Optimizing Operations of Restaurant Management System



Submitted by

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Introduction

The restaurant sector is booming and continuously developing in today's fast-paced society. The need for an effective and cost-efficient system for managing restaurants has become critical to give consumers the finest eating experience possible. The Restaurant Management System (RMS) is intended to improve the entire customer experience by facilitating the restaurant's everyday activities, such as handling orders, inventory, personnel, and client bookings. The technology will optimize the restaurant's business procedures by simplifying duties and providing an integrated solution.

Objectives

The primary goal of this undertaking is to create a reliable and robust database to run a management system for restaurants System. This project's primary goals are as follows:

- 1. To develop a user-friendly database that is simple to manage and update.
- 2. To create a database schema capable of storing any relevant data for efficient and successful restaurant administration.
- Ensure that the database architecture is scalable to handle future growth and development.
- 4. Ensuring that the database structure fulfills the necessary performance criteria, such as fast response times and minimal latency.
- 5. To maintain data security and privacy, adequate authentication and authorization mechanisms must be implemented.

Scope

This project's goal is to create a structure for a database of a system for managing restaurants. The database will hold all essential information about the restaurant's activities, such as customer information, personnel information, inventory, menu items, and orders. This project's scope includes:

1. Development of a theoretical data model to determine the database structure.

- 2. Development of a logic-based data framework to specify the connections between entities and characteristics.
- 3. Develop a physical data representation to specify the tables, their columns, and data types.
- 4. Creating the database schema to assure the integrity, consistency, and correctness of the data.
- 5. Creating the indexes and restrictions required for effective retrieval of information and storage.
- 6. Creating the stored procedures and triggers required for carrying out business rules and validations.
- 7. Putting adequate authentication and permission processes in place to safeguard data integrity and confidentiality.
- 8. Testing the relational database design to confirm it satisfies the performance requirements.

Project Requirements

OS: Windows / Mac

Database: MYSQL

Applications: MS word and MySQL Workbench

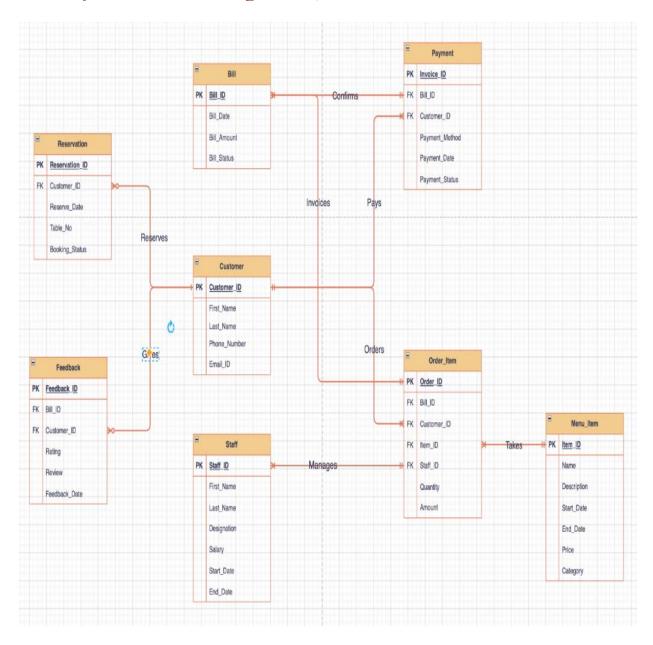
User Requirements

- 1. Customers should be able to make bookings using the system.
- 2. The system should display a menu with pricing and descriptions for all available foods.
- 3. Customers should be able to place orders using the system.
- 4. Customers should be able to pay for their orders using a variety of methods of payment, like credit cards, cash, or electronic payments.
- 5. The system should offer clients real-time information on the progress of their orders.
- 6. The system should enable personnel to manage the restaurant's inventory levels, including ordering fresh goods and maintaining track of current supplies.
- 7. The technology should allow personnel to maintain and update the restaurant's menu regularly.

Business Rules

- 1. Customers should not be able to make orders for meals currently out of stock.
- 2. Customers should not be able to place orders for foods not available for distribution or pickup.
- 3. Customers should not be allowed to make bookings for times that have already been reserved or unavailable.
- 4. The system should determine taxes and service costs based on the restaurant's location and laws.
- 5. The system ought to let the restaurant establish delivery prices based on the customer's distance and location.
- 6. By establishing adequate authentication and authorization methods, the system should assure data privacy and security.
- 7. The system must adhere to all applicable rules and regulations governing data privacy and security.

Entity-Relationship Diagram (ERD)



Data Dictionary

Attribute Name ✓	Contents 🔻	Type 🔻	Format 🔻	Require	PK or FK	→ FK Referenced Tab
Customer_ID	Customer_ID	INT(7)	1111111	Υ	PK	
First_Name	First Name of the Customer	VARCHAR(20)	NNNNNN	Υ		
Last_Name	Last Name of the Customer	VARCHAR(20)	NNNNNN	Υ		
Phone_Number	Mobile Number of the Customer	CHAR(15)	1111111	Υ		
Email_ID	Email ID of the Customer	VARCHAR(40)	NNNNNN	Υ		
Reservation_ID	Reservation ID	INT(7)	1111111	Υ	PK	
Customer_ID	Customer ID	INT(7)	1111111	Υ	FK	Customer
Reserve_Date	Date of the Reservation	DATETIME	MM/DD/YYYY HH:mm:ss	Υ		
Table_No	The Booked Table No	INT(2)	11	Υ		
Booking_Status	The Status of the reservation	VARCHAR(20)	NNNNNN			
Feedback_ID	Feedback ID	INT(7)	1111111	Υ	PK	
Bill_ID	Bill ID	INT(7)	1111111	Υ	FK	Bill
Customer_ID	Customer ID	INT(7)	1111111	Υ	FK	Customer
Rating	Rating for the Bill	INT(2)	11	Υ		
Review	Any reviews for the Bill	VARCHAR(255)	NNNNNNN			
FeedBack_Date	The date and Time of the feedback	DATETIME	MM/DD/YYYY HH:mm:ss	Υ		
Bill ID	Bill ID	INT(7)	1111111	Υ	PK	
Bill Date	The date and Time of the Bill	DATETIME	MM/DD/YYYY HH:mm:ss	Υ		
Bill Amount	The total amount of the bill	FLOAT(7,2)	1111111.11	Υ		
Bill_Status	The status of the bill	VARCHAR(20)	NNNNNN			
Staff ID	Staff ID	INT(7)	1111111	Υ	PK	
First Name	First Name of the Staff	VARCHAR(20)	NNNNNN	Υ		
Last Name	Last Name of the Staff	VARCHAR(20)	NNNNNN	Y		
Designation	The designation/role of the staff	VARCHAR(30)	NNNNNN	Y		
Salary	The Salary of this staff per month	FLOAT(7,2)	1111111.11	Υ		
Start_Date	The starting date of the employee	DATE	MM/DD/YYYY	Υ		
End_Date	The ending date of the employee	DATE	MM/DD/YYYY			
Payment_ID	Payment ID	INT(7)	1111111	Υ	PK	
Bill_ID	Bill ID	INT(7)	1111111	Υ	FK	Bill
Customer ID	Customer ID	INT(7)	1111111	Y	FK	Customer
Payment Method	The method of payment	VARCHAR(12)	NNNNNN	Y		
Payment Date	Payment Date and time	DATETIME	MM/DD/YYYY HH:mm:ss	Y		
Payment Status	The status of the payment	VARCHAR(20)	NNNNNN	·		
Order_ID	Order ID	INT(7)	1111111	Υ	PK	
Bill ID	Bill ID	INT(7)	1111111	Y	FK	Bill
Customer_ID	Customer ID	INT(7)	1111111	Y	FK	Customer
Item_ID	Item ID	INT(7)	1111111	Y	FK	Menu_Item
Staff ID	Staff ID	INT(7)	1111111	Y	FK	Staff
Quantity	The Quantity of the item	INT(2)	11	Y	TK	Stail
Amount	The price of the ordered ITem	FLOAT(7,2)	1111111.11	Y		
Item_ID	Item ID	INT(7)	11111111	Y	PK	
Name	Name of the Item	VARCHAR(30)	NNNNNN	Y	FK	
Description	Item Description	VARCHAR(30)	NNNNNN	1		
	The serving Item start Date	DATE	MM/DD/YYYY	Υ		
Start_Date	The serving Item Start Date The serving Item Last date	DATE	MM/DD/YYYY	Y		
End Data				ı ĭ		
End_Date Price	the price of the item	FLOAT(7,2)	1111111.11	Y		

Entity Generation and Data Entry

Customer Table

Explanation: This table contains personal information about the customer.

Create

```
    CREATE TABLE Customer (
    Customer_ID INT(7) PRIMARY KEY,
    First_Name VARCHAR(20) NOT NULL,
    Last_Name VARCHAR(20) NOT NULL,
    Last_Name VARCHAR(20) NOT NULL,
    Phone_Number CHAR(15) NOT NULL,
    Email_ID VARCHAR(40) NOT NULL)

;

Output 

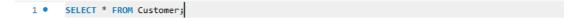
Time | Action | Response | Duration / Fetch Time |

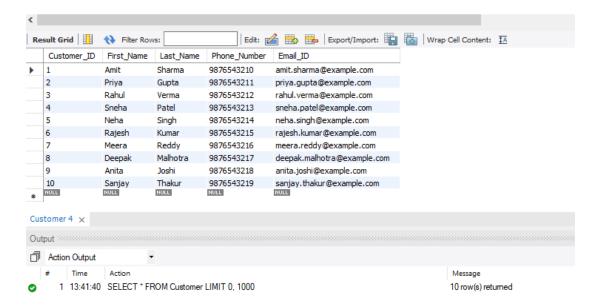
1 11:40:44 | CREATE TABLE Customer ( Customer_ID INT(7) PRIMARY KEY,... 0 row(s) affected, 1 warning(s): 1681 Integer display width is deprecated and will be removed in a future release. 0.018 sec
```

Insert

```
INSERT INTO Customer (Customer_ID, First_Name, Last_Name, Phone_Number, Email_ID)
        (1, 'Amit', 'Sharma', '9876543210', 'amit.sharma@example.com'),
        (2, 'Priya', 'Gupta', '9876543211', 'priya.gupta@example.com'),
         (3, 'Rahul', 'Verma', '9876543212', 'rahul.verma@example.com'),
        (4, 'Sneha', 'Patel', '9876543213', 'sneha.patel@example.com'),
        (5, 'Neha', 'Singh', '9876543214', 'neha.singh@example.com'),
        (6, 'Rajesh', 'Kumar', '9876543215', 'rajesh.kumar@example.com'),
        (7, 'Meera', 'Reddy', '9876543216', 'meera.reddy@example.com'),
        (8, 'Deepak', 'Malhotra', '9876543217', 'deepak.malhotra@example.com'),
 10
        (9, 'Anita', 'Joshi', '9876543218', 'anita.joshi@example.com'),
 12
         (10, 'Sanjay', 'Thakur', '9876543219', 'sanjay.thakur@example.com');
 13
<
Output ::::::::
Action Output
     1 13:31:27 INSERT INTO Customer (Customer_ID, First_Name, Last_Name, Phone_Number, Email_ID) VA... 10 row(s) affected Records: 10 Duplicates: 0 Warnings: 0
```

Select





Reservation Table

Explanation: This table contains the information about the reservation made by a customer.

Create

```
    CREATE TABLE Reservation (
    Reservation_ID INT(7) PRIMARY KEY,
    Customer_ID INT(7) NOT NULL,
    Reserve_Date DATETIME NOT NULL,
    Table_No INT(2) NOT NULL,
    Booking_Status VARCHAR(20),
    FOREIGN KEY (Customer_ID) REFERENCES Customer(Customer_ID)
);

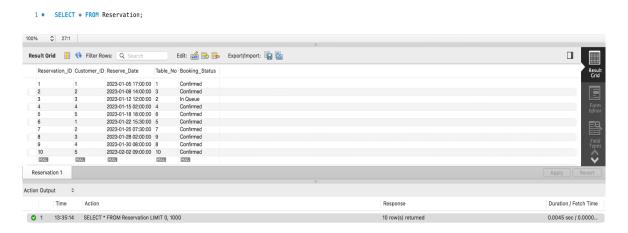
    13:7

Output c

| Time | Action | Reservation ( Reservation_ID INT(7) PRIMARY KEY, Customer_ID INT(7) NOT NULL, Reserve_Date DATETIME NOT NULL, Table_No... 0 row(s) affected,... 0.019 sec
```

Insert

Select



Feedback Table

Explanation: This table contains the information about the feedback given by the customer for a particular bill.

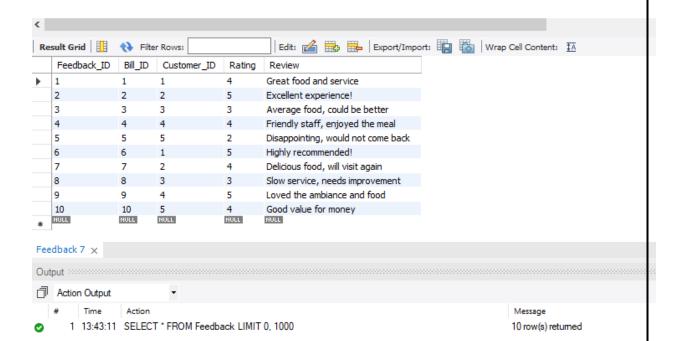
Create

Insert

```
INSERT INTO Feedback (Feedback_ID, Bill_ID, Customer_ID, Rating, Review)
  2
         VALUES
         (1, 1, 1, 4, 'Great food and service'),
  3
         (2, 2, 2, 5, 'Excellent experience!'),
         (3, 3, 3, 'Average food, could be better'),
         (4, 4, 4, 4, 'Friendly staff, enjoyed the meal'),
         (5, 5, 5, 2, 'Disappointing, would not come back'),
         (6, 6, 1, 5, 'Highly recommended!'),
  8
  9
         (7, 7, 2, 4, 'Delicious food, will visit again'),
 10
         (8, 8, 3, 3, 'Slow service, needs improvement'),
 11
         (9, 9, 4, 5, 'Loved the ambiance and food'),
 12
         (10, 10, 5, 4, 'Good value for money');
 13
<
Output
Action Output
      Time
   1 13:37:37 INSERT INTO Feedback (Feedback_ID, Bill_ID, Customer_ID, Rating, Review) VALUES (1, 1, ... 10 row(s) affected Records: 10 Duplicates: 0 Warnings: 0
```

Select

1 • SELECT * FROM Feedback;



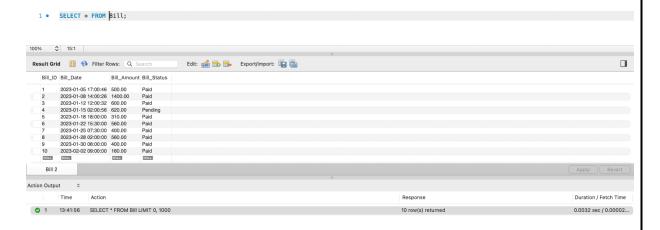
Bill Table

Explanation: This table contains the information about the total bill of the order.

Create



Insert



Staff Table

Explanation: This table contains information about the staff managing the order.

Create

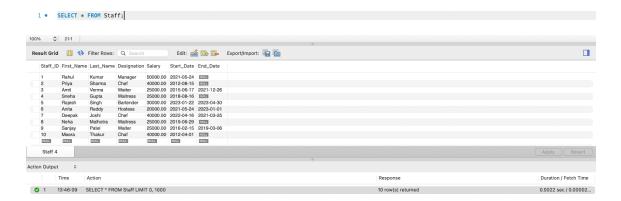
```
CREATE TABLE Staff (
Staff_ID INT(7) PRIMARY KEY,
First_Name VARCHAR(20) NOT NULL,
Last_Name VARCHAR(20) NOT NULL,
Designation VARCHAR(30) NOT NULL,
Salary FLOAT(7,2) NOT NULL,
Start_Date DATE NOT NULL,
End_Date DATE

Time | Action | Response | Duration / Fetch Time

CREATE TABLE Staff ( Staff_ID INT(7) PRIMARY KEY, First_... 0 row(s) affected, 2 warning(s): 1681 integer display width is deprecated and will be removed in a future releas... 0.016 sec
```

Insert

```
INSERT INTO Staff (Staff_ID, First_Name, Last_Name, Designation, Salary, Start_Date, End_Date)
 22
        VALUES
 23
        (6, 'Anita',
        INSERT INTO Staff (Staff_ID, First_Name, Last_Name, Designation, Salary, Start_Date, End_Date)
 25 •
 26
27
                             'Chef', 40000,'2022-04-16','2021-03-25');
        INSERT INTO Staff (Staff_ID, First_Name, Last_Name, Designation, Salary, Start_Date)
 31
        (8, 'Neha'
0.0052 sec
                                                                                                                                         0.0012 sec
0.0011 sec
0.00069 sec
0.00056 sec
                                                                                                                                         0.00061 sec
                                                                                                                                         0.00083 sec
                                                                                                                                         0.0010 sec
0.00069 sec
                                                                                                                                         0.00062 sec
```



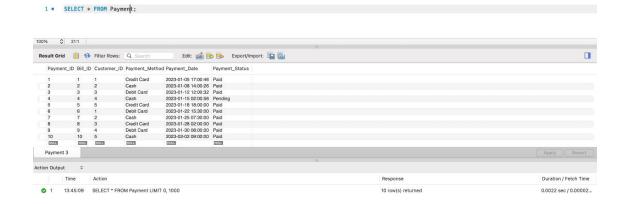
Payment Table

Explanation: This table contains information about the staff managing the order.

Create

```
• CREATE TABLE Payment (
        Payment_ID INT(7) PRIMARY KEY,
        Bill ID INT(7) NOT NULL.
        Customer_ID INT(7) NOT NULL,
        Payment_Method VARCHAR(12) NOT NULL,
        Payment_Date DATETIME NOT NULL,
         Payment_Status VARCHAR(20),
    FOREIGN KEY (Bill_ID) REFERENCES Bill(Bill_ID),
        FOREIGN KEY (Customer_ID) REFERENCES Customer(Customer_ID)
    );
   $ 18:8
    Time
                                                                                                                                               Duration / Fetch Time
            Action
                                                                                                                                Response
1 13:14:44 CREATE TABLE Payment ( Payment_ID INT(7) PRIMARY KEY, Bill_ID INT(7) NOT NULL, Customer_ID INT(7) NOT NULL, Payment_Method VARCHA... 0 row(s) affected,... 0.019 sec
```

Insert



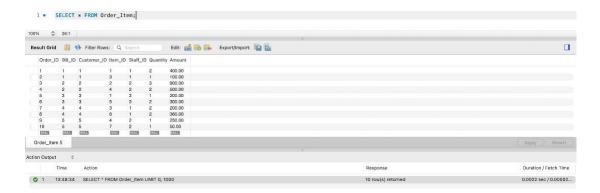
Order_Item Table:

Explanation: This table contains information about the staff managing the order.

Create

```
• CREATE TABLE Order_Item (
Order_ID INT(7) PATMARY KEY,
Bill_ID INT(7) NOT NULL,
Customer_ID INT(7) NOT NULL,
Item_ID INT(7) NOT NULL,
Staff_ID INT(7) NOT NULL,
Quantity INT(2) NOT NULL,
Amount FLOAT(7,2) NOT NULL,
FOREIGN KEY (Bill_ID) REFERENCES Bill(Bill_ID),
FOREIGN KEY (Customer_ID) REFERENCES Customer(customer_ID),
FOREIGN KEY (Customer_ID) REFERENCES Menu_Item(Item_ID),
FOREIGN KEY (Staff_ID) REFERENCES Menu_Item_ID),
FO
```

Insert



Menu_Item Table

Explanation: This table contains information about the staff managing the order.

Create

```
CREATE TABLE Menu_Item (
Item_ID_INT(7) PRIMARY KEY,
Name VARCHAR(30) NOT NULL,
Description VARCHAR(100),
Start_Date DATE NOT NULL,
End_Date DATE NOT NULL,
Price FLOAT(7,2) NOT NULL,
Category VARCHAR(20)
);

C 39

Output 
Time Action Response Duration / Fetch Time

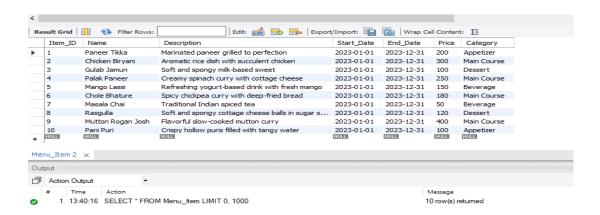
1 13:14:12 CREATE TABLE Menu_Item ( Item_ID INT(7) PRIMARY KEY, Name VARCHAR(30) NOT NULL, Description VARCHAR(100), Start_Date DATE NOT N... O row(s) affected,... 0.012 sec
```

Insert

```
INSERT INTO Menu_Item (Item_ID, Name, Description, Start_Date, End_Date, Price, Category)
         VALUES
         (1, 'Paneer Tikka', 'Marinated paneer grilled to perfection', '2023-01-01', '2023-12-31', 200, 'Appetizer'),
         (2, 'Chicken Biryani', 'Aromatic rice dish with succulent chicken', '2023-01-01', '2023-12-31', 300, 'Main Course'),
         (3, 'Gulab Jamun', 'Soft and spongy milk-based sweet', '2023-01-01', '2023-12-31', 100, 'Dessert'),
         (4, 'Palak Paneer', 'Creamy spinach curry with cottage cheese', '2023-01-01', '2023-12-31', 250, 'Main Course'),
         (5, 'Mango Lassi', 'Refreshing yogurt-based drink with fresh mango', '2023-01-01', '2023-12-31', 150, 'Beverage'),
         (6, 'Chole Bhature', 'Spicy chickpea curry with deep-fried bread', '2023-01-01', '2023-12-31', 180, 'Main Course'),
         (7, 'Masala Chai', 'Traditional Indian spiced tea', '2023-01-01', '2023-12-31', 50, 'Beverage'),
         (8, 'Rasgulla', 'Soft and spongy cottage cheese balls in sugar syrup', '2023-01-01', '2023-12-31', 120, 'Dessert'),
        (9, 'Mutton Rogan Josh', 'Flavorful slow-cooked mutton curry', '2023-01-01', '2023-12-31', 400, 'Main Course'),
         (10, 'Pani Puri', 'Crispy hollow puris filled with tangy water', '2023-01-01', '2023-12-31', 100, 'Appetizer');
 13
Output
Action Output
                                                                                     Message
    1 13:24:24 INSERT INTO Menu_Item (Item_ID, Name, Description, Start_Date, End_Date, Price, Category... 10 row(s) affected Records: 10 Duplicates: 0 Warnings: 0
```

Select

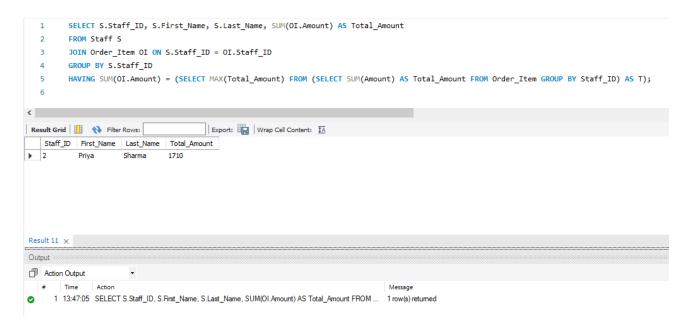
1 • SELECT * FROM Menu_Item;



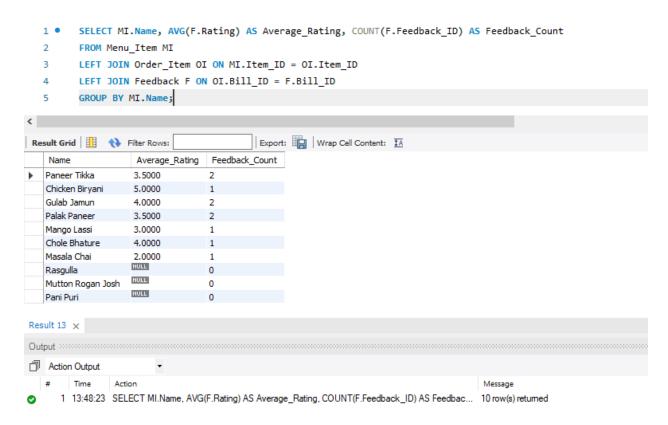
Data Retrieval and Reports

Query 1

Retrieve the staff members who have processed orders of the highest total amount.



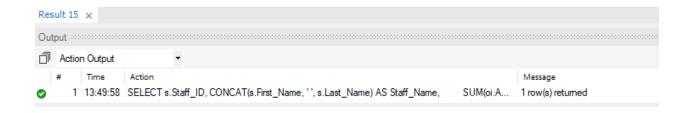
Retrieve the menu items along with the average rating and the count of feedback received for each item



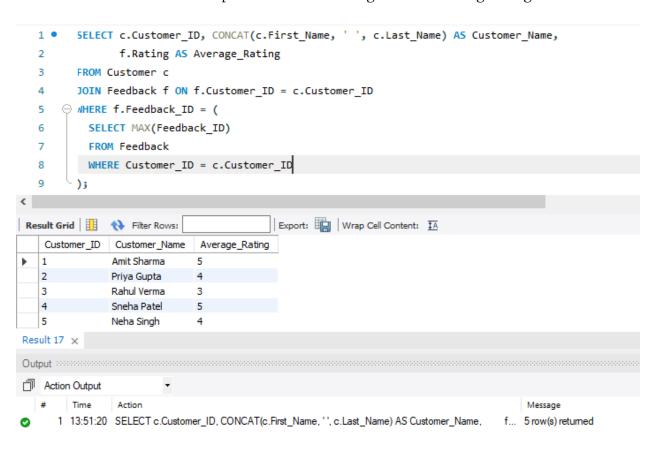
To retrieve the staff members who have handled orders with the highest total amount

```
SELECT s.Staff_ID, CONCAT(s.First_Name, ' ', s.Last_Name) AS Staff_Name,
  1 •
  2
               SUM(oi.Amount) AS Total_Amount
  3
         FROM Staff s
         JOIN Order_Item oi ON oi.Staff_ID = s.Staff_ID
  4
         GROUP BY s.Staff_ID, Staff_Name
  5

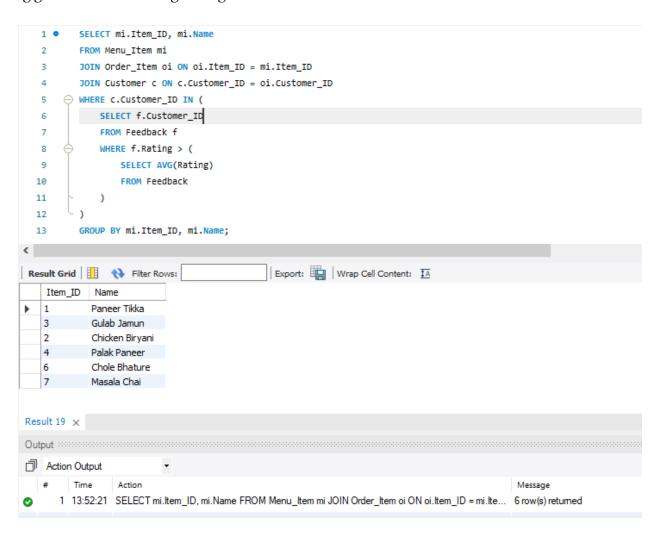
⊖ HAVING SUM(oi.Amount) = (
  6
  7
          SELECT MAX(Total_Amount)
          FROM (
  8
            SELECT Staff_ID, SUM(Amount) AS Total_Amount
  9
            FROM Order_Item
 10
            GROUP BY Staff_ID
 11
 12
          ) AS subquery
 13
         );
                                       Export: Wrap Cell Content: 🔼
Staff_ID Staff_Name
                       Total_Amount
) 2
           Priya Sharma
                      1710
```



To retrieve the customers who have provided feedback along with their average rating



Retrieve the menu items that have been ordered by customers who have provided feedback with a rating greater than the average rating



Retrieve the staff members who have handled orders for menu items in a specific category and have a salary greater than the average salary of all staff members

