

## Admin Dashboard (Back Office Panel)

### 1. Dashboard Overview (Home)

-  **Live Orders Summary**
    - New Orders, In Preparation, Ready, Delivered
  -  **Sales Metrics**
    - Daily/Weekly Sales, Top-Selling Items
  -  **Notifications**
    - New order alerts, inventory low warnings, customer feedback
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### 2. Orders Management

-  **Order Queue**
    - Sort/filter by status: *Pending, In Kitchen, Ready, Delivered*
  -  **Customer Info**
    - Name, Room No., University ID, Order History
  -  **Detailed Order View**
    - Item list, Modifications, Payment Status
  -  **Time Tracking**
    - Order time, prep time, delay alert indicators
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### 3. Menu Management

-  **Full Dynamic Menu Control**
    - Add/edit/remove menu items with prices
  -  **Photos & Descriptions**
    - Visual appeal for guest frontend
  -  **Categories**
    - Breakfast, Light Meals, Main Courses, Beverages, Desserts
  -  **Availability**
    - Mark items as "Sold Out"
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## 4. Inventory & Ingredients Tracking

-  **Ingredient Stock Levels**
    - Auto alerts when low
  -  **Daily Restock Logs**
  -  **Auto-link Ingredients to Menu**
    - Usage tracking by menu item
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## 5. User & Staff Management

-  **Roles & Permissions**
    - Admin, Kitchen, Delivery
  -  **Staff Performance Insights**
    - Orders fulfilled, complaints, speed
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## 6. Payments & Finance

-  **Payment Tracking**
    - Mobile Money, Card, Cash-on-Delivery
  -  **Invoices & Receipts**
    - Downloadable/exportable PDFs
  -  **Financial Reports**
    - Daily earnings, refunds, discounts applied
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## 7. Customer Feedback

-  **Rating System**
    - Track item and service reviews
  -  **Comment Analytics**
    - Filter comments by sentiment or keyword
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## Frontend Ordering Interface (For Guests/Staff)

### Clean, Mobile-Friendly UI (App & Web)

- **Logo branding:** Uses Tfokomala's logo with elegant hotel-themed color palette
  - **Menu Browsing:**
    - Categories: Breakfast, Beverages, Mains, etc.
    - Images, prices, and descriptions from the HCS menu
  - **Filters & Search:**
    - E.g., vegetarian, price range, beverages only
  - **Order Customization:**
    - e.g., "2 poached eggs, no bacon"
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### Real-Time Order Tracking

-  **Order Status Updates**
    - Live kitchen status
  -  **Notifications**
    - When ready for pickup or delivery
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### Secure Payment Options

-  Card, Mobile Money, Cash
  -  Receipt generation with order summary
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### Guest Order History

-  Past orders for reordering
  -  “Favourite this dish” option
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### Multilingual Support

-  English / isiZulu / Afrikaans toggle
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## Visual Design Suggestions

**Theme:** Elegant & clean, inspired by the logo's modern yet traditional aesthetic.

### Color palette:

- **Dark navy blue** (matching logo for headers/navs)
- **Sunrise orange** (accent/highlight buttons)
- **Cream white** (background)

### Typography:

- Headings: Montserrat (bold)
  - Body: Open Sans or Roboto (light & clean)
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## Extra Features

-  Offline Mode for in-room tablets
-  “Call for Room Service” button
-  Bulk order support for events/conferences

## Backend Interface – Kitchen & Bar Staff Dashboard

### Overview

This is the **real-time food and beverage preparation dashboard** for kitchen and bar staff to **receive, manage, and mark orders** as prepared. Designed for in-kitchen tablets or PCs, it prioritizes legibility, responsiveness, and seamless updates with sound and visual alerts.

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### Key Objectives

- Show all incoming and active orders
  - Enable quick marking of items as “In Progress,” “Ready,” or “Unavailable”
  - Reduce paper slips, streamline workflow, and minimize errors
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### UI Layout & Branding

- **Brand-Aligned Color Palette:**
    - Clean white backgrounds
    - Navy blue status bars and headers
    - Light grey order cards
    - Status colors:
      - Green = Ready
      - Orange = In Progress
      - Red = Delayed/Issue
  - **Typography:**
    - Bold, readable fonts (e.g., Open Sans Bold for dish names)
    - Large numbers/times for visibility
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## Order Queue Interface

### Each Order Card Includes:

-  Order number + room number or staff name
  -  Time since order placed (live counter)
  -  Ordered items list with:
    - Quantity
    - Customizations/special instructions
    - Icons indicating item type (e.g.,  = breakfast,  = bar)
  -  Buttons to update status:
    - “Start Prep” → “Mark as Ready”
  -  Alert tag if delayed over X mins
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## Tabs & Filters

Sticky top nav allows switching between:

- **All Orders**
- **Kitchen Orders Only**
- **Bar Orders Only**
- **Completed Today**

### Filters:

- Time range (e.g., last 30 mins, last 2 hrs)
  - Status filter (e.g., only “In Progress”)
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## Notifications & Alerts

- **New Order Alert:** Sound + flash banner
  - **Overdue Item Alert:** Red flash with vibration (on tablets)
  - **Unavailable Stock Notice:** Staff can mark items “Sold Out,” triggering update on guest frontend
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## Responsiveness

- **Tablet/PC:** Full dashboard with drag-and-drop status updates
  - **Mobile (optional):** Compact order cards, stacked views, simplified controls
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## Room Service / Delivery Staff Interface

### Overview

This interface serves **delivery team members** who bring completed orders from kitchen/bar to hotel rooms or designated staff pickup points. The goal is **clarity, speed, and delivery accuracy.**

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## Delivery Queue Interface

Each delivery task is displayed as a **card** in the queue:

-  Order number + assigned delivery staff (if applicable)
  -  Room number or campus location
  -  Ordered items summary
  -  Time ready
  -  Pickup status: "Ready for Pickup" → "Picked Up" → "Delivered"
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## Task Workflow

### 1. New Task Notification

- Push or in-app alert with sound

### 2. View Order Details

- All items, notes (e.g., “knock softly,” “include cutlery”), and service type (in-room/takeaway)

### 3. Mark as Picked Up

- Confirms the order was collected from kitchen/bar

### 4. Mark as Delivered

- Optionally require PIN or digital signature confirmation
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## **Optional Features**

- **Map View / Floor Layout:** To assist in-room delivery for large properties
  - **Delivery Timer:** Tracks time from pickup to delivery
  - **Late Flag:** Color change if delivery exceeds threshold
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## **Order History & Reassign**

- View completed deliveries
  - Reassign orders (admin or supervisor access only)
  - Cancel delivery task with reason (e.g., guest canceled)
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## **Responsiveness**

- **Smartphone-first:** Ideal for handheld use by delivery team
- **Dark mode option** for night shifts
- **Offline Mode:** Cache current tasks if signal drops temporarily