**USE CASE DESCRIPTIONS**

**RESTAURANT MANAGEMENT**

**USE CASE NAME:**

**Submit complain**

**ACTORS:**

Customer

**TYPE:**

Primary

**CROSS REFERENCE:**

None

**ASSUMPTIONS:**

* User must have stable internet connection
* User should define complain in details

**PRE CONDITIONS:**

None

**INITIATION:**

Use case will work when customer reports any complain

**MAIN FLOW OF EVENTS:**

* User enters complain section
* User writes complain
* User submits complain

**EXCEPTIONAL FLOW:**

* Server is down
* Server timeout
* Complain is not valid
* Complain description is empty

**POST CONDITION:**

User has submitted his complain successfully

**USE CASE NAME:**

**Give description**

**ACTORS:**

Customer

**TYPE:**

Primary

**CROSS REFERENCE:**

Submit complain

**ASSUMPTIONS:**

* User must have stable internet connection
* User should define complain in details

**PRE CONDITIONS:**

Customer has selected to report complain

**INITIATION:**

This use case starts when customer selects give description of complain

**MAIN FLOW OF EVENTS:**

* User enters complain section
* User writes complain

**EXCEPTIONAL FLOW:**

* Complain is not valid
* Complain description is empty

**POST CONDITION:**

User has submitted his complain successfully

**USE CASE NAME:**

**View complain**

**ACTORS:**

Manager

**TYPE:**

Secondary

**CROSS REFERENCE:**

None

**ASSUMPTIONS:**

* User must have submitted valid complain
* There is at least one complain for viewing

**PRE CONDITIONS:**

Customer has submitted a complain

**INITIATION:**

This use case starts when manager view complains

**MAIN FLOW OF EVENTS:**

* Manager selects view complains
* Manager view any complain by either author, title or description

**EXCEPTIONAL FLOW:**

* Complain is not valid
* Complain description is empty

**POST CONDITION:**

Manager has viewed complain

**USE CASE NAME:**

**Launch complain and Give feedback**

**ACTORS:**

Manager, User

**TYPE:**

Primary

**CROSS REFERENCE:**

None

**ASSUMPTIONS:**

* User must have submitted valid complain

**PRE CONDITIONS:**

Manager has viewed the complain

**INITIATION:**

This use case starts when manager selects launch complain/take action

**MAIN FLOW OF EVENTS:**

* Manager selects valid complain and decides to take action
* Manager resolves the matter
* Manager sends feedback to customer regarding action taken for his complain
* User views the feedback

**EXCEPTIONAL FLOW:**

* Complain is not valid
* Action did not solve the problem

**POST CONDITION:**

Manager has solved complain and sent feedback to Customer

**USE CASE NAME:**

**Request table**

**ACTORS:**

Customer

**TYPE:**

Primary

**CROSS REFERENCE:**

None

**ASSUMPTIONS:**

None

**PRE CONDITIONS:**

Customer arrives at restaurant

**INITIATION:**

This use case starts when customer requests table

**MAIN FLOW OF EVENTS:**

* Customer requests for an empty table

**EXCEPTIONAL FLOW:**

None

**POST CONDITION:**

Customer’s request has been submitted

**USE CASE NAME:**

**View un-reserved tables**

**ACTORS:**

Manager, Waiter

**TYPE:**

Primary

**CROSS REFERENCE:**

View all tables, reserve tables

**ASSUMPTIONS:**

None

**PRE CONDITIONS:**

There is at least one customer

**INITIATION:**

This use case starts when manager or waiter view un reserved tables

**MAIN FLOW OF EVENTS:**

* Manager or waiter selects view un reserved tables
* System shows tables that are not reserved

**EXCEPTIONAL FLOW:**

* No table is empty
* No table reserved

**POST CONDITION:**

Manager or waiter has viewed un reserved tables

**USE CASE NAME:**

**Reserve table**

**ACTORS:**

Waiter

**TYPE:**

Primary

**CROSS REFERENCE:**

View un-reserved tables

**ASSUMPTIONS:**

* At least one table is empty

**PRE CONDITIONS:**

Customer has requested for a table

**INITIATION:**

This use case starts when waiter receives request to reserve a table for a customer

**MAIN FLOW OF EVENTS:**

* Waiter searches for an empty table
* Waiter reserves a table for a customer

**EXCEPTIONAL FLOW:**

* No empty table present
* Customer leaves without telling

**POST CONDITION:**

Waiter has successfully reserved a table

**USE CASE NAME:**

**View all tables**

**ACTORS:**

Manager

**TYPE:**

Primary

**CROSS REFERENCE:**

View un-reserved tables

**ASSUMPTIONS:**

None

**PRE CONDITIONS:**

None. Manager can view all tables any time he wants

**INITIATION:**

This use case starts when manager view all tables

**MAIN FLOW OF EVENTS:**

* Manager selects view all tables
* Manager view any tables either reserved or un-reserved

**EXCEPTIONAL FLOW:**

* Server is down

**POST CONDITION:**

Manager has viewed all tables

**USE CASE NAME:**

**Give order**

**ACTORS:**

Customer

**TYPE:**

Primary

**CROSS REFERENCE:**

Add orders

**ASSUMPTIONS:**

* Customer must have stable internet connection
* Customer must be logged in

**PRE CONDITIONS:**

Customer has filled order in his details

**INITIATION:**

This use case starts when user submits order

**MAIN FLOW OF EVENTS:**

* User selects anything he wishes
* User submits his order

**EXCEPTIONAL FLOW:**

* Order is not valid
* User description is incorrect

**POST CONDITION:**

User has submitted his order

**USE CASE NAME:**

**Add order**

**ACTORS:**

Waiter

**TYPE:**

Primary

**CROSS REFERENCE:**

Submit orders, view all orders

**ASSUMPTIONS:**

* There is at least one order

**PRE CONDITIONS:**

Customer has submitted an order

**INITIATION:**

This use case starts when waiter clicks add order

**MAIN FLOW OF EVENTS:**

* Waiter selects add orders
* Waiter fills order form with information like amount and required food
* Waiter adds order

**EXCEPTIONAL FLOW:**

* Order is not valid
* Server is down
* Database is corrupt
* Transaction is not valid

**POST CONDITION:**

Waiter has added the order to orders list

**USE CASE NAME:**

**View all orders**

**ACTORS:**

Waiter, Manager

**TYPE:**

Primary

**CROSS REFERENCE:**

Add orders, submit orders

**ASSUMPTIONS:**

* There is at least one order
* Stable internet connection

**PRE CONDITIONS:**

There is at least one order

**INITIATION:**

Waiter/manager selects view all orders

**MAIN FLOW OF EVENTS:**

* Waiter/manager selects view order
* They can accept or reject any order for valid reason

**EXCEPTIONAL FLOW:**

* No order present
* Database corrupt deleted all orders

**POST CONDITION:**

Manager/waiter has viewed all orders

**USE CASE NAME:**

**View dine-in orders**

**ACTORS:**

Waiter, Manager

**TYPE:**

Primary

**CROSS REFERENCE:**

None

**ASSUMPTIONS:**

* There is at least one order
* Stable internet connection

**PRE CONDITIONS:**

There is at least one order

**INITIATION:**

Waiter/manager selects view dine-in orders

**MAIN FLOW OF EVENTS:**

* Waiter/manager selects dine-in order
* Waiter serves the customer

**EXCEPTIONAL FLOW:**

* No order present
* Database corrupt deleted all orders

**POST CONDITION:**

Manager/waiter has viewed dine-in orders

**USE CASE NAME:**

**View takeaway orders**

**ACTORS:**

Rider, Manager

**TYPE:**

Primary

**CROSS REFERENCE:**

None

**ASSUMPTIONS:**

* There is at least one order
* Stable internet connection
* Rider is available

**PRE CONDITIONS:**

A takeaway order is arrived

**INITIATION:**

Manager selects takeaway order

**MAIN FLOW OF EVENTS:**

* Manager selects view order
* Manager assigns order to a rider
* Rider delivers the order

**EXCEPTIONAL FLOW:**

* No rider present
* Order cancelled due to any reason

**POST CONDITION:**

Takeaway order is completed

**USE CASE NAME:**

**View revenue details**

**ACTORS:**

Manager

**TYPE:**

Primary

**CROSS REFERENCE:**

View analysis, view expense

**ASSUMPTIONS:**

* At least one month detail is available
* Stable internet connection
* Decent machines

**PRE CONDITIONS:**

Manager is verified successfully

**INITIATION:**

Manager selects view revenue details

**MAIN FLOW OF EVENTS:**

* Manager selects view revenue
* Manager selects from options what he wants to view: revenue date wise, transactions or monthly revenue

**EXCEPTIONAL FLOW:**

* No revenue is present if checking within less than 1 month
* Database corrupt deleted all revenue

**POST CONDITION:**

Manager has viewed revenue details

**USE CASE NAME:**

**View monthly expense**

**ACTORS:**

Manager

**TYPE:**

Primary

**CROSS REFERENCE:**

View analysis, view revenue details

**ASSUMPTIONS:**

* At least one month detail is available
* Stable internet connection
* Decent machines

**PRE CONDITIONS:**

Manager is verified successfully

**INITIATION:**

Manager selects view monthly expense

**MAIN FLOW OF EVENTS:**

* Manager selects view expense
* Manager views all purchases and other expenses

**EXCEPTIONAL FLOW:**

* No expense is present if checking within less than 1 month
* Database corrupt deleted all expense

**POST CONDITION:**

Manager has viewed expense detail

**USE CASE NAME:**

**View analysis**

**ACTORS:**

Manager

**TYPE:**

Primary

**CROSS REFERENCE:**

View revenue, view expense

**ASSUMPTIONS:**

* At least one month detail is available
* Stable internet connection
* Decent machines

**PRE CONDITIONS:**

Manager is verified successfully

**INITIATION:**

Manager selects view analysis

**MAIN FLOW OF EVENTS:**

* Manager selects view analysis
* Manager selects either view income statement or net profit

**EXCEPTIONAL FLOW:**

* No detail is present if checking within less than 1 month
* Database corrupt deleted all revenue

**POST CONDITION:**

Manager has viewed analysis