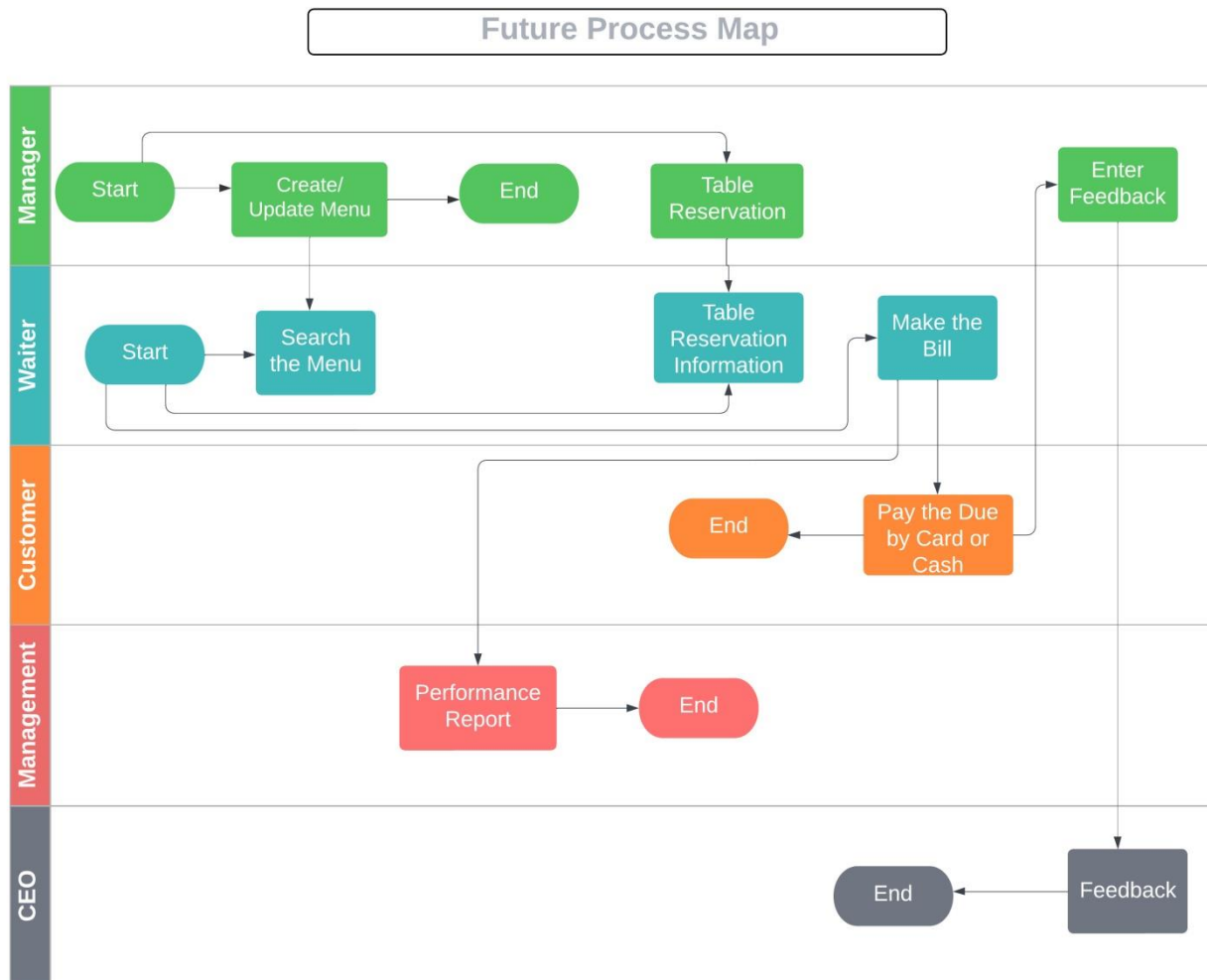


RESTAURANT MANAGEMENT SYSTEM

Stakeholders

ACTOR	What they can do on the software created
Waiter	<ul style="list-style-type: none">• Waiters can search the item in the menu.• Using the software waiter will generate the bill table wise.• Waiter can see the available table and according to that waiter can determine which table needs to be reserve.• Stakeholder can login on the portal and will also have feature to change the password.
Restaurant Manager	<ul style="list-style-type: none">• Canteen manager will have access to create, update, add new menu and create new menu from the scratch.• Manager can search the item in the menu.• Manager can reserve the table.• Stakeholder can login on the portal and will also have feature to change the password.• Manger will add the paper based feedback into the system.
CEO	<ul style="list-style-type: none">• Stakeholder can login on the portal and will also have feature to change the password.• CEO will able to see the customer feedback.
Customer	<ul style="list-style-type: none">• Customer can pay bill by cash or card.
Management	<p>End of the day management will get the following reports:</p> <ul style="list-style-type: none">• Total dine in sales.• Total home delivery sales.• Total sale (home delivery + dine in).• Top 10 sold dishes for the day.• Total sales every weekend (will have access to input the dates for this).• Total sales every month (will have access to input the dates for this).• List of low performing dishes.• Total sales for each city.• Total sales across all cities.

As-Is and Future Process Map



Scope of the System

Client has a restaurant chain in the different cities in the USA. Current client is using paper based management system. Client is not able perform the best using their current system. So, client wants a new software system which will be created in Java. Using these system waiters, manager and management will be able to perform their task more proficiently. The waiter, manager, CEO & management will have access to this system. This system will help on field user (waiter & manager) to do their daily activities smoothly and higher authorities (CEO & Management) will be able to track the business growth and will be able to observe the daily financials accurately.

The main features in the system

Menu

With the help of this feature manager will be able to edit and add the menu. Waiter will be able to see the whole list of menu.

Reservation

System will give access to the manager to reserve the table. Using this feature waiter will able to see which table is reserved and the table layout.

Billing & Payment Gateway

As per the order placed by the customer, system will create the bill. Using this feature management will provide system generated bill to the customer. Using payment gateway customer can pay via card or cash.

Performance Reports

System will auto generate reports on daily, weekly and monthly basis. All this reports will send to the management.

In Scope

- Using system manager can create the menu. The menu will be added into the following categories: Starter, Soups, Main Course, Dessert, Drinks.
- Every item will be saved in the system along with price.
- Using system waiter can generate the bill.
- Every bill we tagged to the water who's generating the bill and the table number.
- Using the system manager can reserve the table.
- Waiter can see the reserve table.
- Table layout will be stored in the system.
- System will send performance reports to the management on daily, weekly and the monthly basis.
- CEO, manager, waiter can login on the portal and will also have feature to change the password.
- System will have payment gateway, using the customer can pay using card or cash.
- System will generate the bills.

Out of Scope

- Customer can see the menu on the portal.
- Water cannot add, edit or update the menu.
- Waiter cannot reserve the table.
- Stakeholder will have access to change and update the layout of tables.
- System may add additional payment method such as UPI.
- Customer can submit feedback online.
- In future user can add different food category in the menu.

Business Requirements


Functional Requirements

- Waiter, manager and CEO should have access login and also they should be able to change the password.
- There should be different categories in the menu.
- Using system manager should be able to edit, update and create new menu with the price in the listed food category.
- Manager and waiter should be able to see the menu and search the item.
- Manager can reserve the table.
- Waiter should be able to generate the bill using the system.
- Using payment gateway customer can pay by cash or card.
- Manager will be able to add the feedback data into system which has been conducted on paper.
- Manager should receive the performance reports and will also have option to give input and select the date.


Non-functional Requirements

- Waiter should not have access to edit or add the menu.
- Waiter will not have access to reserve the table.
- Waiter will be able to see the reservations made by the manager and also the table layout.
- Every bill should tag to the waiter and the table number.
- CEO can see the feedback given by the customers.

Wireframe for Menu Creation




NEW MENU REGISTRATION



Food ID

Food Category



Food Name

Price

Dish Discription

Allergence

BACK

CREATE NEW RECORD

CANCLE

Wireframe for Table Reservation






Table Reservation



Date


DD/MM/YYYY

Time



Number of Guest

Available Table



Guest Name

Contact Number

Special Requirement

BACK

RESERVE TABLE

CANCLE

Environments

- We are creating and maintaining the system in Java

AGILE SCRUM

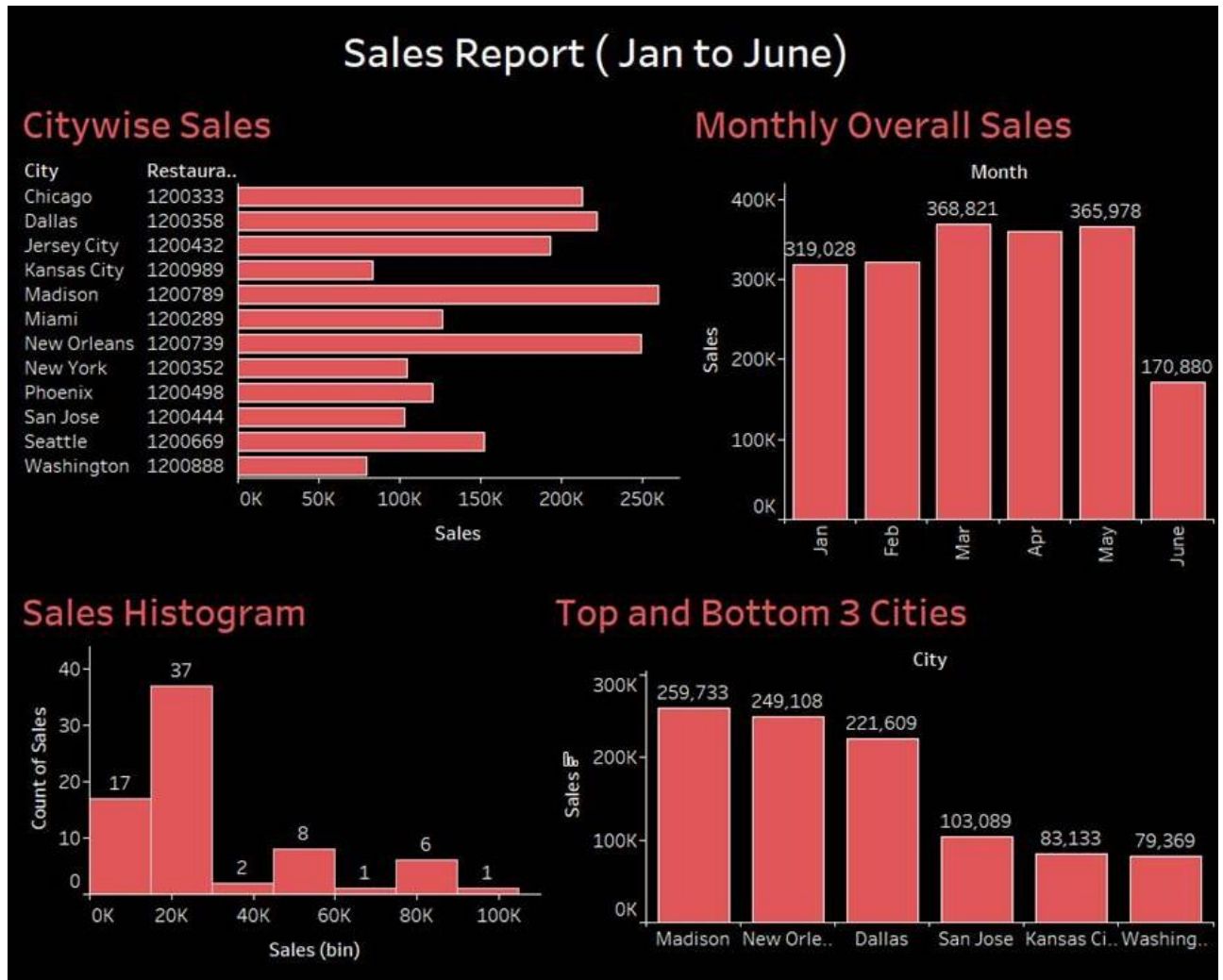
Product backlog user stories with acceptance criteria

#	TITLE	DISCRIPTION	ACCEPTANCE CRITERIA
1.	As end user (waiter, manager, CEO) I want to login to the system so I can use the system for my daily activities and several tasks.	Using this feature will have access to login to the system.	Only waiter, manager and CEO will able to login to the system.
2.	As end user (waiter, manager, CEO) I should change password option so I update or reset the password.	To change or update password user can use this function	Password should contain at least one capital letter, one small later and one special character
3.	As a manager I want to add, update, delete or create the menu from scratch with the price into the specific categories so I can create and update the menu as per the business needs.	Manager will create or update the menu with the price of item in the specific category of food.	*Only manager will have access to create and update the menu. *Waiter will not able to use this function. * Every item should be saving into the main food category.
4.	As a manager and waiter I want to search and see the menu so that I can find the menu.	User will able to search and see the menu I the different categories.	System should show the item has been search by the user.
5.	As a manager I want to do a table reservation so that I can reserve the table as per the customer wants.	This feature will give access to the manager to reserve the table in advanced.	*The reserved table will show as a reserved table. *Manager will not able to book that table at the pre booked time.
6.	As a waiter I want to see which table are already reserved so that I can appoint other table to the walk in customers.	Waiters will able to see which table is reserved and which table is vacant as per a table layout.	System should show the information about reserved table to the waiter.
7.	As a waiter I want to create the book so that I can pass system generate bill to the customers.	Using this function waiter will create the bill and pass on to the customers.	*Bills should show the waiter and the table number. *Bill should show the item has been added to the bill. *Bills should show the quantity of items. *Bills should calculate the due amount as per the menu prices.
8.	As a customer I want payment gateway in the system so that I can pay my due amount by cash or card.	Payment gateway function will allow customer to pay their bill amount by card or cash.	*System should accept payment by card.
9.	As a management I want get	System will send auto generate	*Management should able

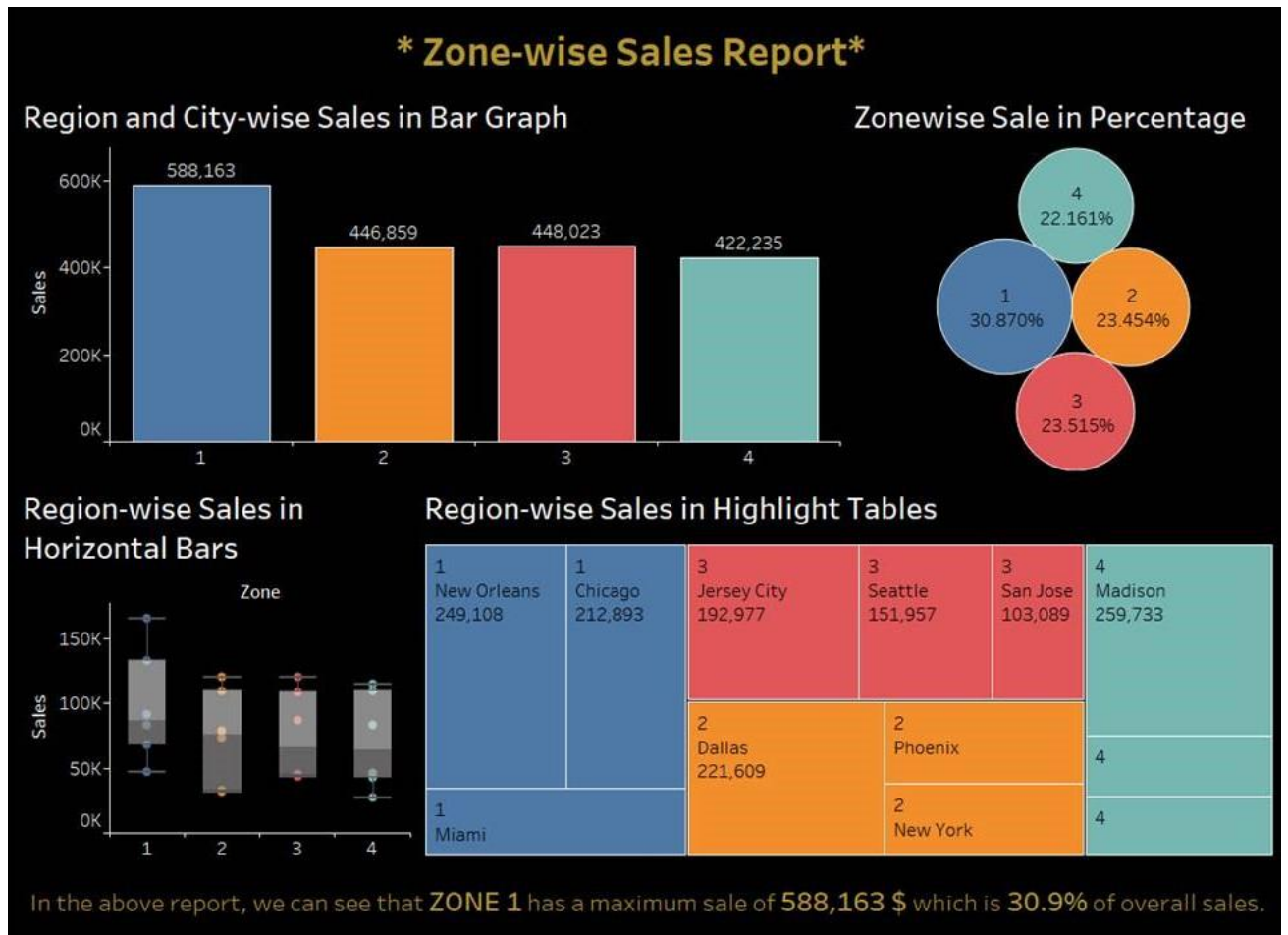
	the various reports so that I can trace the performance and it will help me in decision making.	reports to the management as per the designed timeframe.	to get the daily, weekly and monthly reports. Management should be able to check the various reports by input of custom dates.
10.	As a manager I want to add customer review in the system so that higher management can see the reviews.	Using this feature manager will add the paper based taken reviews into the system.	*Feedback option should have date, time, location, food dish, customer name options.
11.	As a CEO I want to see the feedback so that I can see the customer satisfaction level and room for the improvement.	CEO will have access to see the feedback added by the manager into the system.	*CEO system portal will show the feedback. *CEO will be able to see the full information in feedback added by the manager.

TABLEAU

Six Month Sales Report

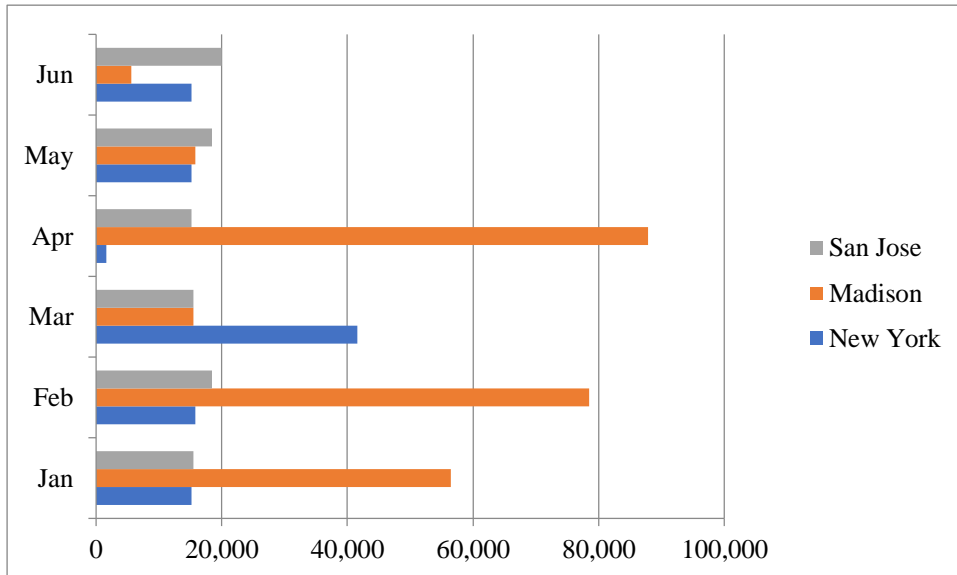


Top Performing Sales-wise Zone

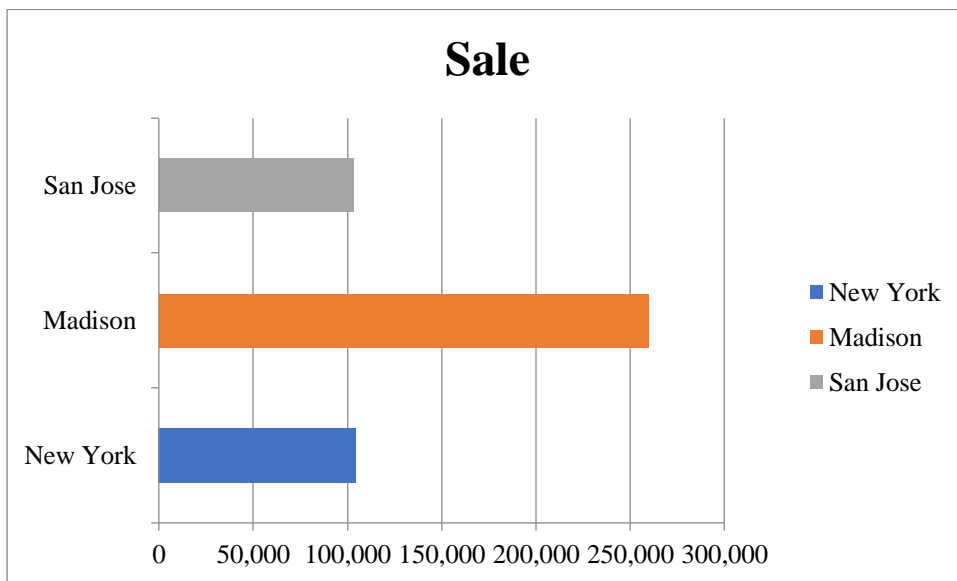


EXCEL

Bar graph for with sales for cities correspond to each month



Total Sales with Cities



	New York	Madison	San Jose
Jan	15,184	56,451	15,454
Feb	15,845	78,451	18,498
Mar	41,545	15,487	15,455
Apr	1,622	87,844	15,184
May	15,151	15,845	18,498
Jun	15,184	5,655	20,000
Total	104,531	259,733	103,089

City-Wise Sale in Ascending Order

Chicago	New York	Seattle	Washington	Kansas City	San Jose	Dallas	Miami	New Orleans	Phoenix	Madison	Jersey City
98,984	41,545	78,787	15,845	20,000	20,000	78,888	48,211	78,787	56,451	87,844	89,894
71,111	15,845	15,845	15,845	15,455	18,498	48,211	18,498	48,211	16,595	78,451	56,451
18,225	15,184	15,845	15,455	15,454	18,498	48,211	16,595	45,484	15,487	56,451	14,414
15,184	15,184	15,184	11,112	11,112	15,455	15,845	16,595	44,544	15,487	15,845	12,121
7,889	15,151	15,184	11,112	11,112	15,454	15,454	15,151	16,595	15,184	15,487	11,112
1,500	1,622	11,112	10,000	10,000	15,184	15,000	11,112	15,487	1,515	5,655	8,985

City-Wise Sale in Descending Order

Chicago	New York	Seattle	Washington	Kansas City	San Jose	Dallas	Miami	New Orleans	Phoenix	Madison	Jersey City
1,500	1,622	11,112	10,000	10,000	15,184	15,000	11,112	15,487	1,515	5,655	8,985
7,889	15,151	15,184	11,112	11,112	15,454	15,454	15,151	16,595	15,184	15,487	11,112
15,184	15,184	15,184	11,112	11,112	15,455	15,845	16,595	44,544	15,487	15,845	12,121
18,225	15,184	15,845	15,455	15,454	18,498	48,211	16,595	45,484	15,487	56,451	14,414
71,111	15,845	15,845	15,845	15,455	18,498	48,211	18,498	48,211	16,595	78,451	56,451
98,984	41,545	78,787	15,845	20,000	20,000	78,888	48,211	78,787	56,451	87,844	89,894

Restaurant ID, Month and Sales Information

Restaurant ID	Month	Sale
1200789	June	5,655
1200739	Apr	78,787
1200352	Jan	15,184