

## NOTIFICATIONS FOR EMENU TABLES – 21.08.2025

Person	Version	Acceptance Status
Shimoli Shenoy	21.08.2025	Confirmed ▾
Sharon Tesorero	21.08.2025	Confirmed ▾
Harinie Sutharson	21.08.2025	Confirmed ▾

### 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:
  0. 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