

NOTIFICATIONS FOR EMENU TABLES – 21.08.2025

Person	Version	Acceptance Status
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Notification Mode - In-System, Whatsapp and E-mail

1. Customer Point of View (Notifications they receive)

1.1 Reservation Confirmation

- Trigger: When Reservation is made.
- Flow -
 1. Reservation stored in system.
 2. Notification auto generated with unique reservation ID/reference.
 3. Sent via the customer's chosen channel (Email, Whatsapp).
- Content -
 - Reservation date, time, table number (if pre-assigned), party size.
 - Reservation ID/reference number.
 - Restaurant contact details (optional).

1.2 Pre-arrival Reminder

- Trigger: Automated schedule, 24 hours before reservation.
- Flow -
 1. System checks all reservations due in next 24
 2. Generates reminder message with quick action buttons.
 3. Sent via e-Mail/WhatsApp (configurable per customer preference).
- Content -
 - “Reminder: Your table is reserved for [Date, Time, Guest count] at [Restaurant].”
 - Optional map/location link.
- Conditions -
 - If customer hasn't confirmed → include “Please confirm attendance”.

1.3 Cancellation/Reschedule Alerts

- Trigger:
 - Customer cancels/reschedules
 - Restaurant cancels from backend
- Flow:
 1. Cancellation request received.
 2. Reservation status updated in system.
 3. Customer receives instant alert.
- Content:
 - Cancellation confirmed message OR updated reservation details.

1.4 End-of-Service Notification (Thank-you note)

- Trigger: Reservation is marked as completed .
- Flow:
 1. Restaurant marks session complete.

- 2. The system generates thank-you messages.
- 3. Message sent within 1–3 hrs after dining.

- Content:

- Thank-you message personalized with the customer's name.

2. Restaurant & Staff Point of View (Notifications they receive/trigger)

2.1 New Reservation Notification

- Actor: Staff (E-mail/Whatsapp)
- Trigger: Customer creates new reservation.
- Flow:
 - 1. Reservation saved in backend.
 - 2. Staff dashboard/e-mail/Whatsapp set when creating an account receives alert.
- Content:
 - Customer name, contact info.
 - Party size, date, time, reservation ID.
 - Special requests (e.g., “vegetarian only,” “birthday celebration”).

2.2 Modification/Cancellation Alerts

- Actor: Staff (E-mail/Whatsapp)
- Trigger:
 - Customer modifies/cancels.
 - Restaurant backend cancellation.
- Flow:
 - 1. Change logged in system.
 - 2. Staff notified in real-time.
 - 3. Floor Plan updated automatically.
- Content:
 - Reservation ID.
 - Old vs. new details (time, guest count).
 - Notes (reason for cancellation if given).

2.3 No-Show Alerts

- Actor: Staff
- Trigger:
 - Customer doesn't confirm reservation.
 - Customer hasn't arrived in after configured grace period.
- Flow:
 - 0. System marks reservation as no show
 - 1. Staff receives alert on dashboard/mobile/email
- Content:
 - 0. Customer name + reservation ID.
 - 1. Table reserved + time slot.

Later Modifications

- Template for e-mail
- Template for Whatsapp
- Template for in system notification