Stakeholders (RESAURANT MANAGEMENT SYSTEM)

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| **ID** | **stakeholders** | **Feature related** |
| ***1*** | **Administrator** | * Full access to all system features and settings. * User management, including creating, editing, and deleting user accounts. * Setting up and configuring the system. |
| ***2*** | **Manager** | * Access to most system features, with some restrictions compared to the administrator. * Staff management, including scheduling and performance monitoring. * Access to financial and sales reports |
| ***3*** | ***Front-of-*House *Staff*** | * Waitstaff, host/hostess, and greeters. * Table management, order creation, and customer interactions. * Access to the reservation and waitlist systems. |
| ***4*** | **Kitchen Staff** | * Chefs, cooks, and kitchen assistants. * View and manage orders assigned to the kitchen. * Inventory management and ingredient tracking |
| ***5*** | ***Cashier*** | * Handling payments, issuing receipts, and closing checks. * Handling cash, credit card transactions, and digital payments. * Access to billing and payment-related features. |
| ***6*** | ***Host/Hostess*** | * Managing the reservation system and seating guests. * Waitlist management. * Customer interaction and basic access to order status |
| ***7*** | ***Delivery Personnel*** | * Delivery drivers for online orders and third-party delivery services. * Access to the delivery and order tracking system. * Integration with navigation tools. |
| **8** | **Customer Support Representative** | * Handling customer inquiries, complaints, and feedback. * Access to customer information and order history for issue resolution. |
| **9** | **Inventory Manager** | * Monitoring and managing inventory levels. * Placing orders for restocking supplies. * Cost control and pricing adjustments |
| **10** | **Guests/Customers** | * Access the restaurant's mobile app or website for reservations and online ordering. |