

UNIVERSITY OF SCIENCE  
FACULTY OF INFORMATION TECHNOLOGY



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**PROJECT ASSIGNMENT 0 – GROUP 6**  
INTRODUCTION TO SOFTWARE ENGINEERING

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# Contents

1	Introduction . . . . .	2
1.1	Project name . . . . .	2
1.2	Project description . . . . .	2
2	Target users and environments . . . . .	2
2.1	Target users . . . . .	2
3	Key features . . . . .	3

# 1 Introduction

## 1.1 Project name

- CaRe (Café Review)

## 1.2 Project description

- CaRe is a web application that allows users to rate and review cafés based on various criteria, such as the quality of coffee, food, service, and hygiene. Users can also browse reviews from other customers and find the best cafés near them or in a specific location.
- CaRe aims to help café lovers discover new places, share their opinions, and enjoy their coffee experience. CaRe is a worthy idea because it fills a gap in the market for a dedicated platform for café reviews. Unlike other review sites that cover various types of businesses in the market, CaRe focuses only on cafés and provides more detailed and relevant information for users. CaRe also benefits café owners with a platform in which they can upload information about their cafés and interact with customers' reviews.
- CaRe also offers a booking service that allows customers to reserve a table at their preferred café ahead of time. This way, they can avoid the hassle of waiting in line or finding a seat when the café is busy. This feature is especially beneficial for customers who want to visit popular and crowded cafés. As a customer-centric application, CaRe also provides a feature that allows users to report cafés that violate the standard or provide poor service.
- In conclusion, CaRe is an innovative web application that aims to improve the experience and satisfaction of both users and café owners. By providing a platform for users to discover, review, and connect with cafés that match their preferences and needs, CaRe fosters a sense of community and culture among café lovers. At the same time, CaRe enables café owners to attract more customers, receive feedback, and promote their businesses effectively. CaRe is a valuable tool that can enhance the café industry and create a win-win situation for everyone involved.

# 2 Target users and environments

## 2.1 Target users

- Young and coffee-loving customers (also known as "coffeholics") who are looking for the perfect spot to sip their favorite beverage or to experience the

lively vibe of the city. CaRe helps users discover and compare different cafés based on their preferences, ratings, reviews, and location.

- CaRe is a digital platform that helps café owners showcase their businesses and engage with customers online. With CaRe, café owners can create profiles for their cafés, share information about their menus, services, and promotions, and respond to customers' reviews and feedback. CaRe also helps café owners learn from their customers' preferences and suggestions, and improve their businesses accordingly.

### 3 Key features

- **Booking management** is a feature that allows users to reserve a table at their preferred café in advance. This way, they can avoid waiting in line or missing out on their favorite beverage. Users can select the date, time, and number of people for their reservation. They can also cancel or modify their reservation at any time, as long as it is before the cut-off time set by the café. Booking management is a convenient and easy way to plan ahead and enjoy a relaxing coffee break.