REQUIREMENT GATHERING
DineEase Hub

Date: 01-08-2023
Guide: Binumon Joseph

1. Project Overview?
   This website provides many options for customers to make it easier through online. Users can order food, make table reservation and can book for catering. Also, users can access their order history, they can provide feedbacks and can redeem vouchers or coupons.

2. To what extend the system is proposed for?
   The users can select items from the cuisines available and can enjoy offers available to them.

3. Specify the Viewers/Public which is to be involved in the System?
   Customers are the viewers mainly involved in this system. Others without an account can also view the system. If someone have to place orders or for any other function, they have to register and create account.

4. List the Modules included in your System?
   1. Admin
      - User management
      - Employee management
      - Menu management
      - Booking management
   2. User
      - Select items
      - Place order
      - Payment
      - Cart management
   3. Employee
      - Employee profile
      - Attendance and leave
      - Delivery management
      - Feedback

5. Identify the users in your project?
   Customers and guest users.

6. Who owns the system?
   The developer or the admin

7. System is related to which firm/industry/organization?
   This system is related to hospitality industry which is a broad category of fields within the service industry that include food and beverage service, hotels, restaurants, etc.

8. Details of person that you have contacted for data collection?
   Anila Issac (Tharavad Hotel, Kanjirapally)

9. Questionnaire to collect details about the project? (min 10 questions, include descriptive answers, attach additional docs (e.g. Bill receipts, certificate models), if any?)

   1. Only registered customer can view this website?
      No, others also can view this website without registering. They can visit the site and can understand the use of this website for users.

   2. How payment is done through this website?
      Payment can be done as cash on delivery or by credit card payment.

   3. Is home delivery available from this shop?
      Yes, home delivery is available only around 5-10 km from the shop.

   4. Do you offer any discounts to customers?
      Yes, special discounts during festival seasons.

   5. How customers can give suggestions to admin?
      Customers can give suggestions and feedbacks through feedback page available to them.

   6. Is the total amount different for online ordering and take-away?
      Yes, online ordering will include delivery charge.

   7. Will there be seasonal menus or daily specials to consider?
      Both type of menus will be available. During festival seasons, seasonal special menu will be available and for other days it will be daily specials.

8. What types of stock or inventory categories do you need to manage?
   Food items, beverages, kitchen supplies, cleaning materials.

9. Do you want the system to allow customers to make table reservations?
   Yes, customers can make table reservation with some details like date and time, party size and number of tables.

10. Are there specific menus or packages available for each type of catering service?
    No, there is only one specific menu for every catering service. Customers can select items according to their party size.