Tab 1

**Project Title:** "Restaurant E-Management System – Tableside Ordering, Kitchen Display & Billing"

**Industry:** Food & Beverage / Restaurants

**Project Type:** B2C Salesforce CRM + POS & Kitchen Integration

**Target Users:** Customers (table-device), Chefs, Waiters/Servers, Front Desk Manager, Restaurant Manager, Inventory Manager, Higher / Regional Manager

**Project Problem Statement**

In today’s competitive restaurant industry, many restaurants face operational challenges due to fragmented systems. Most rely on multiple disconnected tools: manual reservation books, handwritten Kitchen Order Tickets (KOTs), separate inventory spreadsheets, and basic POS systems for billing.

**This creates two main problems:**

**Operational Inefficiency:** Communication gaps between front-of-house (waiters, hosts) and back-of-house (chefs, kitchen staff) lead to order errors, delays in service, and food wastage. Manual processes slow down operations and make it hard to scale efficiently.

**Lack of a 360-Degree Customer View:** Scattered customer and transactional data prevents restaurants from tracking guest preferences, dining history, and feedback. This makes it difficult to provide personalized experiences, build loyalty, or improve service quality.

**Proposed Solution:**

This project aims to develop a Restaurant E-Management System on the Salesforce Platform that:

* Uses custom objects to store reservations, orders, tables, inventory, and customer profiles in a single unified system
* Provides a responsive user interface for waiters, chefs, and managers using Lightning Web Components (LWCs).
* Automates workflows with Salesforce Flow to synchronize data in real time between the dining floor and the kitchen.
* Offers managers real-time dashboards and reports to monitor sales, inventory, and customer feedback.
* Enhances the customer experience by enabling faster service, order tracking, and personalized dining recommendations.

**Stakeholder Analysis**

**Customer**

* **Goal:** Fast and accurate order placement, ability to edit orders before preparation, view running bill, make payments, and provide feedback.
* **Pain Points:** Long waiting times, inability to track or edit orders once the chef starts preparing, unclear billing.

**Chef**

* **Goal:** Efficiently manage the kitchen workflow, view real-time order queue, mark items as Preparing and Ready.
* **Pain Points:** Order overflow, unclear priorities, lack of visibility into order status.

**Waiter / Serve**r

* **Goal:** Timely pickup and serving of ready items, accurate order delivery, and smooth billing process.
* **Pain Points:** Missing ready items, uncertain table status, manual coordination with chefs.

**Front Desk Manager**

* **Goal**: Efficiently allocate tables to guests based on availability and party size.
* **Pain Points:** Overbooked or underutilized tables, poor visibility of table occupancy.

**Restaurant Manage**r

* **Goal:** Monitor restaurant performance, control menu and pricing, track sales and popular items, manage inventory.
* **Pain Points:** Slow reporting, stockouts, manual data consolidation.

**Inventory Manager**

* **Goal:** Maintain accurate ingredient-level stock, automate reorder suggestions, track consumption.
* **Pain Points:** Manual inventory updates, untracked wastage, difficulty forecasting demand.

**Higher / Regional Manager**

* **Goal:** Analyze multi-outlet performance, monitor sales trends, identify popular and low-performing items.
* **Pain Points:** Lack of consolidated reporting across multiple restaurants, limited visibility into operational metrics.

**Use Case Analysisge**

1. **Order Management**
   * Capture customer orders via table devices
   * Allow order edits until the chef accepts them.
   * Push confirmed orders to the Kitchen Display System (KDS) with statuses: Pending → Preparing → Ready → Delivered → Paid.
2. **Menu Management**
   * Manage menu items, categories (Appetizers, Entrées, Desserts), and subcategories (Vegetarian, Non-Vegetarian, Vegan).
   * Highlight top-selling items and daily specials.
   * Update prices and item availability in real-time.
3. **Kitchen Display System (KDS)**
   * Display real-time order queue to chefs.
   * Accept orders to start preparation.
   * Update item status to Ready when cooking is completed.
   * Calculate estimated preparation time based on number of chefs.
4. **Table Management**
   * Allocate tables to guests based on availability and party size.
   * Update table status: Available, Occupied, or Cleaning.
   * Support repeat ordering by guests at the same table.
5. **Billing & Payments**
   * Show running bill and taxes for customers.
   * Allow tip addition and payment processing via integrated POS/CRM.
   * Generate receipts and mark orders as Paid.
6. **Inventory Integration**
   * Automatically decrement ingredient stock based on orders fulfilled.
   * Provide low-stock alerts and reorder suggestions to Inventory Manager.
7. **Feedback & Surveys**
   * Capture customer feedback post-payment.
   * Link feedback to guest profile in Salesforce for analysis.
8. **Reporting & Analytics**
   * Generate reports on sales by item, popular items, average bill, and table turnover.
   * Provide dashboards for manager and higher-level insights across outlets.

Tab 2