**On-line restaurant order and delivery system**

**Fall 2020**

In this system, we are about to develop an on-line restaurant order and delivery system so that the restaurant can provide menus of food, customers browse and order the food from the menu, delivery people of the restaurant deliver the food.

In this system, there are three groups of users:

1. Restaurant:
2. at least two chefs who independently decide the menus;
3. at least two delivery people who compete for food delivery
4. the manager/superuser who process customer registrations, handles customer compliments and complaints, hire/fire/raise or cut pay for chef(s) and deliver people
5. Customers:
6. Registered customers who can browse/search, order and vote (lowest 1 star to highest 5 stars) food delivered (on food and delivery quality/manners individually); can start/participate a discussion topic on cooks/dishes/deliver people.
7. VIP customers who spent more than $500 or placed 50 orders as registered customers, whichever comes first, in addition to the actions of registered customers, they will receive 10% discount of their ordinary orders, have access to specially developed dishes, and their complaints/compliments are counted twice as important as ordinary ones.
8. Surfers: who can browse the menus and ratings only, can apply to be the registered customers with fixed amount of deposit money and checked by the manager.

System features:

1. Provide a GUI, *not necessarily web-based*, with pictures to show the components and descriptions of each dish and price; each registered customer/VIP has a password to login, when they log in, based on the history of their prior choices, different registered customer/VIP will have different top 3 listing dishes. For new customers or surfers, the top 3 most popular (ordered most) dishes and top 3 highest rated dishes are listed on the page.

Before we login, people can choose to click the About Us or Visit Us tag, this will show them the pictures of food that we have in our restaurant. Visit Us tag shows the visitors three top rated and three most ordered or most popular dishes from our menu. If the user is new and has not placed any orders, the user will see the top three most popular and top three most rated dishes on recommended dishes. However, if the user has placed some orders in the past, the user will see his top choices. This way every user will have their unique recommended dishes.

1. The chef whose dishes received consistently low ratings or 3 complaints, or no order at all for 3 days, will be demoted (less salary), a chef demoted twice is fired. Conversely, a chef whose dishes received high ratings or 3 compliments, will be promoted (higher salary). One compliment can be used to cancel one complaint. The delivery people are handled the same way.

The chef who receives consistently low rating from his food, in this case an average of less than rating 5 for his dishes, then the chef is eligible to be demoted. Conversely, if the chef who has high rating or received 3 or more compliments, then the chef is eligible for promotion. one promotion and one complain cancels our each other, hence the eligible compliments or complains are surplus compliments or complains. The delivery people are handles the same way, the only difference is that there is separate rating page for the delivery people.

1. A customer can choose to 1) eat the food in the restraint, 2) pick up the dishes by self or 3) by delivery. For 1) s/he needs to fix the available time and seating in the restraint; for case 1) and 2) s/he can only complain/compliment the chef.

The customer can choose to eat in the restaurant by making an appointment by click the **Dine tag**. However, they cannot order the food until they are in the restaurant. If they choose to take out or deliver, they will need to order the food first and then a window will pop up asking them which method they prefer.

1. Customers can file complaints/compliments to chef of the food s/he purchased and deliver person who delivered the dish or other customers who didn’t behave in the discussion forums. Delivery person can complain/compliment customers s/he delivered dishes, all are handled by the manager. The complained person has the right to dispute the complaint, the manager made the final call to dismiss the complaint or convert it to one formal warning and inform the impacted parties. Customers/delivery people whose complaints are decided without merit by the manager will receive one warning.

When we login the customer’s account, we can click the “Complain/Compliment”. There are three parts on this page—complaint/compliment a person, table of complaint/compliment that current user received, dispute to received complaint.

A user is required to input his/her username and the username of person whom he/she wants to complain. Then, the complained user will see the username of person who complains and his/her username on the complaint table when s/he open the complaint page. If the complained user wants to argue the complaint, s/he can input the dispute on the complaint table by inputting complaining username and complained username.

Chef and delivery person have the same page. And in the manager complaint’s page, manager could check all users’ data from complaint table and determine if complained person will receive one warning.

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1. Registered customers having 3 warnings are de-registered. VIPs having 2 warnings are put back to registered customers (with warnings cleared). The warnings should be displayed in the personalized page when the customers log in.

The warnings of a customer will be display on the menu page(personal page for the user). Whenever a regular customer reaches 3 or more warnings and a VIP customer reaches 2 or more warnings, the de-register tag inside the admin account, will display that. Then the admin will choose which VIP user to demote or which regular user to deregister.

1. If the price of the order is more expensive than the deposited money in the account, the order is frozen until the customer put more money in the account.

If the price of the orders is more expensive, our system will force the user to deposit until the user has enough money in their account.

1. Customers who are kicked out of the system or choose to quit the system will be handled by the manager: clear the deposit and close the account.

The user can click on the **cancellation,** which they will have to agree to shut down their account. Once they agree to shut down their account, they will no longer able to login with their account. However, the information of their account will still be inside the database. And the manger will have to remove their account inside the **de-register** tag of the Admin account.

1. The chef is the one who put in the description and keywords for people to search and browse. The average ratings for each food/dish by customers are available for all.

We can login to chef’s account. Then we click the **Edit meun,** then we can edit the description, price and name of the dish. And we can also view the average ratings for each dish.

1. The manager keeps a taboo list of words, any customer who used those taboo words will receive one warning automatically and the words are replaced by \*\*\*, a message with more than 3 taboo words are blocked automatically.

In the manager complaint’s pager, manager holds the list of taboo words. If a customer uses any word in the list when s/he writes the complaint, every taboo word will be counted as one warning and the whole complaint will be blocked if there are more than three taboo words.

1. Each team comes up with a creativity feature of the system to make it more exciting, which is worth 10% of overall score of the final project. Details that are not found in this requirement list are up to your team’s call: you fill in the details to your own liking.

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