

# Restaurant Management System

## 1. Digital Menu

**Description:** Online display with categories

**Screens:** Menu Editor, Customer View, Category Manager

**Interaction:**

- Managers: Drag-and-drop items → set seasonal availability → update prices
- Customers: Filter by dietary tags (Vegan/Gluten-free) → view item details with photos
- Real-time menu changes sync across all devices

## 2. Table Reservations

**Description:** Book specific time slots

**Screens:** Floor Plan Map, Reservation Book, Waitlist

**Interaction:**

- Hostess: Click tables → assign parties → manage walk-ins
- Customers: Online time slot picker → special requests field
- Auto-sends confirmation SMS with QR code

## 3. Order Tracking

**Description:** Monitor kitchen progress

**Screens:** Order Queue, Station View, Expediter Dashboard

**Interaction:**

- Servers: Fire courses (Appetizer/Main) to specific stations
- Chefs: Mark orders as "In Progress"/"Ready" → timer alerts for delays
- Color-coded by ticket age (Yellow → Red)

## 4. Staff Scheduling

**Description:** Assign shifts and roles

**Screens:** Weekly Roster, Availability Tracker, Shift Swap Board

**Interaction:**

- Managers: Drag staff to shifts → approve time-off requests
- Employees: Set availability → request shift changes → clock in/out
- Labor cost projections vs. sales forecasts

## 5. Inventory Basics

**Description:** Track ingredient quantities

**Screens:** Stock Count, Par Level Alerts, Waste Log

**Interaction:**

- Receive deliveries → update stock levels
- Low inventory alerts (e.g., "Chicken stock below par")
- Recipe-based usage calculations

## 6. Customer Feedback

**Description:** Collect dining experience reviews

**Screens:** Survey Tablet, Review Dashboard, Response Tool

**Interaction:**

- Post-meal quick-rating (1-5 stars)
- Detailed comment analysis for service trends
- Manager response interface for public reviews

## 7. Payment Processing

**Description:** Secure transaction handling

**Screens:** POS Terminal, Split Bill, Receipt Printer

**Interaction:**

- Split checks by seat → multiple payment methods

- Contactless NFC payments → digital receipt options
- Automatic tip distribution calculations

## 8. Loyalty Program

**Description:** Points/rewards system

**Screens:** Rewards Catalog, Point Tracker, Redemption

**Interaction:**

- Customers: Earn points per dollar → redeem free items
- Staff: Suggest rewards during checkout
- Birthday reward automation

## 9. Kitchen Tickets

**Description:** Digital order slips to chefs

**Screens:** KDS (Kitchen Display System), Modifier Alerts

**Interaction:**

- Highlight allergy warnings (e.g., "NO NUTS" in red)
- Course timing coordination between stations
- Void/recall functionality with manager approval

## 10. Sales Reports

**Description:** Daily/weekly revenue analytics

**Screens:** Performance Dashboard, Item Ranking, Labor Cost

**Interaction:**

- Compare sales by daypart/server/menu item
- Export data to accounting software
- Year-over-year trend graphs