

Title: Taking the order

Precondition:

- POS system is running.
- The user who is taking the order is logged in to the system.
- The user who is taking the order has rights to take an order.

Primary Actor: Employee with the right to take an order - Waiter (Head Waiter, Manager)

Flow of Events for Main Success Scenario:

- > 1. Waiter chooses the number of the table he/she wishes to take an order from.
- > 2. Waiter arrives at the table and presses “New Order” button. (a)
- > 3. Customer says what she/he wants to order and waiter enters it into the POS system.(b)
- > 4. Waiter leaves and sends the order to the kitchen using “Send to kitchen” button. (c)

Flow of Events for Extensions

- <- 2. (a) Power outage, network failure or requested data unavailable.
- > 3. (a) Customer changes their mind while the waiter is next to the table - Waiter makes modifications to the order, before sending it to the kitchen.
- <- 3. (b) POS system notifies the waiter that they are out of stock on the item the customer wishes to order. Customer has to order something else.
- > 3. (c) Customer makes modifications to the menu item. Waiter has to add comments to the order ie “Italian salad without peanuts. NB! Allergic”.
- > 4. (a) Customer wants to leave after the order has been processed and sent to the kitchen. He/she informs waiter - Waiter changes the status of the order to canceled.