

User Story Document: The Butler

(MVP –Restaurant and Hotel Management System)

Project Overview

Project Title: The Butler– Restaurant and Hotel Management System (MVP)

Goal: To develop a simple yet functional hotel and restaurant management system that enables guests to access services by scanning a QR code, allows staff to manage and respond to requests in real time, and provides franchise owners with tools to monitor operations, customer interactions, and staff performance.

Tech Stack

Layer	Technology
Frontend	React.js
Styling	Tailwind CSS / CSS3
Backend	Node.js
Authentication	JWT-based Auth
Database	MySQL / PostgreSQL/MongoDB
API Protocol	RESTful APIs

User Roles

1. Client (no login required)
2. Worker (registered user)
3. Owner (registered user)

Authentication

- JWT-based login and registration for both patients and doctors
- Token-based session handling
- Role-based routing and permissions

Public Website Pages (Accessible Without Login)

As a visitor, I want to explore hospital services, view doctors, and find emergency contact information.

Page Name	Description
Hero Page	Landing section with a welcoming intro, client reviews, and featured hotel/restaurant services.
Dynamic Digital Menus	Interactive, filterable, visual-rich.
Direct Ordering & Add-ons	Like “extra cheese” or “room heater”.
Integrated Payments	UPI, cards, Stripe/Razorpay; include tip option.
Service Requests	One-tap for Waiter, Housekeeping, Spa, Feedback.
Order Status Tracker	Visual progress bar from ‘Order Received’ to ‘Completed’.
Quick Ratings	5-sec emoji or star-based feedback popup after service.

Guest Module (JWT Protected Routes)

As a guest, I want to place service requests, track my orders, and manage my past interactions with the hotel or restaurant.

Feature	Description
Login/Register	JWT-based authentication using email or phone number for secure access to services.
Place Order / Request Service	Choose items from the menu or request hotel services (e.g., food, laundry, housekeeping).
Cancel Request	Cancel any order or service request before it
View Orders/Requests	View current and past service requests (order history, status updates — no payments for MVP)

.. Doctor Module (JWT Protected Routes)

As a staff member (chef, housekeeping, or service personnel), I want to manage incoming service requests and view essential guest details to deliver the right services.

Feature	Description
Login/Register	JWT-based authentication with role-based access (e.g., Chef, Housekeeping).
View Requests	See list of incoming orders or service requests, categorized by type and status.
Accept/Reject Requests	Approve or decline requests based on availability or capacity.
Request Cancellation	Option to mark a request for cancellation due to special circumstances (e.g., item out of stock).
View Guest Details	View basic guest info such as name, room/table number, and request/service details.

🏠 Component-Level Structure (Frontend – React)

<u>Component</u>	<u>Role</u>
Navbar, Footer	Shared layout components
Home, OurServices, MenuOffers, QuickSupport, ContactUs	Public-facing pages for guests to explore services, menu, support, and contact options.
LoginGuest, LoginStaff, RegisterGuest, RegisterStaff	Auth pages
PatientDashboard, DoctorDashboard	Main dashboards
AppointmentForm, AppointmentList, AppointmentCard	Appointment-related components

User Flows

1. Guest (Client) Flow:

-Scan QR Code → View Menu & Services → Login/Register (optional) → Place Order / Request Service → Track Status → Cancel if needed → Give Feedback

2. Staff (Chef / Housekeeping / Service) Flow:

-Login → View Incoming Requests → Accept/Reject → Update Status (In Progress, Completed) → Request Cancel if needed → View Guest Info

3. Visitor Flow:

-Access Homepage → Navigate to Services, Menu, Review, Contact Info → Reach out via Contact Form or Call

Future Enhancements (Beyond MVP)

- Add a loyalty/rewards system for guests.
- Integrate inventory management and POS systems.
- Enable advanced analytics with AI-based insights.
- Support multi-tenant and white-labeling for franchises.
- Allow split billing and enhanced payment options.
- Implement smart AI-based order suggestions and auto-assign tasks.
- Build a Progressive Web App (PWA) with offline support.
- Add multi-language and multi-currency support.
- Introduce staff performance tracking and scoring.
- Enhance security with role-based access control (RBAC).