**Restaurant Management System**

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**Version: \_\_\_1.1\_\_\_\_\_\_\_**

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| **USE CASE NAME:** | Assign waitlist | | **USE CASE TYPE** |
| **USE CASE ID:** | 3 | | **Business Requirements: 🗹** |
| **PRIORITY:** | High | |  |
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| **PRIMARY BUSINESS ACTOR:** | Receptionist | | |
| **OTHER INTERESTED STAKEHOLDERS:** | Customer – interested in activity because they are being added to the waitlist in the restaurant’s system. | | |
| **SHORT DESCRIPTION:** | In this case, the receptionist adds a guest to the waitlist. | | |
| **PRE-CONDITION:** | The receptionist is logged in, guest has arrived at the restaurant and all the tables are full. | | |
| **TRIGGER:** | When a new customer needs to be a assigned a table but the tables are full | | |
| **TYPICAL COURSE** | **Actor Action** | **System Response** | |
| **OF EVENTS:** | **Step 1**: Receptions checks tables map, finds all tables to be filled and fills out the waitlist form with customer’s details. | **Step 2**: Systems saves the information, adds the customer to waiting list and displays the customer name in the appropriate spot on the screen. | |
| **ALTERNATE COURSES:** | **Alt-Step 2:** The guest is already assigned a waitlist. The receptionist then communicates to the guest and updates him/her. | | |
|  | **Other Alt-Step 2:**The system malfunctions. Maintenance is called. | | |
| **CONCLUSION:** | The case is concluded when the guest is successfully assigned to a waitlist. | | |
| **POST-CONDITION:** | Customer is added to the waiting list in the database. | | |
| **BUSINESS RULES:** | No customer can jump positions in the waiting list. It operates strictly on a first-in-first-out basis. | | |
| **ASSUMPTIONS:** | Staff is available and trained | | |
| **OPEN ISSUES:** | In the case of an outage or a database issue, there could be some work done on a smaller temporary database that has an emergency power source so we are still able to serve customers. | | |