Project Sponsor : Carl Edwards, CEO, DineOut Restaurant

Business Need :

An automated Restaurant Management System is required which will automate the day to day processes of various restaurant operations including ordering, billing, kitchen, hall and inventory management.

Business Requirements :

- Customers should be able to scroll through the menu and select the dishes he/she wants.

- Customers should be allowed to cancel/edit the order any time before its prepared.

- The system will allow Customers to provide feedback regarding the food and overall service of the restaurant.

- Customers should be able to request for bill ask for help through the system.

- Head Chef should be able to assign the dishes in an order to chefs according to their specialties.

- Chefs should be able to check dish queues and their status.

- Chefs should be able to check the availability of the Ingredients.

- The system will allow admin to perform CRUD (create, retrieve, update and delete) operations on Staff Members, Menu Items and Inventory.

- Head Chef should be able to mark orders complete approve cancellation of dish or order.

- Hall Manager should be able to mark the bill as paid.

- Hall Manager should receive notification when a particular order is complete.

- Hall Manager should be able to see/edit status of tables reserved and available and their capacities.

- The system should include Popular Payment Gateways so that Customers should be able to pay Bills apart from Cash Payment.

- Using the Payment Gateways, Management should be able to pay the employees.

Business Values :

- Increase of sale : 5,00,000 / Month.

- Reduced cost of Extra Employee : 1,20,000 / Month.

- Advertisement on Menu Display : 30,000 / Month.

- Satisfaction of Customers.

- Referral of Customers.

Constraints :

- System should be compatible and should smoothly run on both older latest versions of both Android & iOS.

- Core system and its user interfaces should be compatible with tablets. However, running on small smart devices is not necessary.