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.

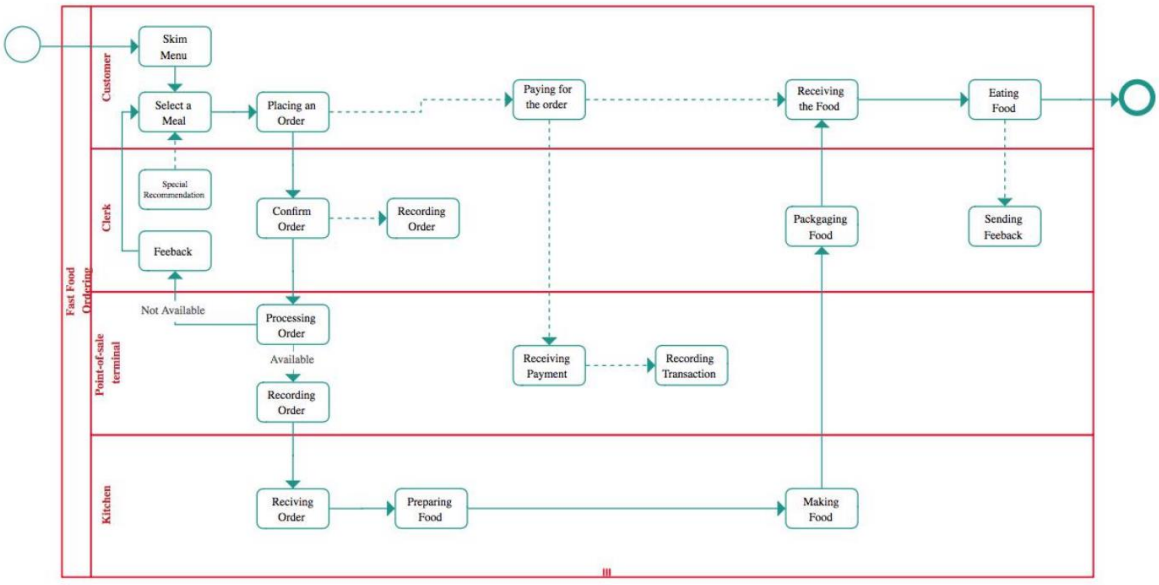


Figure 1: Customer-drawing workflow

Stakeholders

Stakeholder	Role	Description
Restaurant Owner	Product Owner	Who owns the application
Restaurant Manager	Restaurant Staff	Who is able to see the statistic on Order and Payment recorded in the Database
Restaurant Clerk	Restaurant Staff	Who is responsible for handling customer's issues and payment.
Kitchen Staff	Restaurant Staff	Who is responsible for complete the customer's order
Restaurant Receptionist	Restaurant Staff	Who is responsible for keeping track of table status
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.

User Story

As a customer of the restaurant:

· I can browse the restaurant menu and look at the various food options available in the restaurant along with the price for each item.

· I am able to select dishes from the menu and add wanted dishes to my order

· I can submit my order to inform the restaurant about my request

· I can make payment for my order, either by card, e-wallet or by cash

As a receptionist of the restaurant

· I can view all of the table status, if they are currently in-use or not

· I can change a table's status, from available to occupied or vice versa

As a clerk of the restaurant:

· I can view the customer's submitted orders

· I can confirm or remove customer's submitted order

· I can confirm customer's payment, either by card, e-wallet or by cash

As the manager of the restaurant:

· I can view the restaurant's order history

· I can view the restaurant's transaction (payment) history

General Feature of the Project

Feature 1: Table Management

Allowing restaurant receptionists to keep track of which tables are occupied currently and change their status from occupied to unoccupied when customers have finished their meal and vice versa when new customers arrived

Feature 2: Order System

Offering customers an interactive menu and indirect way of ordering food. Restaurant clerk can view and confirm the order. Kitchen staff can view and complete the order.

Feature 3: 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 4: View 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

Business Model: Fine dining restaurant

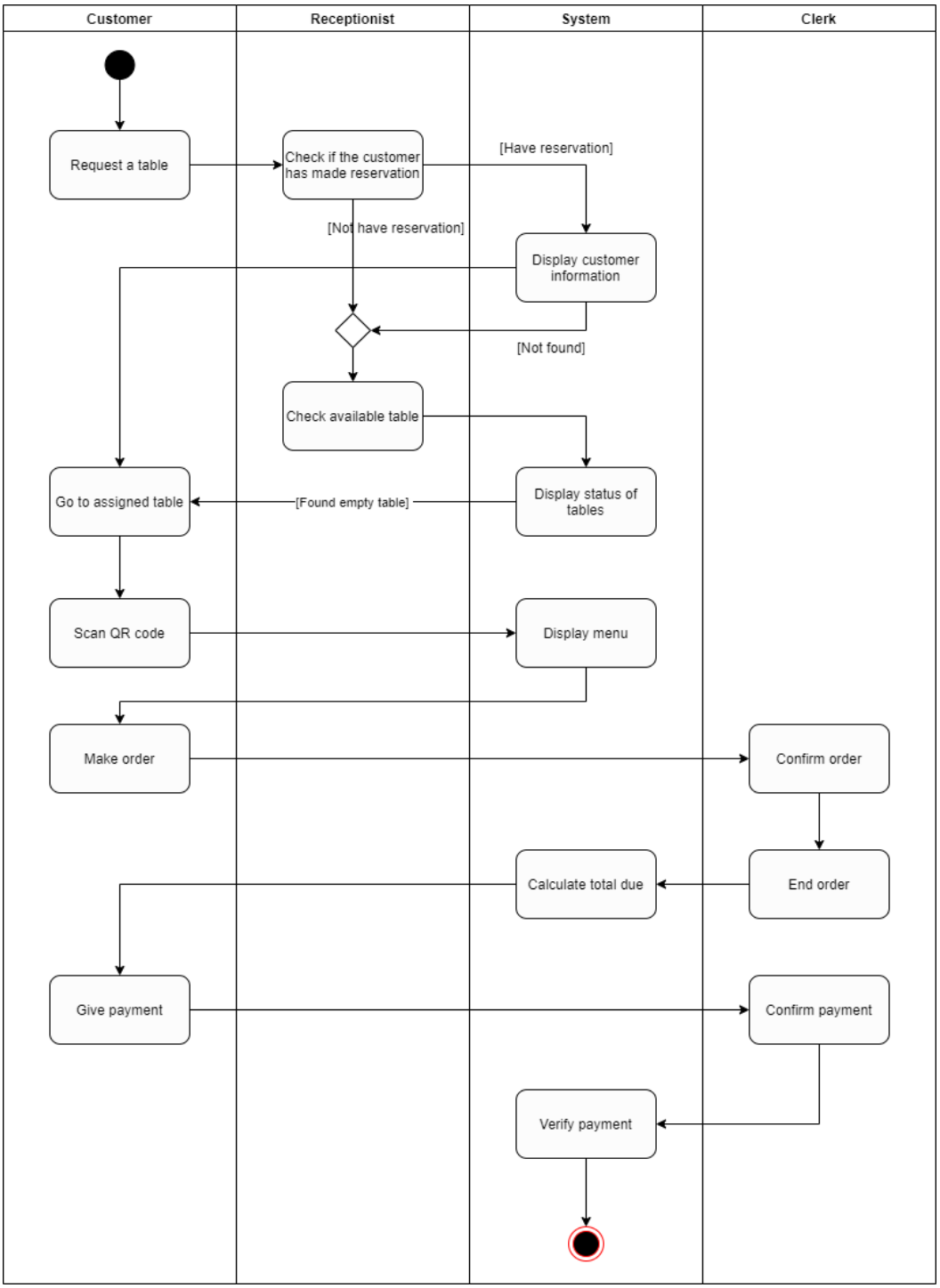
Restaurant Customer: Upper Middle Class Customer

Payment: Support cash payment and online payment (credit card, e-wallet)

Dining service: Eat-in restaurant

Tale service: Support customers making online reservations.

Business Flow:



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