

# Introduction

Point of sale (POS) or point of purchase is the time and place where a retail transaction is completed. At the point of sale, the merchant calculates the amount owed by the customer, indicates that amount, may prepare an invoice for the customer, and indicates the options for the customer to make payment. In restaurant business, POS systems often include table reservation, ordering food, alerts, billing, credit card processing and customer management.

The new POS system is requested to be developed based on a web-based system and shall implement the current business flow as described below.

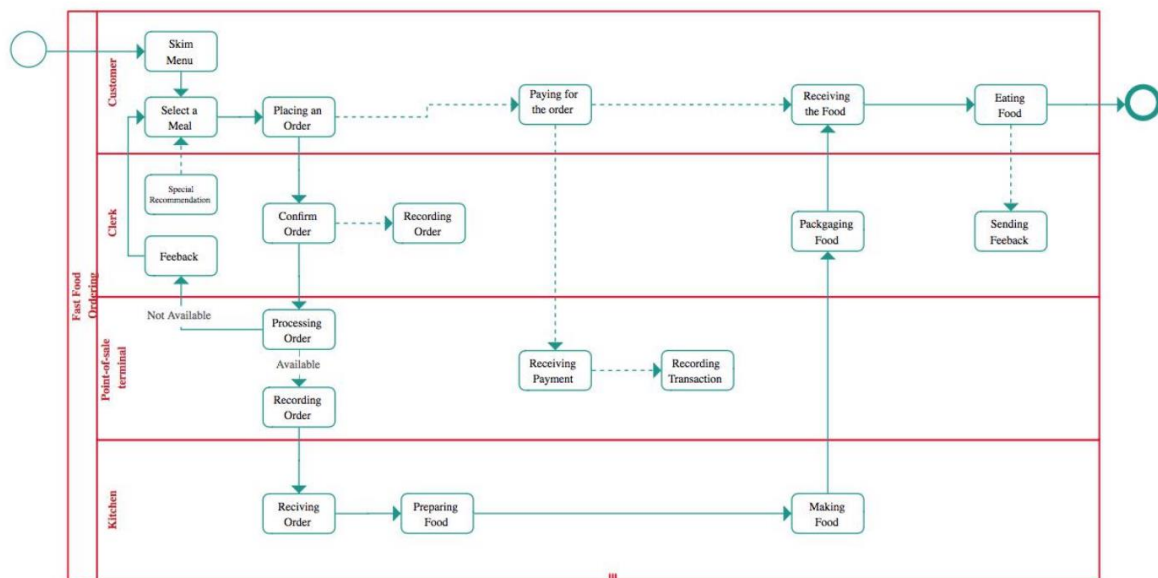


Figure 1: Customer-drawing workflow

## Stakeholders

Stakeholder	Role	Description
Restaurant Owner	Product Owner	Who owns the application
Restaurant Manager	Restaurant Staff	Who is able to see the transaction reports
Clerk	Restaurant Staff	Who is responsible for handling customer's issues and payment.
Receptionist	Restaurant Staff	Who is responsible for keeping track of customer's reservation.
Customer	Restaurant Customer	Who will use the application to make reservations, order food and make payment.

# Project scope

## Project Justification

The primary goal of this Restaurant POS project is to provide a web-based application that automates many restaurant's processes in order to increase business intelligence, reduce wasted manpower and opportunity to scale to a large business.

## General Feature of the Project

### **Feature 1: Making reservation**

Providing customers with a quick and responsive method to book a reservation online while reducing the workload of the restaurant receptionist

### **Feature 2: Keeping track of table status**

Allowing restaurant receptionists to keep track of how many tables are occupied currently.

### **Feature 3: Ordering food**

Offering an interactive menu and indirect way of ordering food.

### **Feature 4: Making payment**

Allowing customers to see their bills and send a check-out alert to the clerk. They can choose to pay by cash or online payment.

### **Feature 5: Viewing Statistics**

Daily transactions are recorded and this feature allows the restaurant manager to view the transaction statistics.

## Assumptions

- Both the restaurant and the customers have access to the Internet when using the application
- Payment transactions are handled by the third-party service

## Project Context

