

# **USER STORIES**

**TOPIC : Food Delivery Service with Personalisation**

**SUBMITTED BY :**

**SHON GEORGE**

**NO: 31 , RMCA B**

**Admin User:**

1. As an Admin, I want to be able to create new user accounts so that I can manage access to the platform.
2. As an Admin, I want to review and verify the authenticity of restaurant details during registration to ensure that only genuine restaurants are listed on the platform.
3. As an Admin, I want to update existing user account information to keep it up-to-date.
4. As an Admin, I want to delete user accounts when necessary for security and data management.

**Normal Users (Customers):**

1. As a Customer, I want to create an account on the platform to access food ordering services.
2. As a Customer, I want to browse available restaurants, view their profiles, explore menus, and make informed decisions about where to order my meals.
3. As a Customer, I want to customize specific menu items based on my preferences to tailor dishes to my liking.
4. As a Customer, I want to place orders by selecting my desired menu items, adding them to a virtual cart, and proceeding to place my orders.
5. As a Customer, I want to securely complete payments for my orders using various payment methods for convenience and flexibility.

**Restaurants (Vendors):**

1. As a Restaurant, I want to manage my menu offerings by adding new dishes, updating existing ones, and removing items that are no longer available to keep the menu up-to-date.
2. As a Restaurant, I want to set my operating hours and make necessary updates to my details to provide accurate information to customers.
3. As a Restaurant, I want to view my order history to review past orders, customer preferences, and feedback to continually improve my services and offerings.