### ****User Browses Menu****

* **Scenario**: A customer (user) wants to order food from a restaurant.
* **Action**: The user opens the menu and browses the available dishes. The restaurant typically has categorized the menu into sections like appetizers, main courses, desserts, and beverages.

### ****Add Items to Cart****

* **Scenario**: The user selects specific menu items and adds them to their virtual cart.
* **Action**: Each time an item is added, the system updates the cart with the selected items, their quantities, and the total price.

### ****Review and Customize Order****

* **Scenario**: The user reviews the selected items before placing the order.
* **Action**: The customer might customize the order, like modifying ingredient preferences, changing item quantities, or adding special instructions (e.g., "extra spicy" or "no onions").

### ****Apply Discounts/Promotions (Optional)****

* **Scenario**: The user may want to apply discounts, promo codes, or loyalty points.
* **Action**: The system checks the eligibility of the discounts, adjusts the total price accordingly, and informs the user about successful or failed applications.

### ****Choose Delivery/Pickup Options****

* **Scenario**: The user chooses how they want to receive their order: home delivery or pickup.
* **Action**: The system presents delivery options, estimated times, and any associated fees. If the user selects pickup, they are shown an estimated preparation time.

### 6. ****Payment Process****

* **Scenario**: The user proceeds to pay for the order.
* **Action**: The system displays the total amount and provides multiple payment options (credit/debit cards, mobile wallets, cash on delivery). The system ensures secure payment processing.

### 7. ****Order Confirmation****

* **Scenario**: The user places the order, and the system confirms it.
* **Action**: Once payment is successful, the order is confirmed. The user receives a confirmation with an order number, estimated preparation/delivery time, and contact details for queries.

### 8. ****Restaurant Fulfillment****

* **Scenario**: The restaurant prepares the order.
* **Action**: The kitchen receives the order details and begins preparation. If it's a delivery order, the logistics team organizes delivery. For pickup, the user is notified when the order is ready.

### 9. ****Order Delivery/Pickup****

* **Scenario**: The user receives the order.
* **Action**: For delivery, the driver brings the food to the customer’s address. For pickup, the user collects the food from the restaurant.

### 10. ****Post-Order Feedback and Support****

* **Scenario**: The user may leave feedback after receiving the order.
* **Action**: The system may prompt the customer to rate the food or service. In case of issues, the user contacts customer support for help.