French Fries \$5.99 | | | | | |
| | | | | | |
| Total: \$16.97 | | | | | |
| <div>Send to Chef</div> <div>Remove</div> <div>Notify Manager</div> <div>Paid</div> | | | | | |

Figure 5: Open Ticket Screen

6.2 Dealing with an Unsatisfactory Customer

Observe Figure 5 above. If you have an unsatisfactory customer or have any reason to contact the manager, you can do so by using the “Notify Manager” button at the bottom of the screen (the orange button).

6.3 How to Handle Hot Food/Recently Sat Alerts

Observe Figure 6 below. Figure 6 represents your, the waiter's, home screen. When the chef has completed your order or you have been recently sat, then the according alert will appear below the table's number. To handle these alerts, you need to select on the table and enter their ticket as acknowledgement. Once you enter the ticket, the alert will disappear.

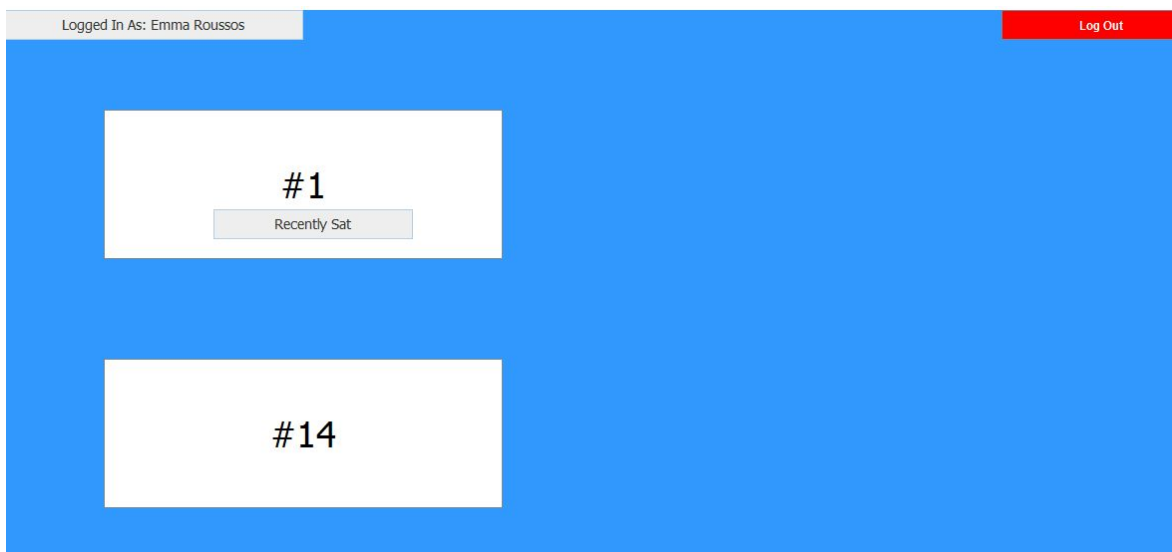


Figure 6: Waiter's Screen - Recently Sat Alert

6.4 Troubleshooting

- *Unable to Add or Remove a Dish*

Please ensure you have selected a dish from the options. If you do not select a dish, you will not be able to proceed.

- *Unable to Remove a Hot Food/Recently Sat Alert*

Please ensure you are clicking on the table with the appropriate alert. If you do not click on the table and enter the ticket screen, the alert will not be removed.

- *Any other problems*

Please visit the SWE website (<https://sites.google.com/site/sweservewiththease/>) for any issues. Using the FAQs tab, you may get in touch with our technicians to have any other issues answered.

7. Head Chef

7.1 Understanding the Ticket Organization

Observe Figure 7 below. It is a preliminary view, so it may not match the final product. As shown, the Head Chef's screen will show a queue of the tickets sent to the chef. The tickets will be displayed in the order so that finished tickets will appear at the front of the queue, on the left. The progress of the ticket will determine its location. Starting from the left and going to the right the status is as such: Finished, Started, Semi-Started, and Unstarted.

At the bottom the screen is an option available to the host: Notify Manager. These are explained below. At the top right of the screen, there is the Logout button.

| | | | | | |
|-------------------------------|-------------------------------|---|--|----------------|------------------------------------|
| Logged In as: Kristen Collins | | | | Logout | |
| Head Chef | | | | | |
| <<See more Tickets | | | See more Tickets >> | | |
| Table 34 | Table 14 | Table 3 | Table 4 | Table 5 | Table 6 |
| Finished | Finished: All dishes finished | Started: All dishes started or finished | Semi started: At least one dish unstated | Semi started | Unstarted: All dishes are unstated |
| <<<Front of List | | Notify Manager | | End of List>>> | |

Figure 7: **Preliminary** Head Chef Home screen

7.2 Starting a Dish

To start a dish, you must first select a ticket from the queue. Then you will see the list of dishes ordered for that ticket. First, **select a dish** from the ticket. Then, at the bottom of the screen, select the “Start Dish” button. This will automatically decrement the ingredients used from the inventory.

7.3 Finishing a Ticket

When a dish has been made, you must update its status to finished. To do so, you must first select a ticket from the queue. Then you will see the list of dishes ordered for that ticket. First, **select a dish from the ticket that is already started**. Then, at the bottom of the screen, select the “Finish Dish” button.

When all the dishes are finished, the Ticket will be updated to the Finished status and move to the front of the ticket queue. You can then inform the waiter that the ticket is ready.

7.4 Removing a Finished Ticket from the Ticket Queue

Once the waiter has come to collect their finished ticket, you can remove the ticket from your queue. To do so, **select the ticket**. Then, at the bottom of the screen, select the “Done” button. The ticket will then disappear from the queue.

7.5 Acknowledging Low Inventory Notification

When the inventory levels hit the specified threshold, then an alert will appear at top of the screen. To acknowledge the notification, you must click on the alert.

7.6 Troubleshooting

- Unable to Start a Dish

Please ensure you have selected a dish. If you do not select a dish, you will not be able to proceed.

- The ticket won't update to “Finished” status

Please ensure you have finished all the dishes within the ticket. Only then will the ticket update to the ‘Finished’ status. If you do not update all the dishes to finished, you will not be able to proceed.

- Any other problems

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8. Owner

Right now, the owner's screen is under repair. But when the screen is functioning properly, the following are the options that will be available to the owner :

8.1 Adding/Removing Employees

You will be able to add or remove any employees to or from the restaurant's records.

8.2 Adding/Removing Items to/from the Menu

You will be able to add or remove any item to or from the restaurant's menu.

8.3 Changing the Price of a Dish

You will be able to change the price of any dish on the restaurant's menu.

8.4 Troubleshooting

Please visit the SWE website (<https://sites.google.com/site/sweservewiththease/>) for any issues. Using the FAQs tab, you make get in touch with our technicians to have any other issues answered.