

## Customer Side – PWA

1. **QR Scan** with a **Reservation Page** - Single-page reservation interface

## Admin Side

**Note:** 1 license = 1 restaurant

### 1. Restaurant Profile Management

- Restaurants can configure their business profile with:
  - Name, Location, Opening Hours, QR-URL
  - Blackout Dates

### 2. Floor Plan Management

- Define and manage sections (e.g., *Main Dining Area, Rooftop*)

### 3. Table Management

- Add and manage tables with:
  - Capacity (Number of seats)
  - Table name/number
  - Combinable tables (for future release)
  - Default availability: 1 hour

### 4. Reservation Functionality

- Reservations can be made by:
  - Selecting date, time, and number of guests
  - Choosing a specific table or using auto-assignment
  - Maximum Party Size
  - Black Out dates
- Staff (System) allocates tables based on:
  - Opening hours
  - Existing bookings / availability
- Tags and Notes - Updated Dynamically-
  - Tags: *VIP, Celeb, frequent visitors*
  - Notes: *Birthday, Anniversary, No shows*
  - Dietary restrictions, allergies, nutritional requirements

### 5. Reservation Modifications

- Restaurants can update or cancel reservations:
  - Modify time or guest count
- Conflict handling:
  - Prevents double bookings
  - Manages concurrent booking attempts
- Time zone support - All bookings reflect accurate local times.

## **6. Notifications**

- Real-time notifications on reservation creation, updates, and cancellations
- Channels:
  - Email (with buttons)
  - Phone numbers / WhatsApp
  - Calendar alerts

## **7. Security and Privacy**

- Data isolation per restaurant
- Private access key for each restaurant

## **8. Logging and Auditing**

- All booking and system activities are logged- Audit Trail

## **9. User Management - RBAC**

## **10. License Management**

- Currently operating with open license model
- License control to be introduced in later phase

## **11. Dashboard**

- Overview includes:
  - Active Reservations
  - Timelines
  - Number of Reservations
  - Summary Statistics

## **12. Basic Customer Profile**

- Reservation history Based on phone number (unique identifier)

## **13. Role-Based Access Control (RBAC)**

- Create users and assign permission levels
- Ability to view restaurants individually or as a group, with corresponding report generation (**Multi-Property Reports**)

## **14. Cut-Off Time**

- Cut-off time for cancellations is set at 24 hours prior by default, with flexibility to dynamically adjust based on individual restaurant policies.

## **17. Bulk Upload / Export**

- Import using defined templates
- Sample template required

## **18. Customized - white label**