**USE CASE**

**Name**: Place an order

**Participating actor**: Customer, Kitchen, wait staff

**Entry Condition**:

Customer adds menu item to the order.

Customer has enough money to make your order.

**Exit condition**:

Customer placed order.

Kitchen receives order.

**Event flow:**

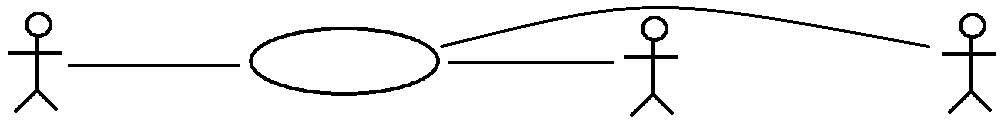
1. Customer sits at the table.

2. Customer selects categories on the menu.

3. Customer adds individual menu items to the order

4. Customer specifies allergies or special request in the order.

5. Customer submits the order to the kitchen.



Customer Place an Order Kitchen Wait Staff

**USE CASE**

**Name:** Manager accesses report

**Participating actor:** Manager

**Entry Condition:**

Manager is logged in.

**Exit condition:**

Manager knows the top three items of each category.

Manager knows the daily revenue including the breakdowns by each specific menu item

ordered, tax and gratuity.

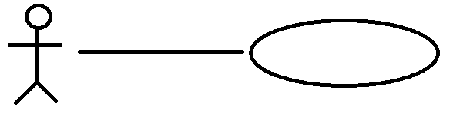
Manager knows gratuity for each individual staff member.

**Event flow:**

1. Manager accesses the device.

2. Manager logs in.

3. Manager is presenting the statistics of the day



Manager Manager accesses report

**USE CASE**

**Name**: Login

**Participating Actor**: Customer/ Wait Staff / Kitchen Staff / Manager

**Entry Condition**:

The user knows their login username and password, or is a new user.

**Exit Condition**:

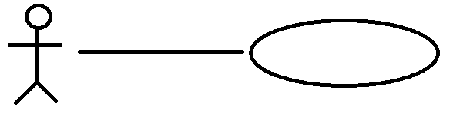
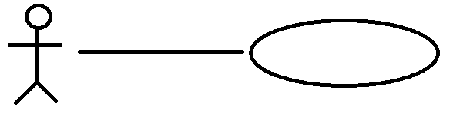
User is successfully logged in

**Event Flow**:

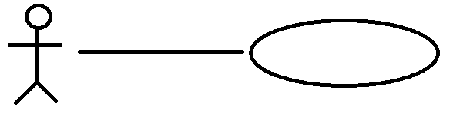
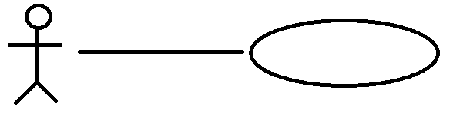
1. The system displays a login screen.
2. The user enters a username and password into the text fields.
3. The user clicks the “Login” button.
4. The system checks that the login information is correct.
5. If the information is correct the user is logged in. If the information is not correct the user is told that the username/password is incorrect and is returned to the login screen.

**Alternate Flow 1:** New User:

1. If the user doesn’t have an account, they click “Create new account”.
2. The system displays a create new account screen.
3. The user enters a username and password into the text fields.
4. The user clicks the “Create account” button.
5. The system checks that the username is not already in use.
6. If the the username is not already in use the user is logged in. Otherwise, they are told the username is in use and returned to the create account screen.

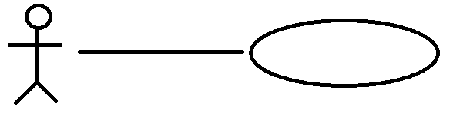


Customer Login Kitchen Staff Login



Wait Staff Login Manager Login

Note: All users are independently logging into their device.

**USE CASE** 

**Name**: Pay for order

**Participating Actor**: Customer Customer Pay for Order

**Entry Condition**:

The customer has previously placed an order and is now ready to pay.

**Exit Condition**:

The customer pays for the order and the UI returns to the main screen.

**Event Flow**:

1. The user presses the “Pay Now” button.
2. The customer may split their check.
3. The user may redeem a gift code.
4. The user specifies whether they want to pay with credit card or cash.
5. The user swipes their card through the scanner.
6. After the payment is confirmed, the customer is asked if they want a receipt.
7. The customer can choose whether to have a wait staff bring a physical receipt or to have the receipt emailed. The customer must enter an email before choosing the email receipt option.

**Alternate Flow 1:** Split check:

1. At step 2 if they press “Split Check” button:
2. The customer is shown their order with the option to select order items.
3. The customer selects the items to make the separate payment on.
4. The customer chooses whether to make the separate payment with credit card or cash.
5. Continue from main flow at step 3.

**Alternate Flow 2:** Redeem gift code:

1. At step 3 the customer enters their gift code into the text field above the “Redeem Gift Code” button.
2. The customer presses the “Redeem Gift Code” button.
3. The system processes the code and notifies the user if the code was valid or not.
4. If the code was valid the user receives a discount.
5. Continue from the main flow at step 3.

**Alternate Flow 3:** Pay with cash:

1. At step 4 if they chose cash..
2. A wait staff comes to the table to collect the cash and mark the order as paid.
3. Continue from main flow at step 6.

**USE CASE**

**Name**: Add/remove menu items

**Participating Actor**: Kitchen Staff/ Manager

**Entry Condition**:

The kitchen staff/manager discovers that an item needs to be added or removed from the

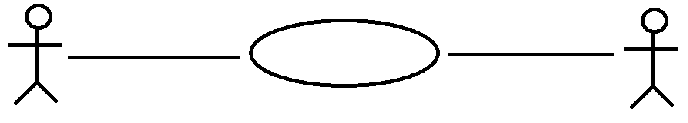
menu.

**Exit Condition**:

The item is added/removed.

**Event Flow**:

1. From the staff screen, the staff presses the “Add/Remove Menu Item” button.
2. The screen displays a list of menu items, with two buttons to the right of each item for “In Stock” and “Out of Stock”.
3. The button which represents the current status of the item will be highlighted.
4. If the staff presses the non-highlighted button, they will be asked to confirm if they want
5. to change the status of that item.
6. If the staff confirms the change, the respective menu item will be changed to “In Stock” or “Out of Stock”,
7. The system will update the item on the menu for customers to see.



Kitchen Staff Add/remove menu items Manager

**USE CASE**

**Name:** Change an order

**Participating Actor**: Customer

**Entry Condition**:

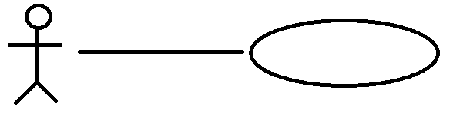
The customer has chosen items to order, but has not pressed the “submit” button yet.

**Exit Condition**:

The customer clicks on the button “Go back”.

**Event Flow**:

1. The customer sits at the table.
2. The customer selects items they want.
3. Before submitting, a warning message, “You will NOT be able to change your order after submitting” will be shown on the screen.
4. The customer selects “Go back” before submitting.



Customer Change an order

**USE CASE**

**Name:** Requesting a refill

**Participating Actor:** Customer/ wait staff

**Entry Condition:**

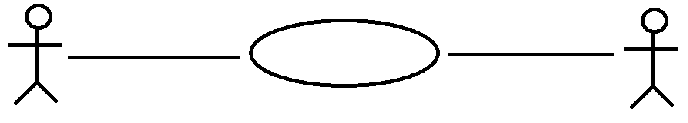
The customer needs a refill for their drink.

**Exit Condition:**

The wait staff arrives at the table with a refill for the drink that the customer requested.

**Event Flow:**

1. The customer accesses the electronic restaurant service.
2. The customer presses the “Refill” button in the bottom left hand corner of the UI screen.
3. The customer selects the drink(s) that they want a refill for, and then selects “Confirm”.
4. A refill notification, containing the table number and drink(s) requested by the refill feature, pops up on the left hand side of the wait staff’s UI screen.
5. The wait staff gathers the requested refill(s) and delivers them to the correct table.



Customer Requesting a refill Wait Staff

**USE CASE**

**Name:** Requesting help

**Participating Actor:** Customer/ wait staff

**Entry Condition:**

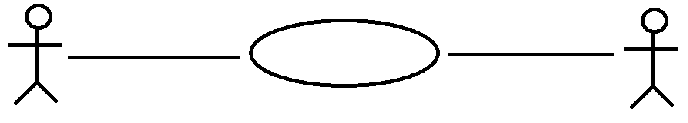
The customer needs help with something at their table.

**Exit Condition:**

The waiter arrives at the customer’s table to provide help.

**Event Flow:**

1. The customer accesses the electronic restaurant service.
2. The customer presses the “Help” button in the bottom left hand corner of the UI screen.
3. A help notification, containing the table number, pops up on the left hand side of the wait staff’s UI screen.
4. The wait staff reports to the table.



Customer Requesting Help Wait Staff

**USE CASE**

**Name:** Viewing customer activity

**Participating Actor:** Wait staff / customers

**Entry Condition:**

The customer is accessing the electronic service.

The wait staff checks up on the customer.

**Exit Condition:**

Waiter receives a notification that one of their customers is reading the menu.

Waiter receives a notification that one of their customers has placed an order.

Waiter receives a notification that one of their customers is waiting for their food.

Waiter receives a notification that one of their customers is eating.

Waiter receives a notification that one of their customers has paid for their meal.

Waiter receives a notification that one of their customers is requesting help.

**Event Flow:**

1. The customer opens the menu to begin browsing it.

**Alternative Flow 1:**

1. The customer submits an order.

**Alternative Flow 2:**

1. The customer is idle after placing an order.

**Alternative Flow 3:**

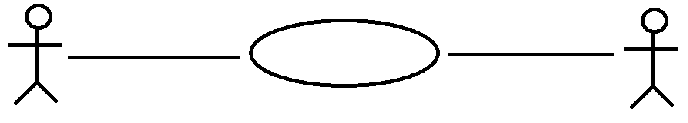
1. The wait staff delivers the customer’s order to the table.
2. The wait staff marks the customer as having received their order.

**Alternative Flow 4:**

1. The customer access the “Pay Now” menu.
2. The customer selects a payment method.
3. The customer pays for their meal.

**Alternative Flow 5:**

1. The customer requests help during their visit.



Customer Viewing Customer Activity Wait Staff

**USE CASE**

**Name:** Place an order(wait staff)

**Participating Actor:** wait staff/ kitchen staff/ customer

**Entry Condition:** Customer requests help from wait staff to place an order.

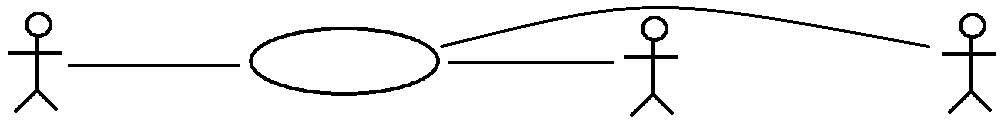
**Exit Condition:**

Wait staff submits the order.

Kitchen staff receives the order.

**Event Flow:**

1. Customer sits at the table.
2. Customer selects categories on the menu.
3. Customer requests help from the wait staff by pressing the “help”button.
4. Wait staff arrives at the table, where the customers requests for the waiter to take their order for them.
5. Wait staff adds individual menu items to the order through their own electronic device according to the customer’s order.
6. Wait staff can add or remove items from the order, according to the customer.
7. Customer specifies allergies or special request in the order, and the waiter records it in the system.
8. Customer completes their order, and the waiter submits the order to the kitchen.



Wait Staff Place an order (for Wait Staff) Kitchen Staff Customer

**USE CASE**

**Name:** View orders in real time

**Participating Actor:** Customer/ Waiter/ Kitchen staff

**Entry Condition:** A customer or waiter opens an order**.**

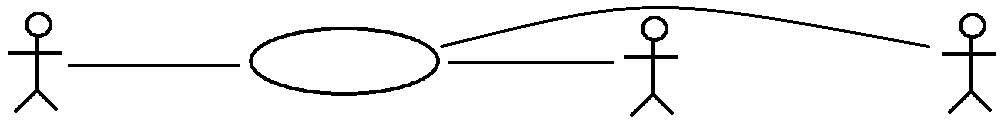
**Exit Condition:** The order is placed.

**Event flow:**

1. The customer/waiter adds menu items to their order.

2. The Kitchen staff can see a new open order and each item being added individually to

the order from their devices.



Customer View Orders in Real Time Kitchen Staff Wait Staff

**USE CASE**

**Name:** Mark Order (For Kitchen Staff)

**Participating Actor:** Kitchen Staff

**Entry Condition:**

An order is placed.

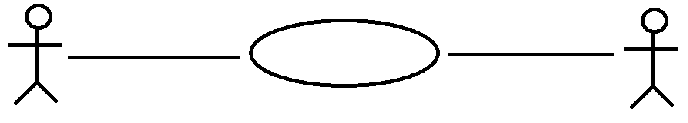
Kitchen staff is logged in.

**Exit Condition:**

Kitchen staff marks an order as "Ready."

**Event flow:**

1. Customer places order
2. Kitchen receives order
3. Kitchen Staff Selects “Claimed” on the order
4. Order is being cooked and prepared
5. Kitchen Staff Selects “In Progress” on the order
6. Order is ready to be delivered to the customer
7. Kitchen Staff Selects “Ready” on the order



Kitchen Staff Mark Order Customer

**USE CASE**

**Name:** Specify allergies and Special Requests for Order

**Participating Actor:** Customer

**Entry Condition:**

Customer chooses an item from menu.

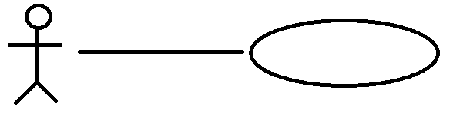
**Exit Condition:**

Customer submits order.

Requests are displayed next to the corresponding items on the order.

**Event Flow:**

1. Customer sits at the table.
2. Customer uses restaurant system.
3. Customer selects items from the menu.
4. Customer types any comments they wish the cooks to see such as allergies, cooking preferences, etc.
5. Customer submits the order.



Customer Specify allergies and Special Requests for Order

**USE CASE**

**Name:** Customer Plays a Game for a Chance to win $10

**Participating Actor:** Customer

**Entry Condition:**

The customer chooses “Chance to win $10” button from the main menu.

The customer will play a guessing game.

**Exit Condition:**

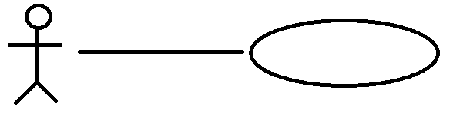
The customer plays the game up to two times.  
 The customer exits the game.

**Event Flow:**

1. Customer is using the restaurant system.
2. Customer logs into their account or makes an account.
3. Customer selects the “Chance to win $10” game button.
4. Customer plays and wins the game.
5. Customer is given a code for a $10 credit.

**Alternate Flow:**

1. Customer selects the “Chance to win $10 credit” game button.
2. Customer loses both games.
3. Customer exits game and cannot play again.



Customer Customer Plays a Game for a Chance to win $10

**USE CASE**

**Name:** Customer Plays Games for Entertainment

**Participating Actor:** Customer

**Entry Condition:**

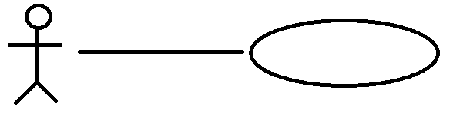
The customer is at the main menu and wants to play a game.

**Exit Condition:**

The customer closes the game.

**Event Flow:**

1. The customer chooses “Kids Games” from the main menu.
2. The customer selects the game they would like to play, out of four choices.
3. The customer plays until they exit the game.



Customer Customer Plays Games for Entertainment

**USE CASE**

**Name**: Share their Restaurant Experience on Social Media

**Participating Actor**: Customer

**Entry Condition**: The customer is at the table.

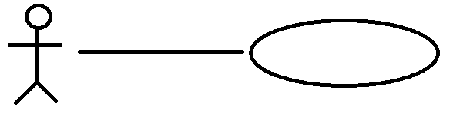
**Exit Condition**: The customer shares/tweets that they are at the restaurant.

**Event Flow**:

1. The customer accesses the electronic restaurant system.
2. The customer clicks on the light-blue twitter button on the bottom right corner
3. It will take the customer to twitter page with pre-written tweet about the restaurant.

**Alternative Event Flow:**

1. The customer accesses the electronic restaurant system.
2. The customer clicks on the Facebook icon in the bottom right corner.
3. It will take the customer to their Facebook with a pre-written status about the restaurant.



Customer Share their Restaurant Experience on Social Media

**USE CASE**

**Name:** Completing a Survey

**Participating Actor:** Customer

**Entry Condition:**

The customer finishes paying.

The customer is willing to fill up the survey about their service and food quality

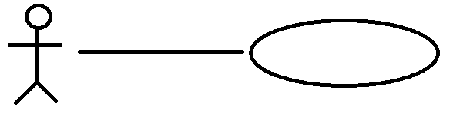
**Exit Condition:** The customer either fills up the survey or skip it

**Event Flow:**

1. The customer places an order.
2. The customer pays for their food.
3. The customer will be asked to fill up the optional survey.
4. The customer completes the survey.

**Alternate Flow:**

1. At step 3 above, the customer presses the “skip” button.



Customer Completing a Survey

**USE CASE**

**Name:** Reward System Gives $10 Credit

**Participating Actor:** Customer

**Entry Condition:**

The customer visit the restaurant to earn 1 point each time.

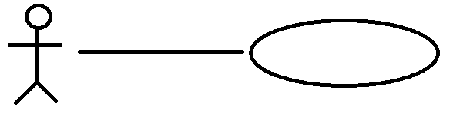
The customer earns at least 5 points total.

**Exit Condition:**

The customer receives up to $10 discount after 5 visits (it will happen automatically)

**Event Flow:**

1. The customer visits the restaurant 5 times and earns 5 points
2. The customer visits the restaurant again.
3. The customer places an order.
4. The system will automatically subtract $10 from the amount they pay.



Customer Reward System Gives $10 Credit

**USE CASE**

**Name:** Receiving a $10 Discount as a Birthday Gift

**Participating Actor:** Customer

**Entry Condition:**

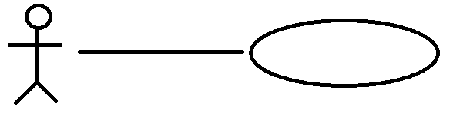
The customer visits the restaurant on their birthday.

**Exit Condition:**

The customer receives the $10 discount.

**Event Flow:**

1. The customer visits the restaurant on their birthday.
2. The customer receives the $10 discount. (It will occur automatically when paying)



Customer Receiving a $10 Discount as a Birthday Gift

**USE CASE**

**Name:** Manager Adjusts a Bill

**Participating Actor:** Manager

**Entry Condition:**

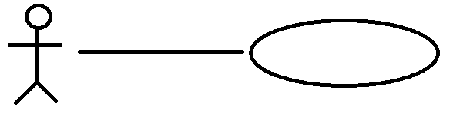
Manager is logged in.

**Exit Condition:**

Manager adjusts the bill from the manager UI.

**Event Flow:**

1. Manager clicks on the “Adjust Bill” button.
2. Manager sees the orders UI.
3. Manager selects the item to comp.
4. Manager enter the reason for comping the item.
5. Manager clicks on “Comp item”.



Manager Manager Adjusts a Bill

**USE CASE**

**Name:** Wait Staff Adjusts a Bill

**Participating Actor:** Wait staff

**Entry Condition:**

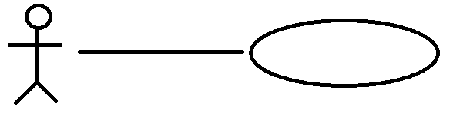
Wait staff is logged in

**Exit Condition:**

Wait staff adjusts the bill from the wait staff UI.

**Event Flow:**

1. Wait staff selects the table to adjust the bill
2. Wait staff clicks on Comp item button
3. Wait staff selects the item on the order table
4. Wait staff enters reason for comping
5. Wait staff clicks “Comp item”.



Wait Staff Wait Staff Adjusts a Bill

**USE CASE**

**Name**: Place an order for takeout

**Participating actor**: Customer, Kitchen, wait staff

**Entry Condition**:

Customer adds menu item to the order.

Customer has enough money to make your order.

**Exit condition**:

Customer placed order for takeout.

Kitchen receives order.

**Event flow:**

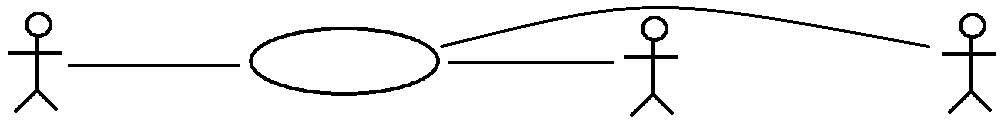
1. Customer sits at the table.

2. Customer selects categories on the menu.

3. Customer adds individual menu items to the order.

4. Customer specifies allergies or special request in the order.

5. Customer submits the order to the kitchen for takeout.



Customer Place an Order Kitchen Wait Staff

**USE CASE**

**Name:** View the total number of orders served by the Restaurant

**Participating Actor:** Customer

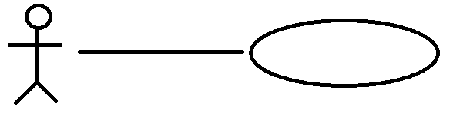
**Entry Condition:** A customer logs into the system.

**Exit Condition:** The customer knows how many orders that the restaurant has served.

**Event flow:**

1. The customer is at the main UI screen.

2. The customer observes the total number of orders served by looking at the banner at the top of the screen.



Customer Customer observes total number of orders served

**OVERALL USE CASE DIAGRAM**

