**LAB  
SWR302**

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The Food Ordering System is designed to streamline the process of ordering food from various restaurants, managing customer orders, restaurant inventory, and ensuring timely deliveries. The system will allow customers to browse the restaurant menu, customize their meals according to dietary preferences (such as vegetarian, gluten-free, or allergy restrictions), and place orders for pickup or delivery. The system will also manage the communication between the restaurant's kitchen staff and delivery personnel, ensuring efficient order preparation and delivery.

Through the software, customers have the ability to search for food items by categories such as appetizers, main courses, desserts, and beverages. Customers can customize their meals based on their dietary preferences or restrictions and make payment through multiple methods (credit cards, digital wallets, cash on delivery). The system allows customers to track the status of their order in real time, from the moment it is accepted by the kitchen until it is delivered to their location. Additionally, customers can leave feedback or rate the food and service after receiving their order, helping restaurants to improve their offerings.

The system also features an administrative interface for restaurant staff to update menu items, manage inventory, and review incoming orders. Kitchen staff are notified of new orders through the system and can update the order status as it progresses through preparation. Delivery staff are notified when orders are ready for pickup and can use the system to update the order status during transit. The Food Ordering System also integrates with external payment gateways to securely process transactions.

Before confirming an order, customers can review their order summary and total cost, which includes any applicable taxes and delivery charges. Customers can cancel their order within a specific time window before preparation begins. Once the kitchen starts preparing the order, cancellations will no longer be accepted. The system also handles refunds in cases of customer dissatisfaction or issues with the order, based on predefined restaurant policies.

All orders must be paid before the system accepts them for preparation. Once payment is confirmed, the customer is notified of the expected preparation and delivery time. Delivery personnel receive notifications from the system when the order is ready for dispatch, and customers are updated about the delivery status in real time. Upon completion of the delivery, the system automatically closes the order, and customers are prompted to provide feedback about their experience.

The Food Ordering System will also support special promotions, allowing customers to apply discount codes or take advantage of restaurant-specific deals when placing an order. The system ensures a smooth and secure transaction process while enhancing the overall customer experience, offering convenience, flexibility, and real-time tracking capabilities for both the restaurant and its patrons.

**Question 1: (0.5 points)**

**Complete the first page of the Software Requirements Specification.**

**Question 2: (3 points)**

**Draw a context diagram to describe the scope of the required software system that is described in this exam paper.**

**Question 3: (4.0 points)**

**Draw a use case diagram based on the answer in Question 2 and briefly describe the actors and use cases.**

**Question 4: (2.5 point)**

**Write 5 business rules used in the use cases described in Question 3.**