**Problem statement**

1. Customers may face inconvenience when ordering food:

* Customers need to go to the counter to know the types of food and drink.
* Customers will need to queue up to order their food.

2. Customers cannot enjoy the delivery service easily:

* Customers need to call the restaurant for delivery and this may cost them.
* Customers may not having the menu with them when they are ordering.

3. Customers may face difficulties on reserving the restaurant during general days and some special days:

* Customers need to call the restaurant for reserving and this may cost them.
* Customers may not having the menu with them while reserving.

4. Customers cannot check their reservation:

* Customers may forget the details of their reservation.
* Customers will not have any idea to check their reservation.

5. Customers may face inconvenience to cancel their reservation:

* Customers need to call the restaurant for cancelling their reservation and this may cost them.
* Customers may not cancel the reservation as they feel it is troublesome and this will make the restaurant having inconvenience.

6. Customers can only make payment at the counter:

* Customers might need to wait for a long queue at the counter to make payment.
* It is inconvenient for the restaurant to keep a big amount of cash at the counter.

7. Restaurant may not receive the feedback from customers easily:

* Customers have no chance to give their feedbacks after spending at the restaurant.
* The quality of the restaurant cannot be improved.

**Project objective**

1. Customers become more convenience when ordering food:

* Customers need to go to the counter to know the types of food and drink.
* Customers will need to queue up to order their food.

2. Customers cannot enjoy the delivery service easily:

* Customers need to call the restaurant for delivery and this may cost them.
* Customers may not having the menu with them when they are ordering.

3. Customers may face difficulties on reserving the restaurant during general days and some special days:

* Customers need to call the restaurant for reserving and this may cost them.
* Customers may not having the menu with them while reserving.

4. Customers can check their reservation:

* Customers may forget the details of their reservation.
* Customers will not have any idea to check their reservation.

5. To make the cancellation process become more easy and convenience.

* Cancellation can be made online so that cancellation process of the reservation become easy to the customers.

6. For customers to make their payment via

* Customers might need to wait for a long queue at the counter to make payment.
* It is inconvenient for the restaurant to keep a big amount of cash at the counter.

7. The feedback page provide a platform for customers to give the feedback about the restaurant.

* Customers can rate the restaurant at the feedback page.
* The quality of the restaurant can be improved through the result of feedback.

**Task allocation and scope**

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| --- | --- | --- |
| Name | Module | Module description |
|  | 1. Main Menu Module | This module allows customers to choose whether they want to dine in, reserve the restaurant, ask for delivery or give feedback. |
|  | 2. Dine In Module | This module allows the customers to view the menu. Customers can start their order. After ordering, it will list out the order and calculate the total cost. |
|  | 3. Edit Order Module | This module allows customers to edit their order if they choose wrongly. They can confirm what their order. |
|  | 4. Reservation Module | This module allows customers to choose having new reservation, checking reservation, and cancelling reservation. |
|  | 5. New Reservation Module | This module allows customers to choose reservation for general, special event. If they are not going reserve, they can back to menu. |
|  | 6. General Reservation Module | This module give customers to enter number of people, dine-in date, and time. Customers need to enter their personal details (name and hand phone number). They will need to confirm what they have entered. |
|  | 7. Special Reservation Module | This module allows customers to choose special event packages. They have to enter number of table they needed, dine-in date, and time. They are also needed to enter their personal details (name and hand phone number). |
|  | 8. Check Status Module | This module allows the customer to check their status by enter the code. |
|  | 9. Cancel Reservation Module | This module allows the customer to enter the code so that they can cancel their reservation. |
|  | 10. Delivery Module | This module allows the customers to view the menu. Customers can start their order. After ordering, it will list out the order and calculate the total cost. Customers need to enter their personal details (name, address and hand phone number). They will need to confirm what they have entered. |
|  | 11. Payment Module | This module allows the customers to choose whether they want to pay by cash on or via card. |
|  | 12. Feedback Module | This module allows the customer to give feedbacks and leave comments for the service that had been provided by the restaurant. This module is needed so that the restaurant may know the customers dissatisfaction and will try to improve the service provided in the future. |
|  | 13. Exit Module | This module allows the customer to exit the system and display “Thank You”. |