Restaurant Management System - Personas

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| Picture & Name | Details | Goal |
| End Customer - AntonyC:\Users\Milind\OneDrive\Documents\Indiana University Bloomington\Employment\Internships_Effort\Persistent\PersistentWork\SalesForce\Assignment\RestaurantMgmt\Personas\VjP9Qpxj_400x400.jpeg | The end customer is the customer of the client coming to the restaurant to have lunch/dinner. | * To browse the menu. * To decide and select items from the menu and add them to the order. * To cancel the order items or change the order items if order not accepted. * To be able to see the estimates delivery time of the ordered items. * To be able to view the order bill once the order is marked completed. * To be able to tip for the service. * To be able to give feedback for the service and food. |
| Restaurant Staff: Order Manager - LinguiniC:\Users\Milind\OneDrive\Documents\Indiana University Bloomington\Employment\Internships_Effort\Persistent\PersistentWork\SalesForce\Assignment\RestaurantMgmt\Personas\ratatouille-production-stills-ratatouille-1847049-1902-2560.jpg | The middle manager who checks the order and tracks any deliveries | * To pass the order to kitchen. * To get the ready order items and get them delivered via the servers. * To update the estimated delivery time for certain items if necessary. |
| Restaurant Staff: Chef – Remy C:\Users\Milind\OneDrive\Documents\Indiana University Bloomington\Employment\Internships_Effort\Persistent\PersistentWork\SalesForce\Assignment\RestaurantMgmt\Personas\remy_the_chef_by_rgartland.jpg | The food production manager who is responsible for the food preparation and quality | * Should be able to see the current orders queue. * To accept the order and start preparing the order. * To make the order ready. * To manage the restaurant menu and keep updating the menu. * To update the estimated delivery time for certain items if necessary. * To be able to request for removal of an item from the menu. |
| Restaurant Staff: Waiter/Server – Jeeves C:\Users\Milind\OneDrive\Documents\Indiana University Bloomington\Employment\Internships_Effort\Persistent\PersistentWork\SalesForce\Assignment\RestaurantMgmt\Personas\Mustafa_ratatouille.png | The server prepares the table and serves the order to the customer | * To check the ready orders and server them to the customer. * To mark the order as complete and take the payment for the order. |
| Restaurant Manager – Skinner C:\Users\Milind\OneDrive\Documents\Indiana University Bloomington\Employment\Internships_Effort\Persistent\PersistentWork\SalesForce\Assignment\RestaurantMgmt\Personas\Skinner.jpg | Restaurant manager is responsible for the proper functioning and regular operations of the restaurant joint. | * To preside over the regular restaurant operations. * To check the inventory of the restaurant. * To check the sales and revenue of the restaurants. * Right to manage the restaurant menu and keep updating the menu or delegate the task to the Chefs. * Should be able to see the current orders queue. |
| Higher Management – Gusteau C:\Users\Milind\OneDrive\Documents\Indiana University Bloomington\Employment\Internships_Effort\Persistent\PersistentWork\SalesForce\Assignment\RestaurantMgmt\Personas\Gusteau.jpg | Higher management is interested in making good decisions for the business growth of the restaurant chain, increase overall sales, reduce costs and manage employees. | * To check the reports of sales and revenue for the chain as well as drill down to a particular restaurant. * To approve the request for menu changes from the restaurant manager. |