

Introduction:

The Restaurant Management System (RMS) is a comprehensive software solution created to optimize different aspects of restaurant operations. It is used by restaurant managers, waitstaff, kitchen staff, and customers to improve efficiency, streamline processes, and enhance overall customer experience. The application assists in order management, inventory tracking, reservation handling, and reporting/analytics. It follows a freemium model, offering basic features for free while advanced functionalities are available under subscription plans. For those passionate about technology and intrigued by the challenges of the restaurant industry, developing an RMS offers an exciting opportunity to combine these interests and contribute to improving restaurant operations.

Since I have a strong interest in both technology and the restaurant business, creating a Restaurant Management System (RMS) is a wonderful fit for my skills and interests. Having held a variety of positions in the hospitality industry, I have direct experience with the difficulties restaurant owners and employees encounter in efficiently running their businesses while offering top-notch customer service. My desire to develop a solution that tackles these issues and improves the whole eating experience for customers and restaurant employees is fueled by this personal connection. My experience in software development also gives me the ability to create and execute an RMS that is user-friendly, effective, and customized to meet the unique requirements of restaurants.

Business Analysis:

1. Manager/Administrator Persona:

- **Role:** Oversees overall operations as a restaurant manager or administrator.
- **Usage:** Relies on the RMS to manage menu items, update prices, schedule employees, monitor inventory levels, and generate reports.
- **Importance:** Needs efficient tools for management, decision-making, and performance analysis to ensure smooth operations and maximize profitability.

2. Waitstaff Persona:

- **Role:** Front-of-house staff handling order taking, table management, and payments.
- **Usage:** Uses the RMS to input orders, assign tables, track order status, and process transactions.
- **Importance:** Requires a streamlined system to efficiently serve customers, manage table turnover, and ensure accurate order fulfillment.

3. Kitchen Staff Persona:

- **Role:** Back-of-house staff involved in food preparation, inventory management, and stock replenishment.
- **Usage:** Uses the RMS to view orders, manage inventory levels, update stock status, and receive alerts for low stock items.
- **Importance:** Needs a system to coordinate food preparation efficiently, reduce waste, and maintain sufficient inventory levels to meet demand.

Business Rules/Logic:

- Orders require a valid table number and customer selection for processing.
- Menu items must have unique identifiers and prices.
- Reservation dates/times should not conflict with existing bookings.
- Employees cannot have overlapping shifts in their schedules.
- Inventory levels must be updated in real-time with order processing and ingredient usage.
- Reports must be accurately generated based on predefined parameters such as sales, inventory, and employee performance.