

System Request

Project Name: Restaurant Management System

Business Need:

- Replace the current manual and paper-based system with an electronic system
- Reduce labor cost and cut down on inefficiencies in the current system
- Improve restaurant rating and customer satisfaction
- Improve employee satisfaction

Functionality:

- 1) Receptionist should be able to assign a table to the customer when they enter the restaurant.
- 2) If there is no table available, receptionist should be able to put the customer on the waiting list. Customer should get an SMS with a table number as soon as a table becomes available.
- 3) Customer should be able to search for available dishes and drinks.
- 4) Customer should be able to place their order at their table using a tablet.
- 5) System should send the order to the appropriate chef. In case of unavailability of dish, customer should be informed. Otherwise, a confirmation message should be displayed. Upon the confirmation of the order, the tablet on the table should show an approximate countdown timer for the order.
- 6) Customer should be able to pay their bill.
- 7) Customer should be able to submit feedback.
- 8) The janitorial staff should be notified once a table is vacated.

Expected Value:

Tangible:

- 1) Reduce the number of employees by 35%, which is approximately 14 employees, saving $14 * 5,000 = 70,000$ AED per month in salaries only. There will be more savings in not sponsoring visas, not providing insurance, etc.
- 2) Increase the number of customers by 20%, leading to 4000 more customers monthly, gaining approximately 400,000 AED per month.
- 3) Increase the efficiency of chefs resulting in quicker serving time, leading to an increase in customer satisfaction. This will increase tips by approximately 20%, leading to an increase in 100,000 AED in tips.

Intangible:

- 1) Create a better customer experience.
- 2) Create a more comfortable and private environment for customers by keeping movement of staff to a minimum.
- 3) Increase the satisfaction of chefs by reducing backlog and increasing efficiency in handling orders.

Special Issues or Constraints:

- 1) Time Constraint: The system should be up and running within the next 6 months.
- 2) Technical Constraint: The system should be available throughout the operating hours of the restaurant from 12 PM to 12 AM.
- 3) Technical Constraint: All maintenance should be performed at night from 1 AM to 6 AM.
- 4) Security Constraint: Some of the data can only be accessed by the authorized personnel.