Milind Gokhale; Shruthi Katapally; Vimalendu Shekhar; Shrijith Pillai; Megha Mukim; Akshay Jarandikar

Abstract

This document outlines the user stories thought so far to accomplish the basic features of a restaurant management system.

Restaurant Management System

Epics and User Stories

Epics and User Stories

Contents

[Epic 1: Order creation 2](#_Toc423511023)

[Acceptance criteria: 2](#_Toc423511024)

[Epic 2: Order queue and delivery 2](#_Toc423511025)

[Acceptance criteria: 2](#_Toc423511026)

[Epic 3: Order Completion 2](#_Toc423511027)

[Acceptance criteria: 3](#_Toc423511028)

[Epic 4: Menu Management 3](#_Toc423511029)

[Acceptance Criteria: 3](#_Toc423511030)

[Epic 5: Manage restaurant information 3](#_Toc423511031)

[Acceptance Criteria: 3](#_Toc423511032)

[Epic 6: Reporting per outlet 3](#_Toc423511033)

[Acceptance Criteria: 4](#_Toc423511034)

[Epic 7: Reporting for chain 4](#_Toc423511035)

[Acceptance Criteria: 4](#_Toc423511036)

[Epic 8: Inventory Management for restaurant 4](#_Toc423511037)

[Acceptance criteria: 5](#_Toc423511038)

[Future Epics 5](#_Toc423511039)

[9. Marketing campaign management for restaurant outlet 5](#_Toc423511040)

[10. Marketing campaign management for the chain 5](#_Toc423511041)

[11. Personalization for user/customer by maintaining the order history and preferences 5](#_Toc423511042)

# Epic 1: Order creation

1. as a customer: I should be able to browse through the menu and look at the various food options available in the restaurant along with the price for each item.

2. as a customer: I should be able to select items from the menu and add them to my cart/order.

3. as a customer: I should have cart containing all the chosen items so far, accessible all the time.

4. as a customer: I should be able to see top selling items in the restaurant while choosing my order items.

5. as a customer: I should be able to remove items from my cart or increase item count.

6. as a customer: I should be able to cancel my entire order.

7. as a customer: I should be able to view the itemized bill for my order along with the prices for each item and the tax applied.

8. as a customer: I should be able to see the approximate delivery time.

## Acceptance criteria:

Categorized Menu with prices is visible and enabled with selection choices, as soon as the customer chooses items, the order is created in the database and is visible to the customer.

# Epic 2: Order queue and delivery

1. as a chef: I should be able to view the current queue of orders.

2. as a chef: I should be able to accept the orders.

3. as a chef: I should be able to update the order status to ready once the order is prepared.

4. as a restaurant manager: I should be able to view the current queue of orders (in read-only mode).

5. As an Order Manager: I should be able to view the current queue of orders (in read-only mode).

6. as a waiter: I should be able to view the current order queue to see the ready orders for pick up.

7. as a waiter: I should be able to mark the order as picked up on the common queue.

## Acceptance criteria:

The order queue is visible and has permissions of accepting for chef and pick up for waiter.

# Epic 3: Order Completion

1. as a waiter: I should be able to mark the order as complete once the customer has finished ordering.

3. as a customer: I should have an option for providing the tip after my order has been billed.

4. as a customer: I should be able to provide feedback for the service and the food.

5. as a waiter: I should be able to take payment from the customer and thus mark the order as paid.

## Acceptance criteria:

The order is billed and displayed to the customer. There is a capability to accept payment from customer and mark the order as paid. All the updates to the order are updated in the database.

# Epic 4: Menu Management

1. as a restaurant manager: I should be able to modify the menu items, add new items, delete items, and update descriptions.

2. as a chef: I should be able to make requests for item addition or updating.

3. as a restaurant manager: I should be able to accept/reject the suggestions from chef for menu modification

4. as a higher management member: I should be able to view the restaurant wise menu.

## Acceptance Criteria:

Menu is editable for restaurant manager and has capabilities of adding, removing and updating the menu items which appear in the menu displayed to customer.

# Epic 5: Manage restaurant information

1. as a management member: I should be able to add, delete and update the information about various restaurants.

2. as a restaurant manager: I should be able to update information about my restaurant.

## Acceptance Criteria:

The restaurant manager is able to update information about his outlet and the higher management is able to add, edit or delete restaurant information which includes location, # of covers, manager and staff information.

# Epic 6: Reporting per outlet

1. as a restaurant manager: I should be able to view weekly sales, weekly revenue for my outlet.

2. as a restaurant manager: I should be able to view monthly sales, monthly revenue for my outlet.

3. as a restaurant manager: I should be able to view quarter wise sales, quarter wise revenue for my outlet.

4. as a restaurant manager: I should be able to view annual sales, annual revenue for my outlet.

5. as a restaurant manager: I should be able to view the most popular items ordered by the customers, average bill and least popular items for further actions in menu management.

## Acceptance Criteria:

Restaurant manager is able to see the restaurant sales and revenues on weekly, monthly, quarterly and annual basis.

# Epic 7: Reporting for chain

1. as a member of higher management: I should be able to view restaurant wise weekly sales, weekly revenues and weekly profit position.

2. as a member of higher management: I should be able to view restaurant wise monthly sales, monthly revenues and monthly profit position.

3. as a member of higher management: I should be able to view restaurant wise quarterly sales, quarterly revenues and quarterly profit position.

4. as a member of higher management: I should be able to view the overall annual sales, annual revenue and annual profit position of the restaurant.

5. as a member of higher management: I should be able to see the forecasts about sales and revenues of the restaurant and overall chain.

6. as a restaurant manager: I should be able to view the most popular items ordered by the customers, average bill and least popular items for further actions in menu management across the chain as well as per restaurant.

## Acceptance Criteria:

Higher management is able to see the restaurant sales and revenues on weekly, monthly, quarterly and annual basis for all restaurants as well as in a restaurant wise format.

# Epic 8: Inventory Management for restaurant

1. as a restaurant manager: I should be able to view the current inventory position of the restaurant

2. as a restaurant manager: I should be able to update the inventory items.

3. as a restaurant manager: I should be able to view the forecast of items in the inventory to be replenished.

## Acceptance criteria:

Restaurant manager has a system to track inventory, add, delete or update items and see the forecast of the required items in future.

# Future Epics

## 9. Marketing campaign management for restaurant outlet

There can be a feature of campaign management for restaurants which will help come up with new schemes to attract customers and maintain profit. These can be tracked and reviewed for pointing out useful campaigns out of all the campaigns. There should be capabilities to send emails and texts to customers via this tool and to later get reports on campaigns.

## 10. Marketing campaign management for the chain

Along with the restaurant wise campaign management, there can be chain wide campaigns which apply for all the restaurants in the chain or under the ownership of the higher management.

## 11. Personalization for user/customer by maintaining the order history and preferences

The customers’ information can be tracked in the system to analyze the frequent customers, their buying pattern, total sales and further more provide them special loyalty offers. For the customer it can help him order remotely or prior to arrival in the restaurant and for management it will help them provide better service to customers.