Restaurant System User Guide

Documentation and Tutorials of our Restaurant System

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Group Project - Part 4

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Part I: Introduction

This software simulates an electronic restaurant where customers can interact with the staff with ease. This electronic service has a variety of functions to satisfy the restaurant's environment. It allows the customers to communicate with the restaurant by going through the menu, placing orders, and requesting assistance at any time. It also deals with customer's special circumstances, lets them share their experience at the restaurant on social media such as Twitter, and offers brief entertainment alongside rewards for their visit.

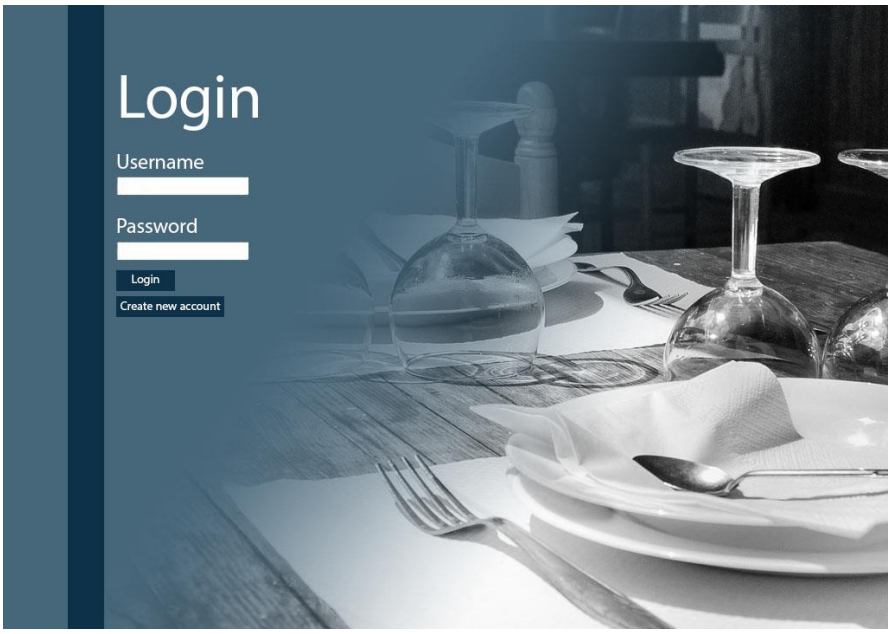
The service has UI for the restaurant staff, specifically the manager, wait staff, and kitchen staff, to communicate with each other and the customers. While the wait staff plays basic roles to serve customers directly, the manager and the kitchen staff can deal with more technical operations behind the scenes of the restaurant. More details are given below in the tutorials.

This service uses HTML, CSS, JavaScript, PHP, and MySQL.

Part II: Tutorials

Staff Login – For All Restaurant Staff

1. Navigate to the login page. If a user is already logged in, press the Logout button on the top of the screen.

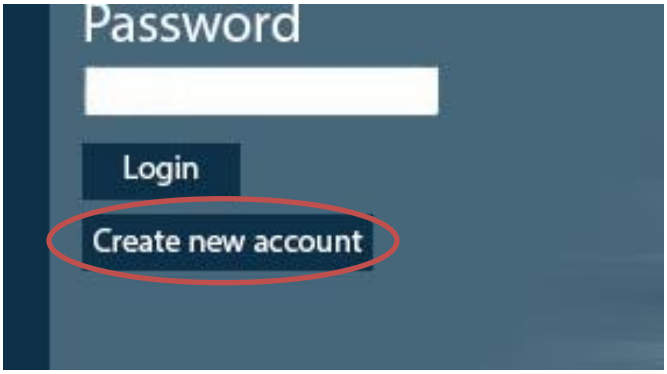


2. Type your username and password in the text fields.
3. Click Login

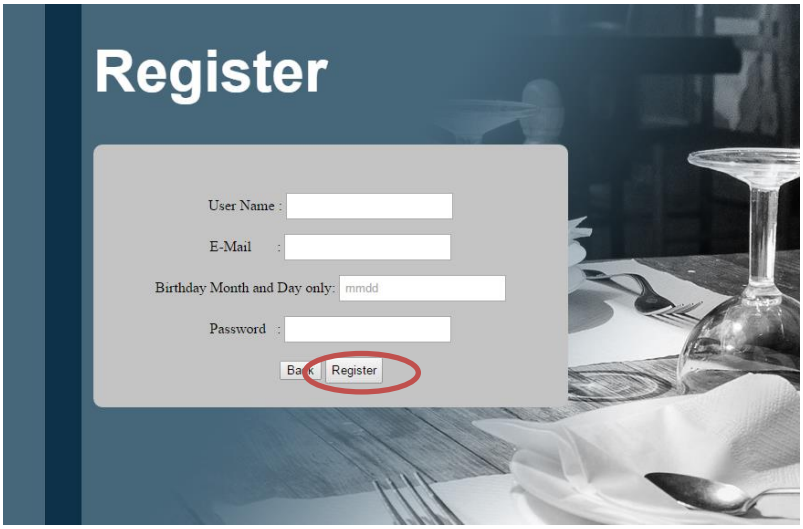
Customer login - For New and Returning Customers

For first time users:

1. Navigate to the login page and click the Create new account button. (If a user is already logged in, press the Logout button on the top of the screen.)

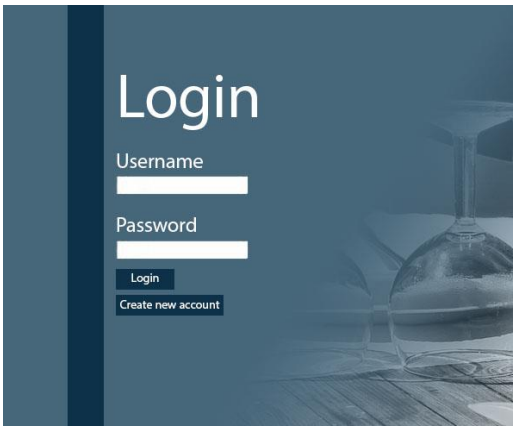


2. Fill in the form with your name, email, and new password.
3. Click Register.



For returning Customers:

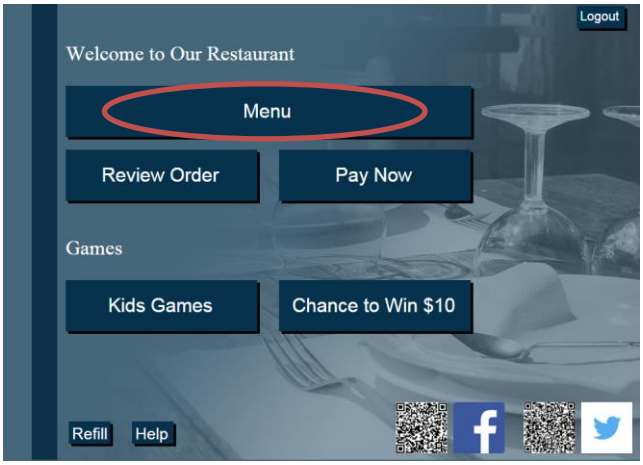
1. Navigate to the login page. (If a user is already logged in, press the Logout button on the top of the screen.)



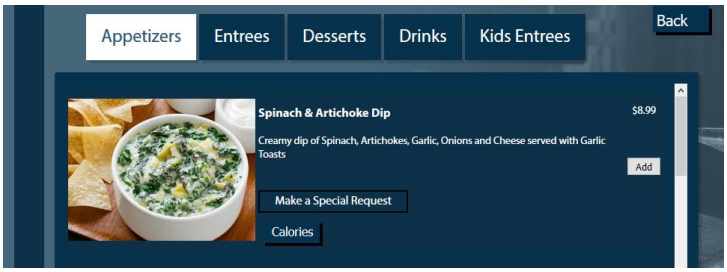
2. Type your username and password in the text fields.
3. Click Login

Access Menu and Place Order

After logging in, the “Welcome to Our Restaurant” page screen will be displayed which has the menu button.



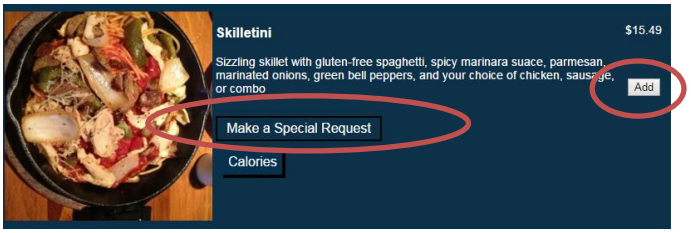
Each tab on the menu has menu items. Each menu item has a name, description, photo, number of calories and price.



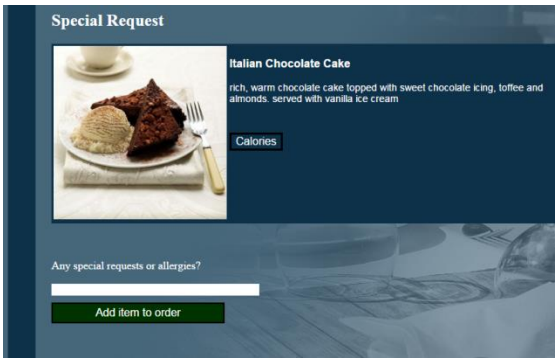
For a customer to place an order:

1. Select a menu category from the menu page.

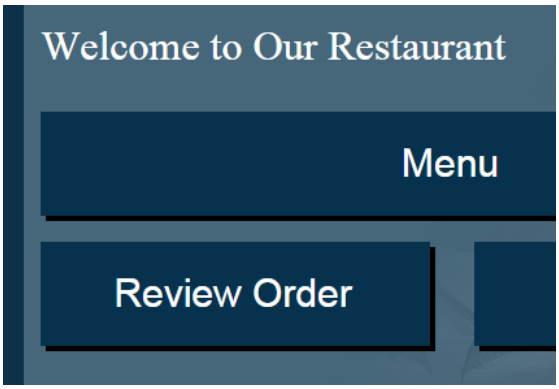
2. Click “Add” or “Make a Special Request” on the item you want to add to your order.



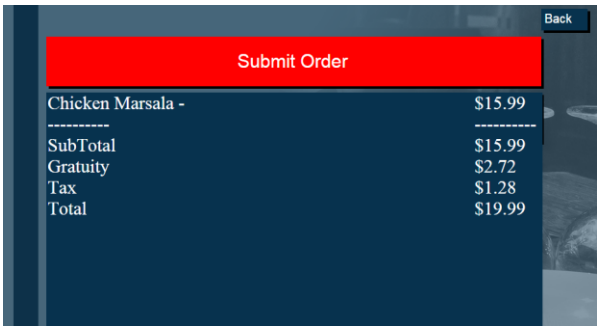
3. If you clicked “Make a Special Request” in step 2, then specify allergies or special request in the text box provided then select the “Add item to Order” button to add item to the order.



4. After selecting any item, it automatically redirects the customer back to the “Add to your order” page, for the option to select any other category.
5. After browsing the menu, the user can review their order via the “Review order” button.



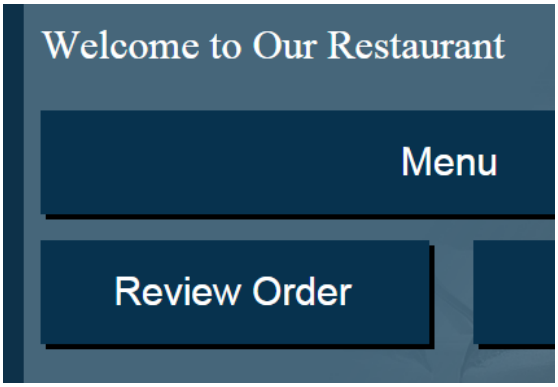
6. When the order is ready to be placed, select the “Submit order” button. The system displays a warning message on the screen that says, “You will NOT be able to change your order after submitting”.



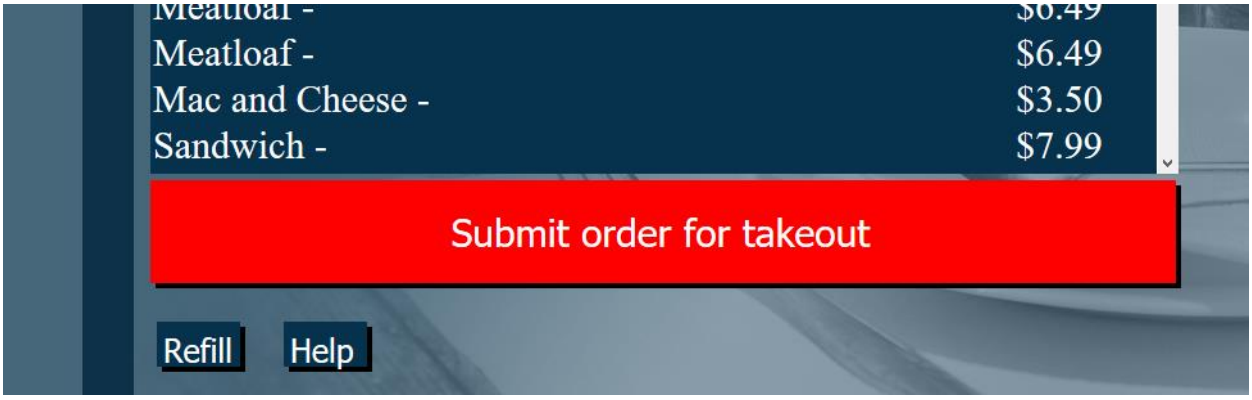
7. If the user is not satisfied with the order, the user can select the “Back” button to go make changes before submitting the order.

Place Take-out Order – For Customers

1. Press the “Review order” button on the home page.



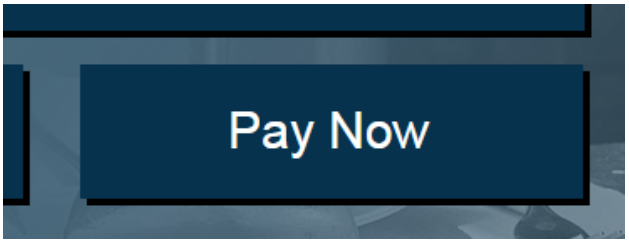
2. When your takeout order is ready to be placed, select the “Submit order for takeout” button. The system displays a warning message on the screen that says, “You will NOT be able to change your order after submitting”.



3. If the user is not satisfied with the order, the user can select the “Back” button to go make changes before submitting the order.

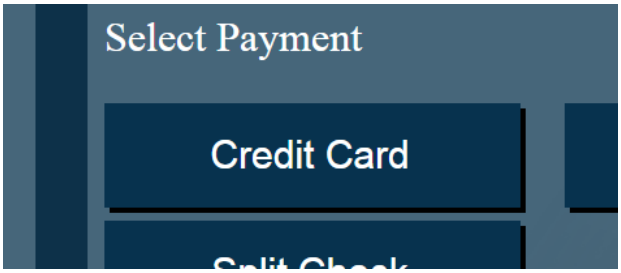
Pay for Order and Splitting checks

1. To pay for an order, select the “Pay Now” button in the main UI screen.



To pay with card:

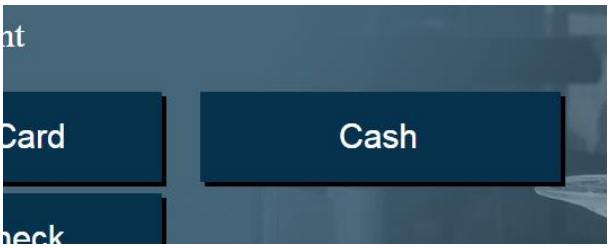
1. Select the “Credit Card” button.



2. Next, simply swipe the card through the connected scanner on the machine.

To pay with cash:

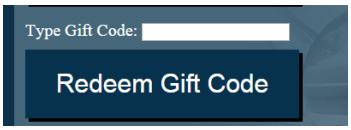
1. Select the “Cash” button.



2. The wait staff will need to mark the bill as “paid” on their devices once the payment is made.

To pay with a gift code:

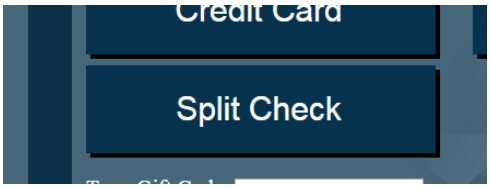
1. Type your code into the textbox above the “Redeem Gift Code” button.



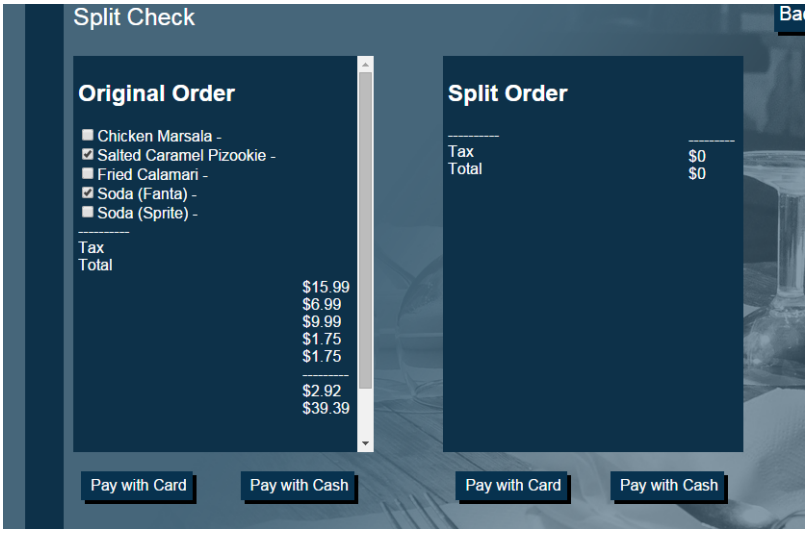
2. Press “Redeem Gift Code” to redeem your coupon code.

To split the check:

1. Select the “Split Check” button.



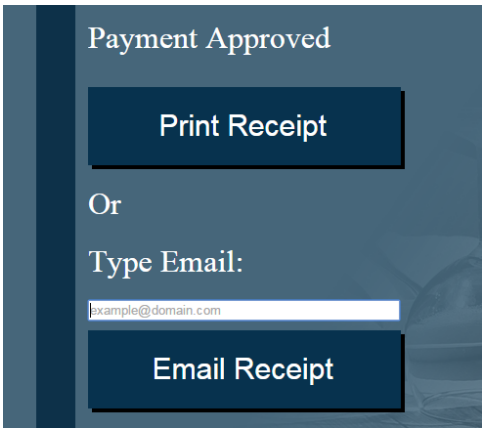
2. Select how many items you wish to pay for, or type an amount you wish to pay.



3. Click “Pay with Card” or “Pay with Cash” from the right side to pay for the Split Order.

Print Receipt

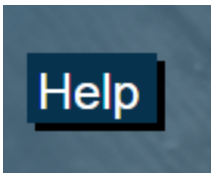
After paying with your credit card or cash, a “Payment Approved” screen will pop-up requesting the user to select whether they wanted the receipt to be printed in the restaurant or emailed.



1. Click “Print Receipt”,
2. Or type your email in the textbox above the “Email Receipt” button and press “Email Receipt.”

Request Assistance

- A “Help” button is clearly located on each screen. A notification will be sent to the wait staff’s device indicating that your table is requesting assistance.



- A “Refill” button is located on the bottom left of the main UI screen. This will send a notification to the wait staff to come to the table and satisfy the refill request. The notification will include the table that is requesting a refill and the drink that needs a refill.

Games

Located on the main menu of the program is a section labeled “Games”

Under the “Games” heading are two buttons. One is labeled “Kids Games”. The other button is a game labeled “Chance to win $10”.

The “Kids Games” button provides four games for children. These will not reward prizes. They are solely for entertainment.

- When “Kids Games” is selected, the user will be redirected to a menu that displays the four game options.
- After choosing the game type the game will execute, allowing the user to play any number of times.

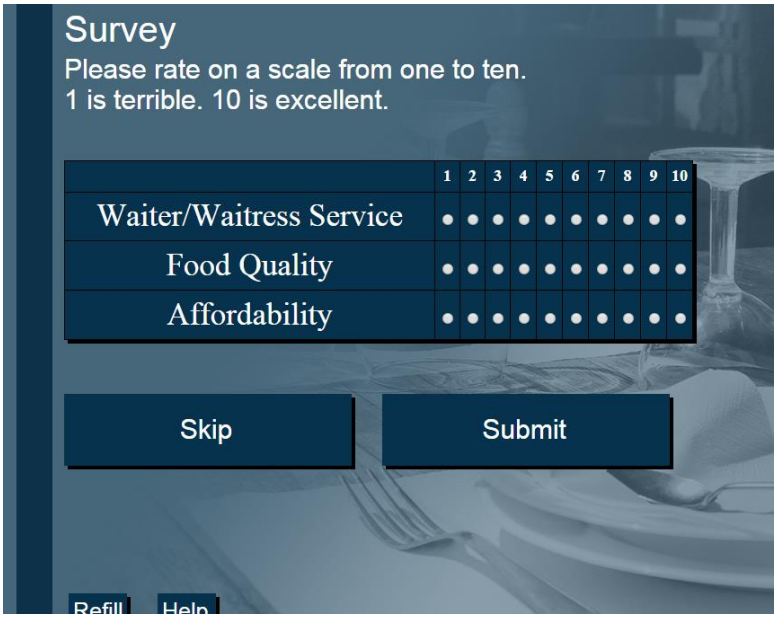
The “Chance to win $10” button on the main menu will provide a simple game of chance providing a winning user with a $10 off credit code to be used during their next visit.

- When the “Chance to win $10” button is selected the user will be redirected to a new screen showing a button titled “The Lottery.” The chances of winning this game will be one in five.
- This game will limit each user to two plays per visit.

- The coupon codes won from this game can be entered on the payment screen. The coupon code will expire 3 months from the time it was won. The payment screen will have a button designated for adding coupon codes.

Customer Survey

An optional customer survey will be displayed to the customer after they finish the payment step.



- The survey contains three questions that are gauged on a scale from one to ten. One is the worst and ten is the best.
- After completing the survey, the user will click a “Submit” button at the bottom of the screen. This will complete the restaurant program experience.
- If the customer chooses not to fill out the survey, they may click the “Skip” button at the bottom right of the screen.
- The Survey page will continue to display a “Refill” and “Help” button.

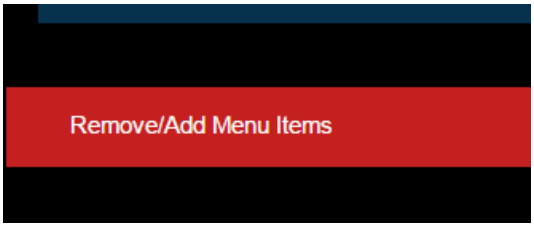
Social Media

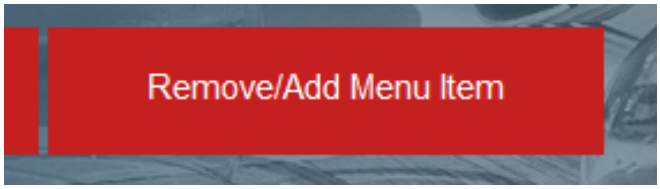
The user may choose to share that they are eating at the restaurant on Twitter or Facebook.

- If the customer clicks one of these buttons, the system will automatically post a message to their status. (customers will be asked to log into Twitter or Facebook first)

Add/Remove Items from Menu – For Manager and Kitchen Staff

On the kitchen or manager staff screen, there will be a button for "Add/Remove Menu Item".



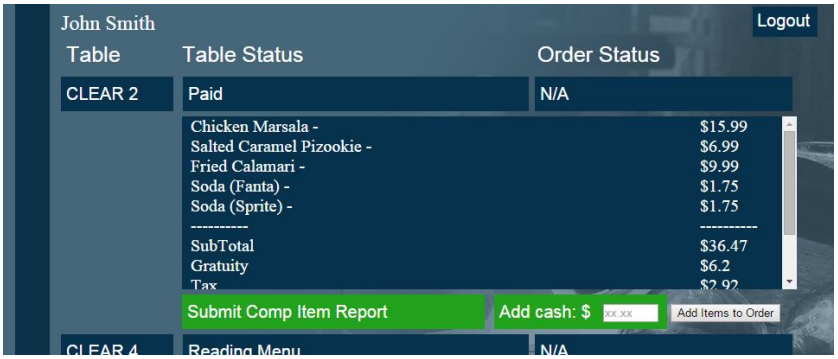


1. When the button is pressed, the screen will display the menu for the staff member.
2. In addition to what is regularly shown on the menu, there will be one button to the right of each item: "Add" or "Remove".
3. The button which represents the current status of the item will be not shown.
4. If the staff presses the "Add" button, the menu item will be set available to the customer.
5. If the staff presses the "Remove" button, the menu item will not be shown to the customer.

View Customer Status – For Wait Staff

On the wait staff screen, the system will display a list of each table and their corresponding order. Above the items is a window that displays the status of the table.

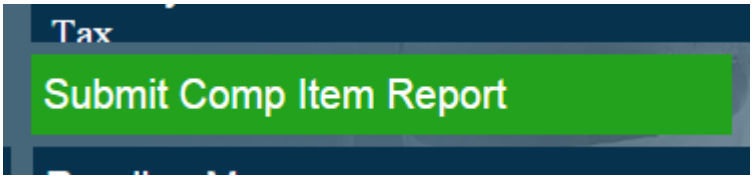
- The status window will display reading menu until an order is placed, placed order and waiting on food, eating, refill, help needed, and paid.)



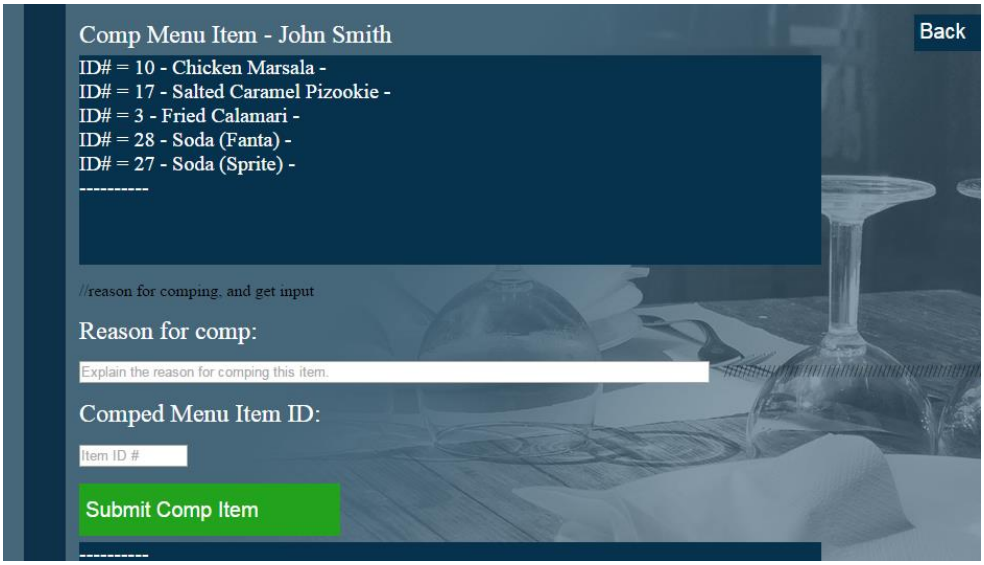
Compensate Items – For Manager and Wait Staff

For wait staff:

1. Press “Submit Comp Item Report.”

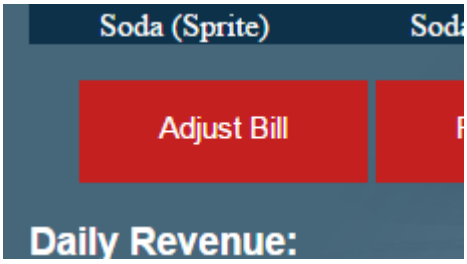


1. Type the reason for the comp in the “Reason for Comp” section.
2. Type the menu item ID in the “Comped Menu Item ID” section.
3. Click “Submit Comp Item.”



For managers:

1. In the manager screen you will find the “Adjust Bill” button.



2. Click on the Adjust Bill button to adjust customer's bill and follow the process above to comp an item.

View Reports – For Manager

1. When you navigate to manager screen you will see all the reports.

2. On the top you will see four categories each with a list of the top 3 that were ordered.
3. On the daily revenue section you can find the menu items sold and gratuity per wait staff.

To view reports of bill adjustment or comps you can click on the button “Review Comps” with red box.

Manage Orders – For Kitchen Staff

1. On the kitchen staff screen, the screen will display buttons for each order whether the order is “claimed - in progress” or “ready”.

2. Each button will change the order’s status.