

# **ABSTRACT**

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INTMCA 19-24

## **DineEase Hub – An online restaurant system**

DineEase Hub website is designed to streamline and automate various processes in restaurant such as ordering, reservation, staff scheduling and reporting. It helps restaurant owners and managers efficiently run their operations and enhance customer service.

This website will help customers to have an easy access eat at ease. Customers can order their food, online delivery is available, can book for catering services, can prebook food with table reservation. Early reservation helps customers to save their waiting time for food. Reserved tables will be filled with ordered foods if they place an order. Otherwise, customers can order food directly from restaurant.

A new feature that is available for this restaurant is customers who are interested in cooking can upload their masterpiece dishes photo with recipe to this website and selected dishes will be added to the restaurant's menu.

There are 3 modules in this project:

Admin module, User module and Employee module.

### **Topics to cover in mini project**

#### **Admin Module**

1. User Management: The admin module allows administrators to create and manage user accounts for staff and employees. It includes features to add, remove, or modify user accounts and control access to different functionalities within the system.
2. Menu Management: The admin module enables administrators to manage the menu items and their details. This includes adding, editing, or deleting menu items, setting prices, adding descriptions or images, assigning item categories, and controlling item availability based on inventory levels.
3. Staff Management: The admin module allows administrators to manage staff-related functions. This includes creating and updating employee profiles, managing schedules, assigning roles and permissions, tracking attendance, manage their salary. Can access their attendance and leave.
4. Booking: The admin module allows administrators to approve or reject the bookings for catering service and reservations. Provides booking and payment details of customers.

## **User Module**

1. User login and registration:  
New users to this website can create their account by registering with email. Users who already have account can login to the website and can utilize the features provided in this site.
2. Online Reservations:  
Customers can make table reservations online through the restaurant's website. They can select the date, time, food and party size, view available time slots, make payments and receive confirmation of their reservation. Those selected food will be there in the table when the customer shows their confirmation details.
3. Online Ordering:  
Customers can browse the restaurant's menu, place orders, and make payments online through the restaurant's website. They can customize their orders, specify delivery and can enjoy special offers available to them.
4. Order History:  
Customers can access their order history, allowing them to review past orders, reorder favourite items, and track previous transactions. This feature simplifies the process of placing repeat orders and provides a convenient reference for customers.

## **Employee Module**

1. Employee Profiles:  
The system maintains employee profiles that store information such as personal details, contact information, job title, and employment history. Employees can manage and update their profile.
2. Time and Attendance Tracking:  
The system can include features to track employee time and attendance. It helps monitor punctuality, calculate work hours, and manage overtime or break times. According to their working and overtime working, extra wage will be added to their salary.
3. Employee leave:  
Employees can apply their leave through their login before the day on leave. Leave without specific reasons will lead to a salary cut. Employee attendance and leave can be done through employee login. Employees can check their salary status.

## **Topics to cover in main project**

### **Admin Module**

1. Reporting and Analytics:  
The admin module provides access to comprehensive reports and analytics to monitor various aspects of restaurant operations. Administrators can generate reports on sales, revenue, inventory usage, labour costs, and customer data.
2. Delivery Management:  
If the restaurant offers delivery services, the module includes features for managing delivery orders. It allows staff to assign drivers to orders, estimate delivery times, and provide delivery status updates to customers.
3. Notifications and Alerts:  
The module sends automated notifications and alerts to customers and staff at various stages of the order process. This includes order confirmation, order ready for pickup or delivery, delay notifications, and feedback requests.
4. Sales Prediction:  
Total sales prediction can be done from the sales report using machine learning technologies.

### **User Module**

1. Coupons and Vouchers:  
The customer module may support the purchase and redemption of gift cards or vouchers. They can also redeem gift cards or vouchers as a form of payment. Users can use a coupon card for their orders which will give a reduction or discount in their payments.
2. Feedback and Reviews:  
The customer module may include features that allow customers to provide feedback and reviews about their dining experience. They can rate the restaurant, provide comments, and share their feedback with the restaurant management. This helps the restaurant gather valuable insights and maintain customer satisfaction.
3. Dietary Information:  
The customer module can provide detailed information about dietary restrictions for each menu item. This allows customers to make choices based on their specific dietary needs or restrictions, ensuring a safe and enjoyable dining experience.

4. Catering Booking:

Customers can book for catering service provided in the restaurant. Customers have to add the number of people in the event and they have to select the food items provided for events. Then they can confirm their booking by an advance payment.

4. Customer's recipe:

Customer's masterpiece dish can be uploaded to the website with recipe and selected dish will be added to the restaurant's menu with customer's name as a compliment to customers and to encourage them to make new dishes.

## **Employee Module**

1. Shift Swapping and Availability Management:

The employee module can facilitate shift swapping among employees by allowing them to request and manage shift swaps with their colleagues. It also enables employees to update their availability.

2. Employee Feedback and Surveys:

The feedback and survey module collects feedback from employees to assess job satisfaction, any complaints and suggestions for improvement. It helps identify areas for enhancing the work environment and employee experience.

3. Communication and Collaboration:

The communication and collaboration feature provides tools for internal communication and collaboration among workers and with managers. It may include messaging systems, task assignment notifications.