**Requirements Gathering Document**

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| **No.** | **Group Name (SE25 )** |
| **1** | Taha Shabaan Ali |

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| **Module Name** | restaurant management |
| **Date** | Feb 22nd, 2023 |
| **Version** | 1.0 |

**Requirements**

**(RESAURANT MANAGEMENT SYSTEM)**

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| --- | --- | --- | --- | --- | --- |
| **ID** | **Requirements** | **Date** | **Related features** | **Related stakeholders** | **Type (Functional / Non-Functional)** |
| **1** | Table Management | Feb 22nd, 2023 | * Table reservations * Table assignment and tracking * Real-time table status updates | .   * admin * manager * host | Functional |
| **2** | Menu Management | Feb 22nd, 2023 | * Digital menu display * Item categorization (appetizers, entrees, desserts, etc.) * Pricing and item descriptions * Specials and promotions | * admin * manger. * cashier | Functional |
| **3** | Order Management | Feb 22nd, 2023 | * Order creation and customization * Handling special requests and modifications * Real-time order tracking | * admin * cashier * customer | Functional |
| **4** | Billing and Payment | Feb 22nd, 2023 | * Itemized billing * Splitting checks * Accepting various payment methods (cash, credit cards, digital wallets) * Integration with payment gateways | * admin * cashier * customer | Functional |
| **5** | Reservations and Waitlist | Feb 22nd, 2023 | * Reservation system * Waitlist management * Notifications for table availability * Handling no-shows and late arrivals | * admin * manager * Host | Functional |
| **6** | Customer Loyalty and Feedback: | Feb 22nd, 2023 | * Loyalty programs * Customer feedback collection * Guest satisfaction surveys * Reward management | * admin * manager | Functional |
| **7** | FAQ Section: | Feb 22nd, 2023 | * Commonly asked questions and answers. | * admin * manger | Functional |
| **8** | Search Functionality: | Feb 22nd, 2023 | * A search bar to help users find specific information quickly. | * admin * manager | Functional |
|  |  |  |  |  |  |
| **10** | Staff Management: | Feb 22nd, 2023 | * Employee scheduling * Role-based access control * Time and attendance tracking * Training and certification tracking | * admin * manager | Functional |
| **11** | Inventory Management:  : | Feb 22nd, 2023 | * Stock tracking * Ingredient reordering * Supplier management * Pricing and cost control | * admin * manager | Non-Functional |
| **12** | Security and Compliance | Feb 22nd, 2023 | * User authentication and authorization * PCI DSS compliance for payment handling * Data encryption and security protocols | * admin | Non-Functional |
| **13** | Analytics and Reporting: | Feb 22nd, 2023 | * Sales and revenue reports * Inventory turnover analysis * Customer behavior insights * Performance metrics for staff and kitchen | * cashier | Non-Functional |
| **14** | Marketing and Promotions | Feb 22nd, 2023 | * Email and SMS marketing * Social media integration * Customer segmentation and targeting | * customer support | Non-Functional |
| **15** | Online Ordering and Delivery | Feb 22nd, 2023 | * Online ordering platform * Integration with third-party delivery services * Delivery tracking and order status updates | * delivery person | Functional |
| **16** | Reservation Management |  | * Online reservation system * Table allocation * Reservation confirmation and reminders | * manager * host |  |
| **17** | Mobile App and Website | Feb 22nd, 2023 | * Customer-facing app for reservations and orders * Mobile-friendly website with menu and contact information | * customer | Functional |
| **18** | Customer Support: | Feb 22nd, 2023 | * Helpdesk or chat support for customer inquiries and issues | * manager * customer support * "if exist" | Functional |
| **19** | Integration with External Systems | Feb 22nd, 2023 | * Accounting software integration * POS system integration * CRM system integration | * admin | Functional |
| **20** | performance | Feb 22nd, 2023 | * Determine each user to make a specific number of requests per hour | * admin | Non-Functional |

**main goal**

The main point of this system is to help restaurant administrator manage the restaurant business and help customer for online ordering and reserve table