Functional Flow – Restaurant CRM & Billing System

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1. 🏢 Restaurant Setup

- ✅ Define restaurant profile (name, GST, address, contact)
- ✅ Create user roles (Admin, Cashier, Chef, Waiter, Store Manager, etc.)
- ✅ Set up tables (dine-in layout)
- ✅ Configure tax slabs, units of measurement, and kitchen printers

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2. 📋 Menu Management

- 🔷 Add menu items (e.g., Pizza, Sandwich, Pasta)
- 🔷 Group items by category (Starters, Main Course, Beverages)
- 🔷 Attach recipes to each item (for auto raw material deduction)
- 🔷 Add pricing (small, medium, large variants if needed)

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3. 📦 Inventory / Stock Management

- 🔷 Define raw materials (Tomatoes, Cheese, Flour, etc.)
- 🔷 Create store locations (Main Store, Kitchen Store)
- 🔷 Configure minimum stock levels
- 🔷 Manage stock inward (from purchase or manual entry)
- 🔷 Auto stock deduction on sales (linked to recipe)

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4. 🛒 Purchase Management

- 🔷 Add suppliers/vendors
- 🔷 Generate Purchase Orders (POs)
- 🔷 Record Goods Receipt Notes (GRN) on item delivery
- 🔷 Approve and inward stock into inventory
- 🔷 Track pending POs and vendor payment status

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5. 🍽 Order & Billing (POS)

- ◆ Walk-in or table-wise order placement
- ◆ Add items to cart with quantity
- ◆ Kitchen Order Ticket (KOT) print
- ◆ Modify orders (Add/remove items, quantity change)
- ◆ Apply discounts, loyalty points, or coupon codes
- ◆ Final billing: accept cash, UPI, card, etc.
- ◆ Generate bill with GST and QR code
- ◆ Auto-stock deduction based on recipes

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6. 📞 CRM (Customer Management)

- ◆ Capture customer name, phone, and preferences
- ◆ Record visit history & feedback
- ◆ Reward system (loyalty points / cashback)
- ◆ Send SMS/email offers or birthday coupons

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7. 📅 Reservations & Table Management

- ◆ Book tables in advance
- ◆ Assign waiters to tables
- ◆ Status updates: Occupied, Reserved, Free

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8. 👩‍🍳 Kitchen Management

- ◆ View pending KOTs in kitchen view
- ◆ Mark items as "In Progress" → "Ready"
- ◆ Notifies waiter for serving

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9. 👥 HR & Payroll

- ◆ Staff onboarding (role, shift, salary)
- ◆ Attendance via biometric or login

- ◆ Monthly salary slip generation
- ◆ Overtime tracking

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10. 🗒️ Expense Management

- ◆ Add daily operational expenses (rent, utilities, maintenance)
- ◆ Tag expenses by category
- ◆ Generate expense vs income reports

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11. 📊 Reports & Analytics

- ◆ Daily/weekly/monthly sales
- ◆ Item-wise sales report
- ◆ Low stock & expired items report
- ◆ Purchase vs Sales vs Expense
- ◆ Profit & Loss report
- ◆ Staff performance report
- ◆ CRM analytics (customer retention, loyalty points usage)

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12. 🛠️ Admin & Settings

- ◆ Backup/Restore
- ◆ Role-based access permissions
- ◆ Branch-wise configuration (for chains)
- ◆ Sync data to cloud (optional)

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13. 📱 Mobile App / Tablet POS (Optional)

- ◆ Digital menu for ordering
- ◆ Staff can take orders directly from tables
- ◆ Real-time billing & KOT generation
- ◆ Stock & sales notifications for owners

✅ Example Flow (Real Use Case)

1. **Store manager adds supplier** → generates **PO** → vendor delivers → stock added
2. Chef updates **recipe for "Cheese Pizza"** → links raw materials
3. Customer walks in → waiter creates **KOT** via POS
4. Chef views KOT → prepares food → marks as ready
5. Cashier creates **bill**, applies discount → payment received
6. Raw materials used auto deducted
7. Admin views daily **sales, profit, and low stock report**
8. Marketing team sends **offer SMS to frequent customers**