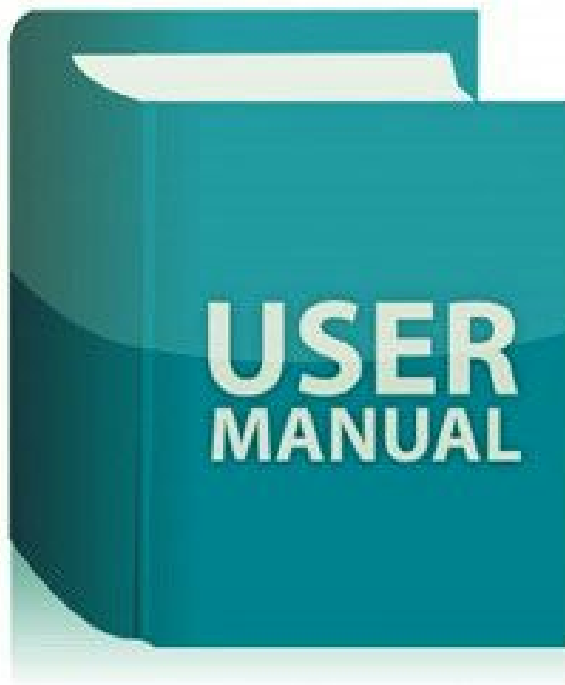# SWE: Serve with Ease

GROUP #1
Project: Restauranting Made Easy
User Documentation

Team Members: Annie Antony, Athira Haridas, Christina Parry, Emma Roussos, Christina Segerholm, and Nishtha Sharma

Table of Contents:

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/sweservewithease/) 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

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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. These are explained below. There is also a list of the waiters on shift and the amount of tables they are handling at the moment. 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 Home Screen 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 4a and 4b below. Figure 4a shows the your home screen, the manager. Figure 4b shows a keypad you can use when trying to send a message to all employees.

Let's observe Figure 4a right now. There is a list of alerts visible on the screen. When an employee has press 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 4a 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 4b 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 from the home screen (Figure 4a). It will direct you to Figure 4b. Then enter the message you wish to send and press "Send". This will send the message you wrote to all employees in the restaurant.
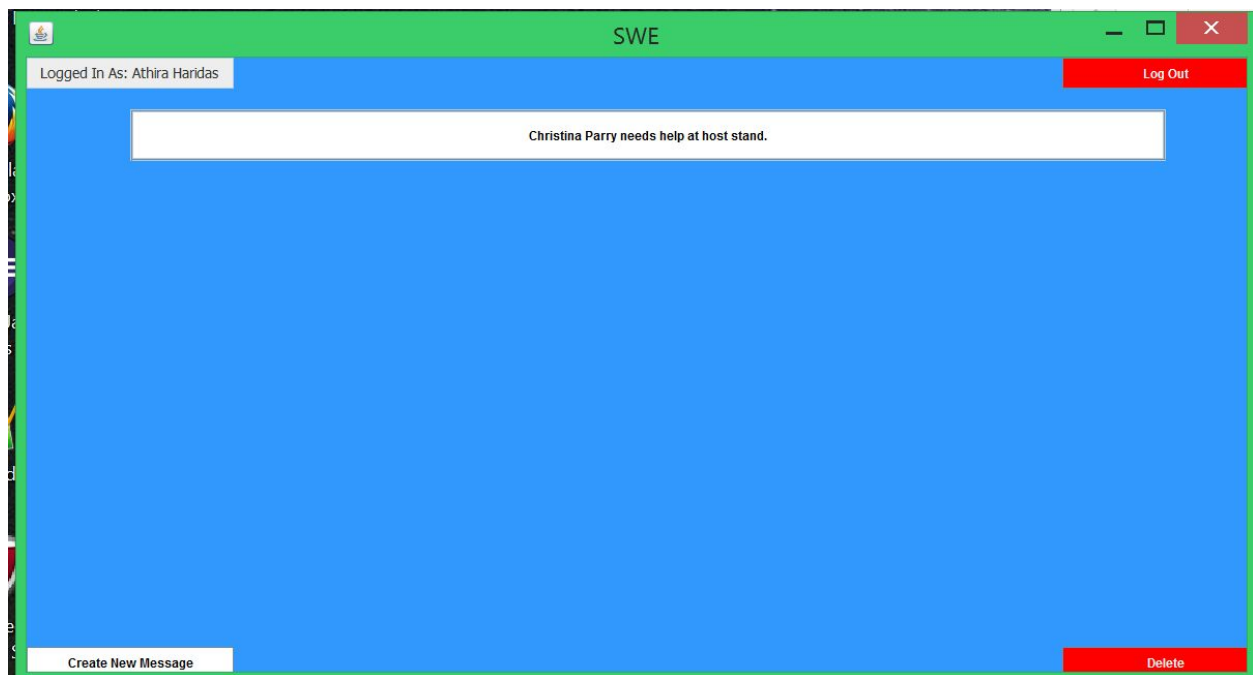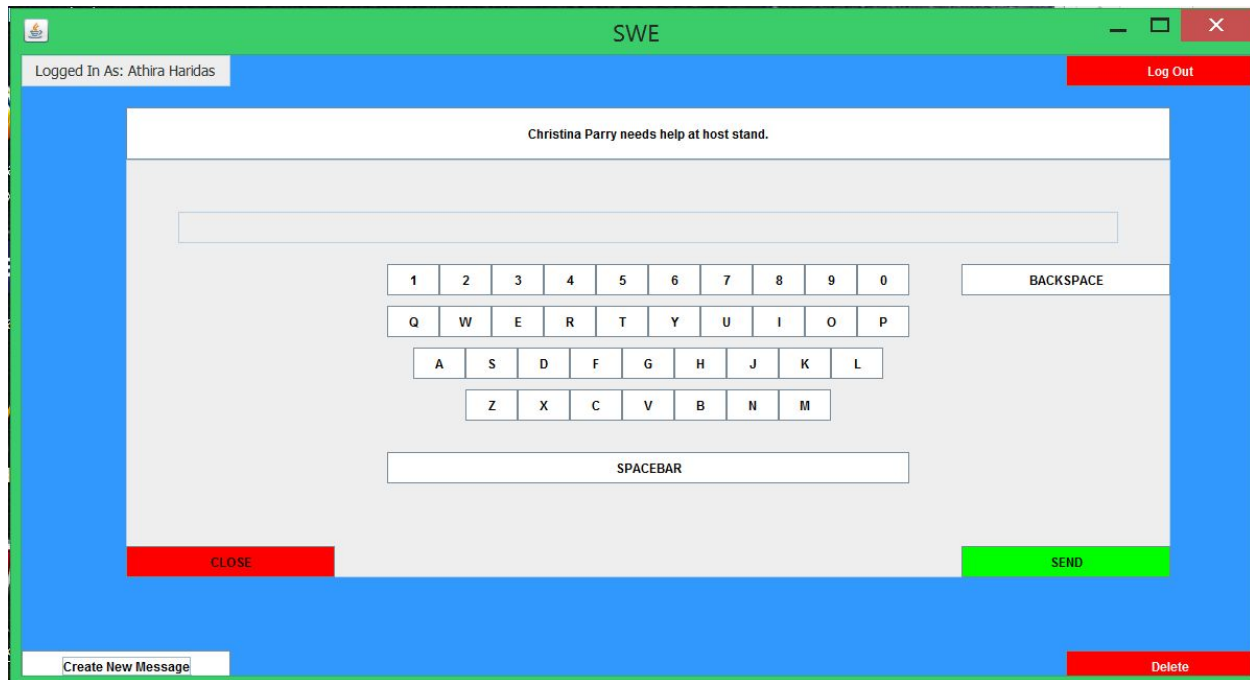

Figure 4a: Manager's Home Screen

Figure 4b: Keypad for "Broadcasting a Message" 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 Understanding the Waiter Screen

Observe Figures 5a and 5b below.

Figure 5a shows the home screen when you, the Waiter, log in. At the top is your name and the current date and time. There is also a logout button at the top right. At the bottom right is a Notify Manager button. The majority center of the screen shows the tables you are currently managing. Inside the table box, under the number, sometimes certain alerts will appear —

Recently Sat or Hot Food. These are explained below. The number matches the table number and can be click to get Figure 5b, the ticket screen.

Figure 5b represents the screen when you click on a table. This is explained below as well.

6.2 How to Handle Hot Food/Recently Sat Alerts

Observe Figure 5a below. Table 5 has a "Recently Sat" alert underneath the table number. When the host seats a table with you as it's waiter, the table appears on your screen with this alert. To handle, just click on the table and open the ticket screen (Figure 5b) as you acknowledging the alert.

Similarly a "Hot Food" alert can appear. This is when the chef is done making your dishes and the food is ready to be picked up. Once you see this and go to pick up the food you can acknowledge it by clicking on the table and opening the ticket screen.

6.3 Placing an Order

Observe Figure 5b below. When placing an order, there are many scenarios which might require the following functions. At the bottom the screen are options available to the waiter: Send to Chef, Priority Ticket, Modify, Remove, Notify Manager, and Paid. On the right bottom side there are more options: Print, Coupon, and Gift Card. These are all 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.

6.3.1 Adding a Dish

Observe Figure 5b 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.

6.3.2 Modifying a Dish

Observe Figure 5b below. In order to modify a dish, select the correct dish you just added. Then select the Modify button. This will reveal multiple options which you can select for the dish. Food preferences options include: Soy allergy, Nut allergy, Gluten allergy, Lactose Intolerant, Vegan, Veggie. There are also options for if the dish needs to be made 'To-Go' or is for a 'Birthday' celebration. This will be added underneath the dish on the list and included in the ticket sent to the chef.

6.3.3 Removing a Dish

Observe Figure 5b 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. If there were modifications on the dish, those will be removed as well.

6.3.4 Sending the Ticket to the Chef

Observe Figure 5b 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.

*6.3.5 Sending the Ticket to the Chef **As Priority***

Observe Figure 5b below. If you dropped a dish or the customer is unsatisfied with something, you may need to re-order the dish and ask the chef to make it quickly. To do so, you can use the "Priority Ticket" button at the bottom. Simply select the dish again, select the "Priority" button (which will add a note of 'Priority' to the top of the ticket), and then "Send to Chef". This will let the chef know that this dish needs to be made immediately.

6.3.6 Adding a Gift Card

Observe Figure 5b below. If a customer wants to get a Gift Card, you can add it to their bill on the application. Simply select the "Gift Card" button the right side. This will prompt you to enter an amount for however much the gift card should be worth. Once you enter the amount, it is immediately added to the bill.

6.3.7 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.**

6.4 Notify Manager

Observe Figure 5b below. Upon clicking the "Notify Manager" button at the bottom of the screen (the orange button), further options will be offered. The options will include: Coupon, Issue with Service, Issue with Waiter, Issue with Meal, Satisfied Customer. Depending on the issue you are dealing with, you can select the appropriate option and this will send a message to the manager accordingly. The coupon option is selected if the customer has a coupon to be validated. This is explained in Section 6.5 below.

6.5 Coupons

Observe Figure 5b below. If the customer has a coupon, it needs to be validated by the manager first. Using the "Notify Manager" button (as explained above), press the "Coupon" option and request the manager's assistance. Then, when the manager arrives, you can click on the "Coupon" button on the right side of screen in Figure 5b. This will open a keypad where the manager must enter their ID. Then the manager must enter the value of the coupon. This will decrement that amount from the bill.

6.6 Print

Observe Figure 5b below. A "Print" button is offered on the right bottom side. If the application is connected to a printer, then the "Print" button should print the receipt.

Figure 5a: Waiter's Home Screen and Recently Sat Alert

Figure 5b: Open Ticket Screen

6.7 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*

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7. Head Chef

7.1 Understanding the Ticket Organization

Observe Figures 7a and 7b below. As shown in Figure 7a, your screen will show a queue of the tickets sent to you, 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. The status is shown below the ticket as well.

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.

7.2 Starting a Dish

To start a dish, you must first select a ticket from the queue (Figure 7a). Then you will see the list of dishes ordered for that ticket (Figure 7b). 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.

Figure 6a: Head Chef's Home screen

Figure 6b: Chef's Open Ticket Screen

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 <u>within</u> 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.

Currently these functions can be done with text files provided.

8.4 Troubleshooting

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