Customer satisfaction system @ SCVZ student restaurant

The local student centre of Varaždin has heard students' complaints and is now planning to implement an information system that will support restaurant operations. The new system will enable detailed tracking of student preferences and their feedback to continuously improve service quality and food offerings.

Students will have an option to create a review of the meal they had just consumed. To prevent misuse, a student can give a review only once, an order will need to exist in the system related to that student before they are allowed to give a review and finally, less than 24 hours will need to have passed. The ratings will be given on a 1 to 5 scale. Firstly, the students shall rate the taste and then the amount of food. Optionally, if they wish to provide further insight and comment, there will also be such an option. If a menu gets enough reviews that are on average under the allowed rating threshold, the restaurant manager will promptly notified.

After the review has been successfully created, the user will receive gift points that can be exchanged for coupons. Coupons can then be used to pay an order. When an order is paid using coupons, the total of coupons should decrease.

Another way of improving customer satisfaction is by allowing students to create à la carte orders through the application instead of ordering at the counter, therefore decreasing the waiting time during critical hours in the restaurant. To facilitate the flow of orders, the student part of the application will allow tracking of order status.

When an at-the-counter order is created, restaurant employees will be able to enter the record in the system. In this process, it must be noted which student the order belongs to according to the identification number of their student identification card (commonly known as *x-ica* in Croatian).
To make record handling easier, the application will only allow creating the order of the entire menu. It will not be possible to order individual items (eg. juices, dairy products, …).

To provide employees with insight into the situation, a reporting part of the system will enable the following:

- Tracking the most popular dishes for that day/week/month
- Reporting on the speed of preparation - this could be an indicator that a certain item from the list of à la carte dishes is creating a crowd and should be adjusted or completely removed from the offer

At a certain moment in time, an order can have one of the defined statuses. When an order status is changed, the current time will be recorded for tracking purposes. Possible statuses are shown in Table 1.

Status
- Order created
- In process
- Food prepared
- Served

Table 1. Order statuses

Restaurant employees will have an option to create a catalogue of all available meals. For each day of the week, 3 menus will be defined, where each of them needs to have one of the entries from each of the following categories:

Menu entries
- Soup
- Main course
- Side dish
- Dessert

Table 2. Mandatory menu entries

Students will be able to log into the application via their identification card or manually using their student (JMBAG-a) and a preset password. Validity of student rights to subsidised meals will be checked against the Information system of student rights (Informacijski sustav studentskih prava, ISSP).

NECCESSARY SPECIFICATION ELEMENTS
The specification should contain at least:

- 8 functional requirements, of which at least:
  - 1 request in the fetched data display domain
  - 1 request in the domain of data entry
  - 1 request in the domain of report creation
  - 1 request in the domain of displaying statistical data
- 2 non-functional requirements, of which at least:
  - 1 request in the software appearance domain
  - 1 request in any other domain