

1. List of Stakeholders

Managers

Waiters

Customers

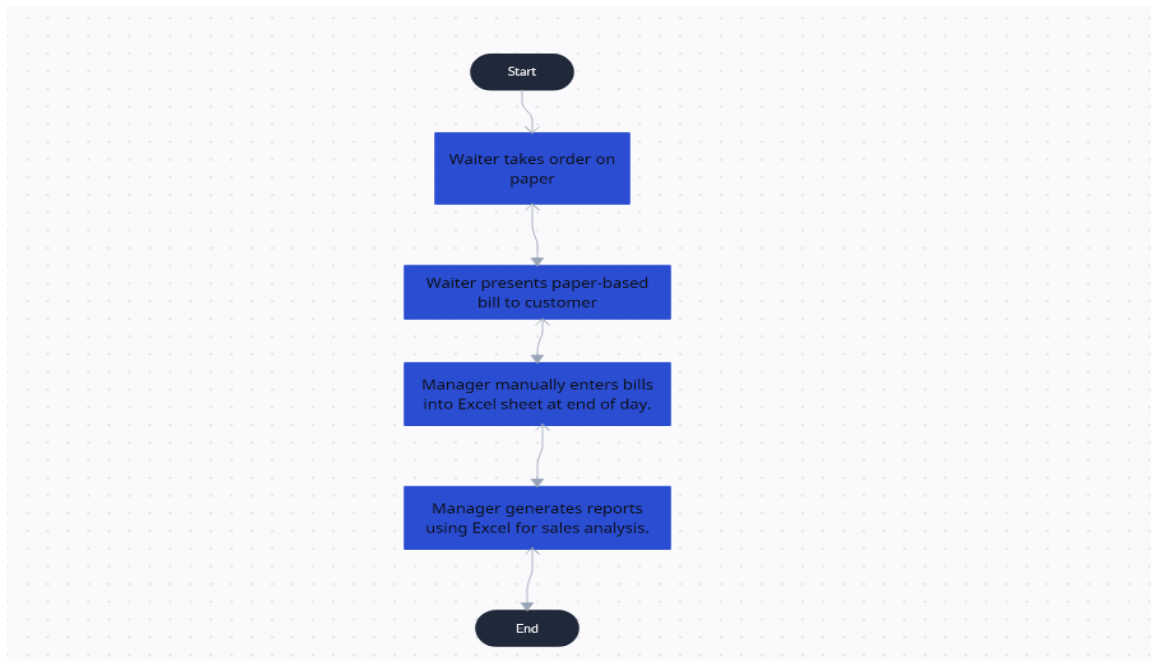
Admin

Management

CEO(James Oliver)

Payment System

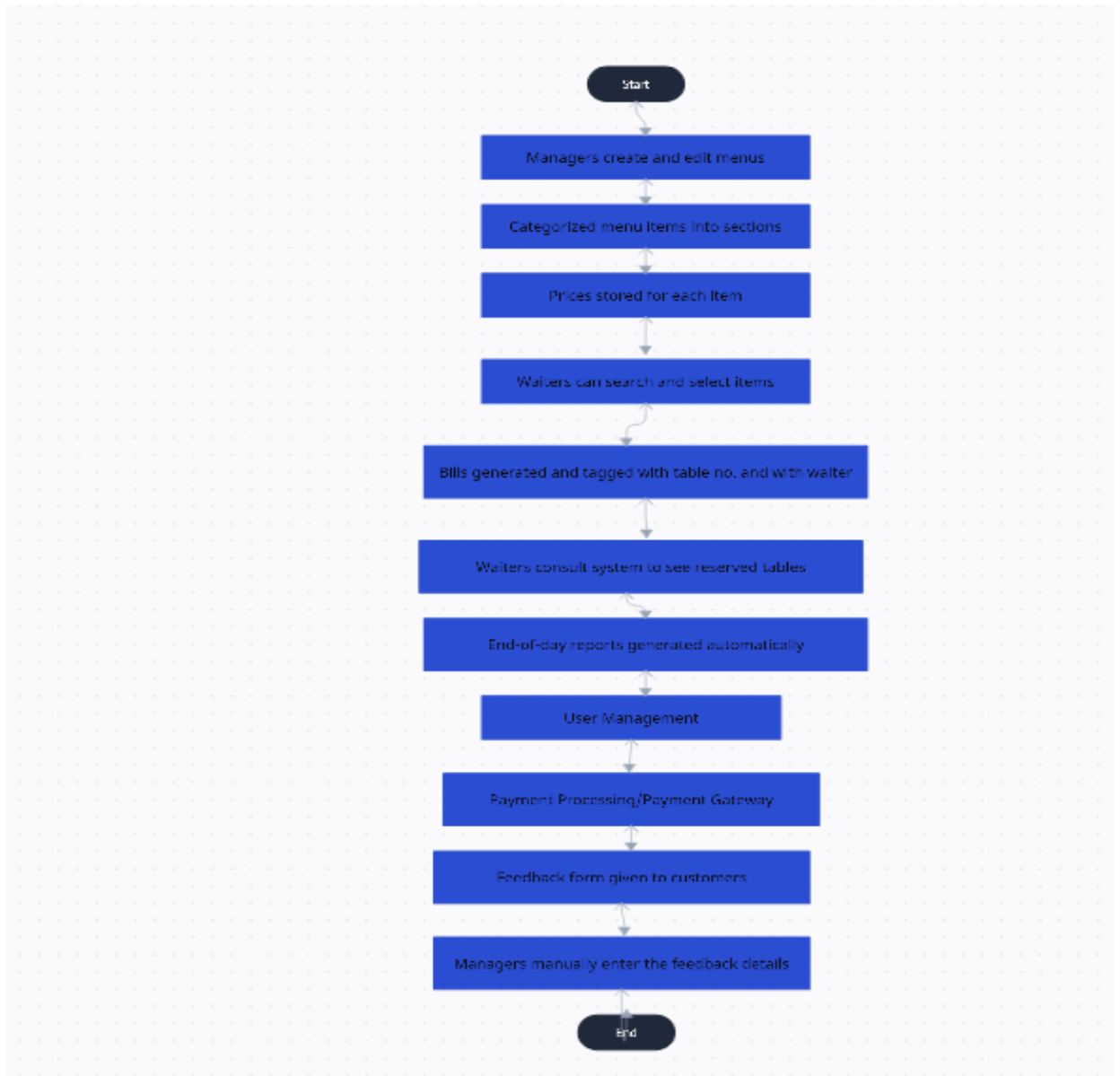
2. AS IS Process Map



No system for menu management, reservation, or user roles.

No digital feedback collection system.

Future Process Map



3. Scope-

a. Menu Management

- Ability for managers to create, edit, and categorize menu items.
- Price management for each menu item
- Menu version control

b. Order Management:

- Digital ordering system for waiters
- Order tracking table-wise.
- bill tagged with the waiter and the table number.

c. Table Reservation:

- A Reservation system for Managers
- The waiters should look into the software to determine which tables need to be reserved.
- Integration with order management system

d. Reporting:

- End-of-day reports on various metrics like total sales, top-selling dishes, and sales trends.
- Customizable reporting options for weekly, and monthly analysis
- Sales reports across all cities

e. User Management:

- Login for waiters, managers, and James Oliver (CEO)
- Login authentication and password management
- User Activity Logging

f. Payment Processing:

- Integration with payment gateway for card and cash payment.
- Ability to generate digital bills with payment options.

g. Customer Feedback:

- Customer feedback form to provide input.
- Capture details like name, address, mobile number, email, date of birth, anniversary dates of the customers, and their feedback.
- Details will be added by the manager manually into the system.

h. Main features that need to be developed:

- Customer Relationship Management Program
- Mobile application for ordering and its management.

4. In Scope

1. **Menu Management**
2. **Order Management**
3. **Table Reservation**
4. **Reporting**
5. **User Management**
6. **Payment Processing**
7. **Customer Feedback**

Out Of Scope

1. **Advanced Inventory Management**
2. **Employee Scheduling**
3. **Customer Relationship Management (CRM)**

5. Functional Requirements

Menu Management - Managers should be able to create, edit, and categorize menu items.

Order Management - Waiters should be able to take orders digitally and generate bills.

Table Reservation - Managers should be able to reserve tables.

Reporting - The system should generate various reports for sales analysis.

User Management - Role-based access control for different user types

Payment Processing - Integration with a payment gateway for cash and card transactions.

Customer Feedback - Customer feedback collection.

Non-Functional Requirements

Security - The system ensures user privacy and protects sensitive information like passwords and customer details.

Performance - Fast and responsive system performance.

Scalability - Ability to handle increasing workload and data volume.

Usability - Users can navigate the system easily and perform tasks efficiently.

6. Wireframes or mock screens for two of the features namely *menu creation* and *table reservation*

Menu Creation:

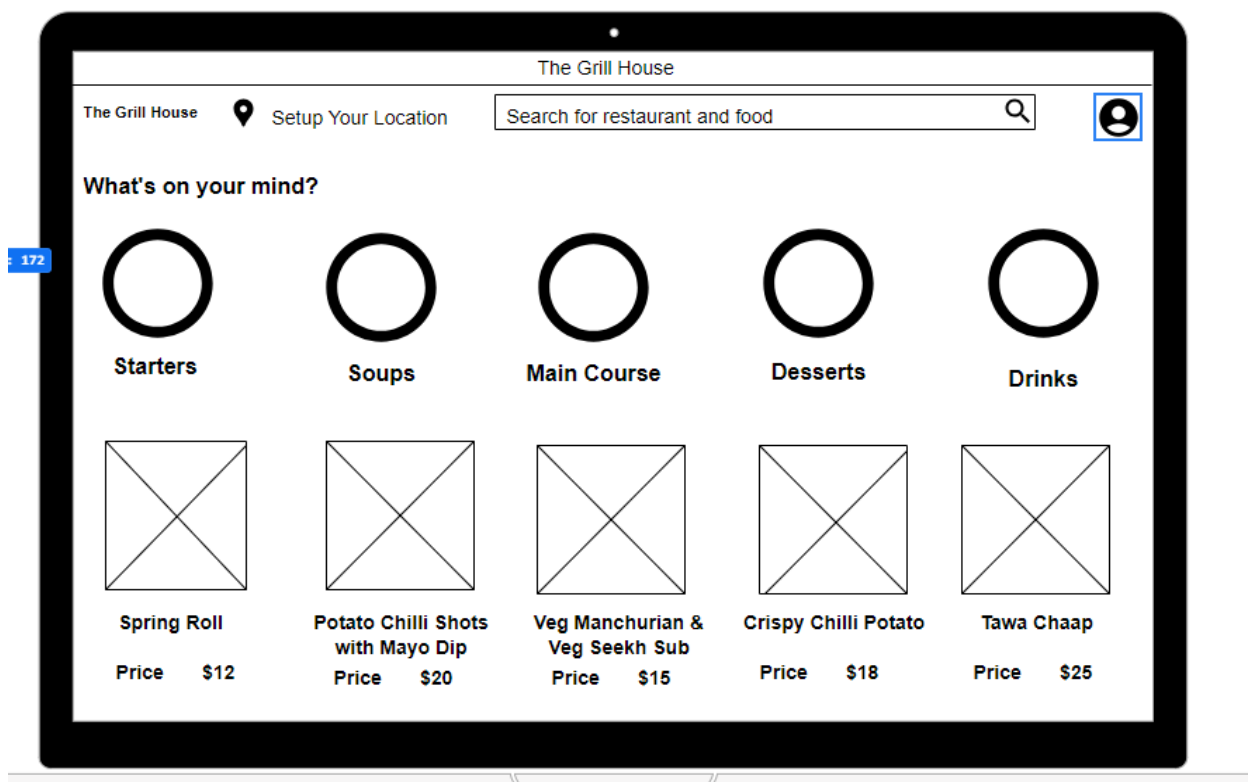


Table Reservation:

thegrillhouse.com

← → ↻ 🔒

Tables Today

The Grill House

Date

12/04/2024

Time

07:30

Number of People :

2

Search for Table

Available Tables

Type here

06:00 PM

06:30 PM

06:45 PM

07:00 PM

07:15 PM

07:30 PM

07:45 PM

Week 2

1. Make a product backlog of user stories for the given case study and write acceptance criteria

Projects / My Scrum Project

Backlog

🔍

M

Epic ▾

▼ SCRUM Sprint 2 Add dates (4 issues) 0 0 0 Start sprint ...

SCRUM-8 As a Manager, I want to create a menu ... TO DO ▾ - 👤

SCRUM-9 As a Waiter, I want to log into the syste... TO DO ▾ - 👤

SCRUM-10 As a CEO, I want to sign into the syste... TO DO ▾ - 👤

SCRUM-11 As a Customer, I want to register so th... TO DO ▾ - 👤

+ Create issue

▼ SCRUM Sprint 3 Add dates (0 issues) 0 0 0 Start sprint ...

Plan a sprint by dragging the sprint footer down below some issues, or by dragging issues here.

Add parent / 🔒 👁 1 📌 🔗 ... ✕

SCRUM-8

As a Manager, I want to create a menu so that I can update and create a new menu from scratch.

🔗 📌 🔗 ...

To Do ▾ ⚡ Actions ▾

Description

Acceptance Criteria:

- Menu Item should be updated on daily basis.
- It should be accessible only for Manager.

Backlog

Q

M

Epic ▾

4 ISSUES

4 ISSUES

SCRUN Sprint 2

Add dates

(4 issues)

0

0

0

Start sprint

...

SCRUM-8 As a Manager, I want to create a menu ...

TO DO ▾

-

SCRUM-9 As a Waiter, I want to log into the syste...

TO DO ▾

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TO DO ▾

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SCRUM-11 As a Customer, I want to register so th...

TO DO ▾

-

+ Create issue

4 issues

Estimate: 0

SCRUN Sprint 3

Add dates

(0 issues)

0

0

0

Start sprint

...

Plan a sprint by dragging the sprint footer down below some issues, or by dragging issues here.



Insights View settings

Add parent / 1 ... X

SCRUM-9

As a Waiter, I want to log into the system so that i can generate the table wise bills.



To Do ▾ ⚡ Actions ▾

Description

Acceptance Criteria:

- Waiters should successfully log into the system so that they can generate the bill accordingly.
- They can check the table reservation status.

Backlog

Q

M

Epic ▾

4 ISSUES

4 ISSUES

SCRUN Sprint 2

Add dates

(4 issues)

0

0

0

Start sprint

...

SCRUM-8 As a Manager, I want to create a menu ...

TO DO ▾

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TO DO ▾

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SCRUM-11 As a Customer, I want to register so th...

TO DO ▾

-

+ Create issue

4 issues

Estimate: 0

SCRUN Sprint 3

Add dates

(0 issues)

0

0

0

Start sprint

...

Plan a sprint by dragging the sprint footer down below some issues, or by dragging issues here.



Insights View settings

Add parent / 1 ... X

SCRUM-10

As a CEO, I want to sign into the system so that I can add the feedback details into the system.



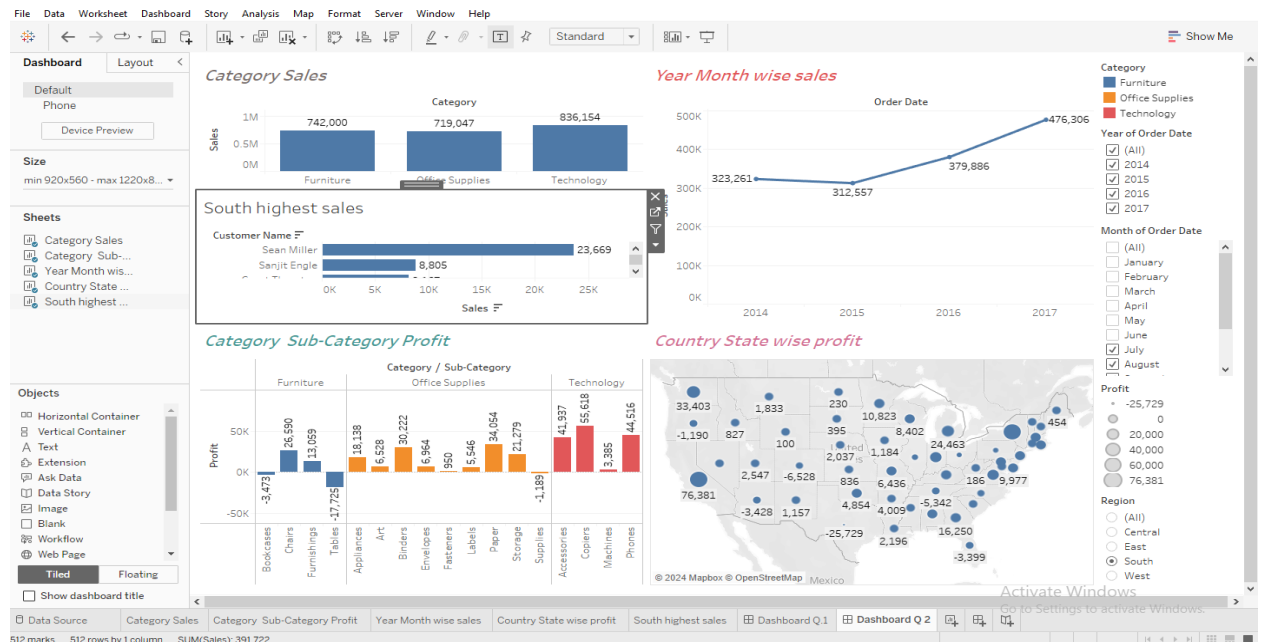
To Do ▾ ⚡ Actions ▾

Description

Acceptance Criteria:

- CEO can edit and update the details in the feedback form.

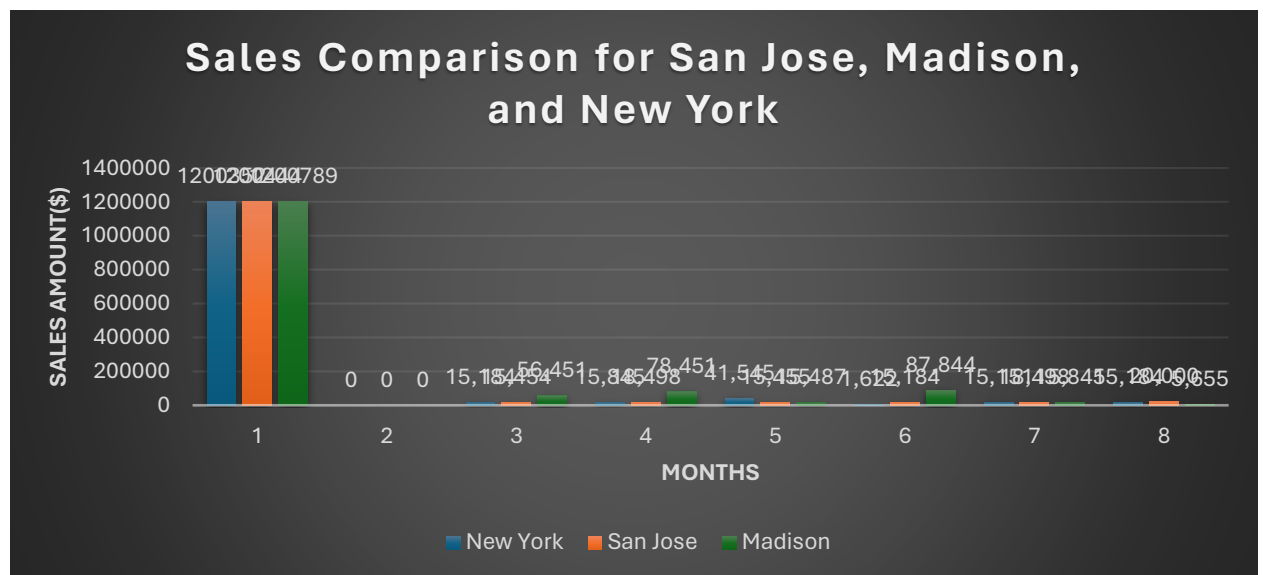
2. Dashboard 2: Create a dashboard to show which zone (Zone 1, 2, 3, or 4) has the highest sales.

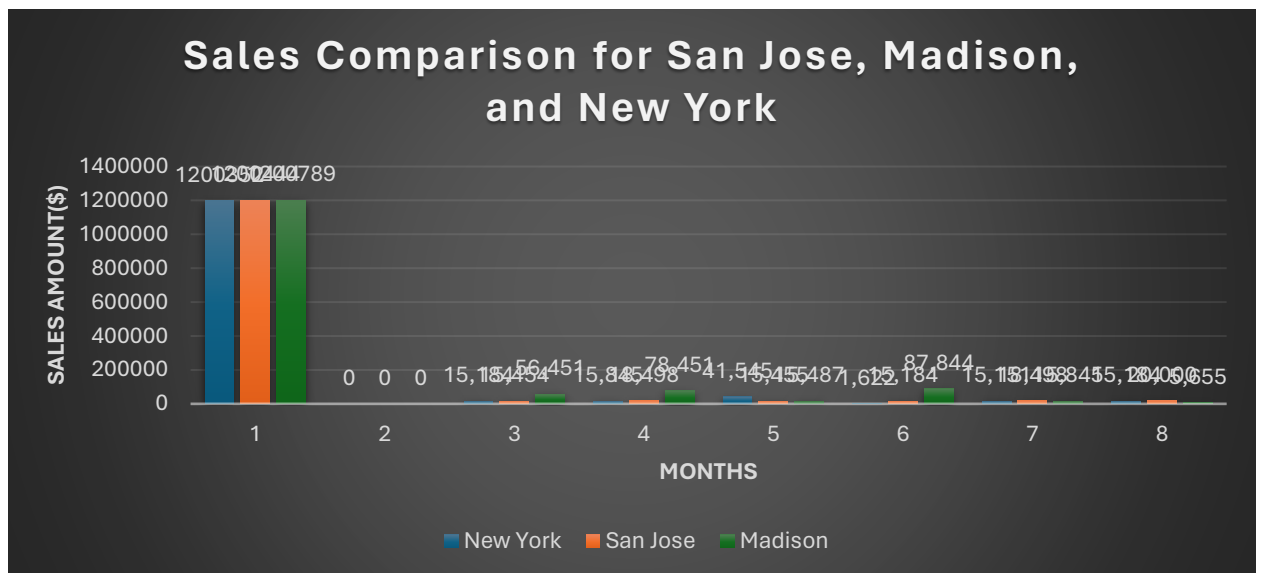


RMS Dashboard | Tableau Public

Excel

Q1.1 Create a bar graph for San Jose, Madison, and New York showing the sales.





1. Q1.2 Arrange the data above in excel in ascending and descending order for each city.

Restaurant ID	City	Jan	Feb	Mar	Apr	May	June
1200888	Washington	11,112	15,455	15,845	15,845	10,000	11,112
1200432	Jersey City	12,121	14,414	56,451	89,894	11,112	8,985
1200352	New York	15,184	15,845	41,545	1,622	15,151	15,184
1200444	San Jose	15,454	18,498	15,455	15,184	18,498	20,000
1200989	Kansas City	15,455	15,454	11,112	11,112	20,000	10,000
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Q2.1 In the above chart for restaurant ID 1200789, find the sales for the month of June

=VLOOKUP(1200789,A2:H13,8,0) – 5655

2.2 In the above chart for restaurant ID 1200739, find the sales for the month of April

=VLOOKUP(1200739,A2:H13,6,0) - 78787

2.3 In the above chart for restaurant ID 1200352, find the sales for the month of January

=VLOOKUP(1200352,A2:H13,3,0) - 15184