**UNIVERSITY OF NORTH TEXAS**

**College of Engineering**

**Department of Computer Science**

**SOFTWARE REQUIREMENTS  SPECIFICATION**

**For Restaurant-App Prepared By: Roshan Mainali, Sangita Moktan, Wassim Lagnaoui, Jesse Sainz                                                                                                                            September 20, 2019**

**1.    Introduction:**

 The purpose of this system is to record the orders made by the customer on a tablet at the table, transfer those orders to the wait staff and kitchen staff all while being able to help the customer at a moment's notice if they need assistance.

The best way to decrease expenses and increase profit in the restaurant business is to decrease the number of employees as each individual employee can handle more tables at times.

The proposed system will increase order accuracy and decrease the time between the customer sitting down and receiving their food. It will also decrease the time the customer has to wait to pay for their order. This should increase the overall satisfaction of the customer, promoting return business.

**2. Users and Their Goals**

There are 4 different users for this software: the customer, the wait staff, the kitchen, and management. Each type of user is only expected to have a minimal amount of computer literacy. The overall goal of the system to make the restaurant experience quick and easy to use for each type of user.

**Scope:**

On our app there are two sides; the management side and the customer side. In today’s context, where people are always in-rush, our app will help to order their food without being physically present at the location and only go for the pickup. Lots of people may order at the same time so the main purpose of this project is to bridge that gap by creating a mobile app, that will facilitate the customers to communicate with their food department in the restaurant.

The app will have a good scope in the digital market as people will be able to order the food instantly plus having a login account will account, they can look into their selected dishes later whenever they can. The premise behind the idea is that both the restaurant management and customers will be benefited from time consumption and quality food services under proper customer preferences. The restaurant world is an area in which mobile apps have had a large influence, and one of the highest growth rates compared to other fields.

**Purpose:**

The main purpose of a mobile app for a restaurant is obviously to provide the foodservice and become accessible for the customer. The app will help to save time and customers can select their favorite dishes before coming to the location. On the other hand, the waiting staff and the kitchen section will be able to prepare the food and get it ready on the arrival of the customers. Similarly, there is no hassle for both the sector to understand the food order. Likewise, the use of this mobile app technology helps restaurant owners solidify their presence in the market while simultaneously helping them promote their brand online.

**4. References and Acknowledgements:**

* The document builds on the following references
* The course textbook “Software Engineering – A Practitioner’s Approach – Seventh Edition”
* Sample SRS documents available for download through the UNT Course Blackboard.
* Currently, this SRS does not reference any outside resources.

**5.**  **Intended Audience and Reading Suggestions**

This document has been prepared as a request from professor Kaushik Mandala as one of the requirements for our class CSCE-3444 in order to successfully complete the course. Therefore, the intended reading audience for the meantime consists of our professor, his teaching assistant, and anyone enrolled in this course.

The document is divided into different sections and subsections using sequential numbers, and the reader is advised to read the document using the same sequence.

**6.**  **References and Acknowledgements**

The document builds on the following references:

* The course textbook “Software Engineering – A Practitioner’s Approach – Seventh Edition”.
* Sample SRS documents available for download through the UNT Course Blackboard.
* Currently, this SRS does not reference any outside resources.

**7. Functional Requirement:**

**Customer Requirements**

The system will allow the **customer** to place an order with **menu items**.

The system shall allow customers to add comments on their order meals to assign the allergies or special requests.

* The system will allow the customer to filter menu items by **tags** that were defined by **management**. The system will allow the customer to edit menu items by the addition, substitution or omission.
* **Add a deal that the special holiday cookie is discounted to $1 if they order an entree. Up to one discounted cookie per entree ordered. It may be combined with any free kid’s meal nights or other coupons.**
* **Record information about comped items so that a manager may review a report at any time that summarizes this info for each comped item:**

**A.**  **Item comped**

**B.**  **Dollar Amount**

**C.**  **Waitstaff name that comped the item**

**D.**  **Reason for comped item**

**E.**   **Date and timestamp**

**7.2** The system will allow customers to choose the payment method any time after placing the order (credit card, debit card or cash).

* The system will prompt the **wait staff** to collect cash if the customer selects the “cash” payment method.
* The system will process any credit or debit card payment if the customer selects the “credit/Debit” payment method.
* The system will allow the customer to apply a tip to purchase with a range of set amounts from 0% to 30% or enter a custom amount.
* The system will automatically apply running **deals**, such as the “free kid’s meal Sunday”.
* The system will give the customer the option to email or print receipt if they choose to do so.
* The system will allow the customer to apply coupons to a meal if they have any.

**7.3** The system will allow the customer to access the “Kid’s Area” where they have the option to play “Tic tac toe”, “dots”, and snake. (2%)

**7.4** The system will give the customer constant access to a “help” button that will prompt wait staff to table.

**7.5** The system will give the customer constant access to a “refill” button after they ordered drinks that will prompt wait staff to bring new drinks to the table.

* The system will allow the customer to change the drink type when refilling.

**7.6** The system will allow the customer to create an **account** for a rewards system. The system will allow the customer to store their email, phone, password, and name to their account.

**7.7 Wait Staff Requirements**

* The system will give the wait staff an overview of tables they are in charge in and give staff different visual prompts depending on various situations defined below.
  + The system will notify the wait staff when they need to process cash payments.
  + The system will notify the wait staff when they need to bring refills for drinks.
  + The system will notify the wait staff if the customer pressed the help button.
  + The system will notify the wait staff when a table has been set.
  + The system will notify the wait staff when food is ready to bring out.
  + The system will notify the wait staff when a table needs to be cleaned.
  + The system will notify the wait staff to visit an occupied table if 5 minutes elapsed with no other prompts occurring.
  + The system will allow wait staff to clear these prompts once the issue has been dealt with.
* The system will allow wait staff to print receipts for any orders from store open time to current time
* The system will allow wait staff to take or edit the orders for customers if needed.

**7.8.**   **Kitchen Staff Requirements.**

* The system will allow the **kitchen** to see all the orders they need to cook, with menu items, and any modifications and/or comments listed.
* The system will keep the time elapsed for each order since the time from order placement to ensure quick service.
* The system will allow the kitchen to mark orders as complete, and prompt wait staff to pick up food.
* The system will allow the kitchen to prompt wait staff if there is any clarification needed.

**7.9.**  **Management Requirements.**

* + The system will allow managementto print out sales reports for the day, week, month, quarter, year, or a lifetime, timescale.
  + The system will allow management to perform Customer satisfaction options such as discounting or comping an order.
  + The system will manage to make permanent modifications to menu items, allowing them to change the name, ingredients, calories, price, and tags that the menu item has.
  + The system will allow management to view survey results.

**8. Non-Functional Requirements**

* + The system will run on a windows platform.
  + The system will store Menu information in a single file
  + The system will store information for each type of sales report will be stored in each of their own files for ease of use when sharing
  + The system will function without internet access
  + The system will utilize a graphical user interface.
  + The system will keep track of time and date.
* **Glossary**
* **Account**- Consists of name, password, phone, and email. This is used to store the reward system and favorites information.
* **Customer-** One of the users of the system, will order, pay, register an account, and use accounts with this software.
* **Deal-** Consists of menu items, timeframe, and discount amount. An example of this is “kids eat free Sundays”.
* **Kitchen-** One of the users of the system, they use the software to get instructions on what to prepare and notify a wait staff.
* **Management**- One of the users of the system. They use the software for performing customer satisfaction actions, and for handling the financial aspects of the restaurant business
* **Menu items-** Consists of the name, price, ingredients, calories, and tags.
* **Survey-** A series a question that asks the customer to rate aspects of their experience from 1-5.
* **Tag-** attributes that can be added to menu items in order to describe them and use for the filter system. An example of a tag would be vegan, or low calorie.
* **Wait Staff-** One of the users of the system. They set the software by tracking tables and responding to the prompts the system gives them