

USER'S MANUAL

RESTAURANT MANAGEMENT SYSTEM

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Revision Sheet

Release No.	Date	Revision Description
Rev. 2	12/03/17	User's Manual Template and Checklist
Rev. 1	10/30/17	Detailed version of each jsp page
Rev.0	09/30/17	Requirements Discription

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1.0 GENERAL INFORMATION

1.1 System Overview

1.1.1 Restaurant Management System:

The proposal is to create an online reservation system for a restaurant, besides providing other features like employee portal, and a job portal for the particular restaurant..

1.1.2 Scope and objective:

This project will focus on online reservation system, employee portal and creating a job portal where individuals can look for the open job positions and drop an application for the position they are interested in. It also features a rating where customers are encouraged to post their views on the restaurant so that the restaurant can improve its functioning based on the ratings.

1.2 Project References

Swagath Restaurant, Hyderabad website was used as a reference to build this web application/

1.3 Organization of the Manual

The user manual is organised as follows. The general introduction about the application is dealt in section 1, followed by the information related to the system configurations required for the application and the intended users in the section 2. In the section 3 details with respect to the web pages and their interactivity is discussed. In the section 4 different functions of the user roles are described and how to access the different roles of the users is described. Recommendations and future improvements are dealt in the section 5.

2.0 SYSTEM SUMMARY

This section describes the system configurations required to be met to run the application successfully. Further identifies the probable users for this applications and discuss the different roles of the users.

2.1 System Configuration

We are developing a web based application for a restaurant. Using J2EE jsps, mysql aligning in mvc pattern. The requirements to run and build the application can be Eclipse IDE, MySql workbench and internet connection.

2.2 User Access Levels

This website can be used by any customer to make a reservation at the restaurant. This website helps the user(manager) to make changes to the menu and update the reservation of a customer and it can also be used by individuals who are seeking employment in the food industry.

Users can be categorised in to three major types firstly customers/guests, current employees, future employees. Customers or guests are the individuals who visit the restaurant. This web application serves as a medium for them to look in advance what the restaurant has to offer for them with respect to the food and different cuisines available at the restaurant. Current employees are the individuals who are working at the restaurant, they have been further classified based on their roles. Namely part time, full time and manager. This application can be used by them to make changes to the personal information in the database and higher level employees are given privilege to edit the reservations, edit the menu and act on the applications of the future employees. Future employees are the individuals who are seeking employment at the restaurant. This web application serves as a medium to submit their interest for the job by filling the employee interest form.

3.0 GETTING STARTED

This section provides a general walkthrough of the system from initiation through exit. The logical arrangement of the information shall enable the functional personnel to understand the sequence and flow of the system. Use screen prints to depict examples of text under each heading.

3.1 System Menu

This section describes in general terms the system menu first encountered by the user, as well as the navigation paths to functions noted on the screen.

3.1.1 Content of the web application:

This website has 6 html pages which provide different functionalities. The webpages are named as home, menu,reservations,about us,employee login, job application. The content of each page is explained in the Html section.

HTML Pages

About Page:

Purpose: This page gives information related to the restaurant details viz address and the branch locations. Like when the restaurant was established and who started it and any special listings that the restaurant may have(honors or achievements).

Audience: Open to all the public.

Home page:

Purpose: This html page is the main page of the web application. We can navigate to other html pages from this main page. It has information related to the working works displayed and the contact details of the restaurant which allows the customers to approach the management easily.

Audience: Open to all public.

Datafields: All the information related to the restaurant be in text.

Menu page:

Purpose: The purpose of the menu page is to give details with respect to the available food items at the restaurant for dining and take away. All the details will be arranged in section wise pattern so that the customer finds it easy to look and order his dishes.

Audience: Open to all public.

Datafields: Information related to the menu of the restaurant organized into different sections.

Reservation page:

Purpose: This page allows the user book or make reservations for dinner,lunch,brunch,breakfast. With respect to the business logic this page offers a provision to edit or delete a previous reservation made when logged in as an employee into the application.

Audience: Open to all public

Datafields: Will have fields like type(a basic dropdown with fields breakfast,dinner,lunch,brunch), name of the guest, number of guests accompanying and a submit button.

- ❖ Upon filling the details and clicking the submit button the data of the guest will be stored in the database with a unique guest id.
- ❖ When logged in to the application as an employee you have a provision to change the reservation made by the customer.

Validation: All the data fields in the page should be filled.

Employee Login page:

Purpose: This page is exclusively designed for the employees and the future employees of the restaurant to access to their details and functionalities. For the current employees it helps to access their information(personal) and gives a privilege to update the personal information.

- ❖ Employees are classified into three different sections(full time employee,part time employee, manager level). Manager level employees are given full access and provided with additional functionalities like making changes with the reservation and menu.

Audience: Open to all public

Datafields: ID

Passkey

Type of employee(radio buttons for type)

Submit (radio button)

- ❖ If the type of employee is parttime or fulltime after the submit button is clicked they are navigated to a new page with links to access their personal information.
- ❖ Upon clicking personal information you can see the details and can edit the details.
- ❖ If the type of employee is manager, he/she are navigated to a new page with links to access their personal information, edit the reservation, edit the menu.
- ❖ As a manager you can edit the reservation by clicking on the edit reservation link and typing their unique guest id.
- ❖ As a manager you can edit the menu by clicking on the edit menu link and with the help of the name of the dish.
- ❖ Any changes made with respect to the personal details or menu or reservations will be reflected in the database.

Validation: All the data fields should be filled.

Job Application Page:

Purpose: This page serves as a platform to seek attention of the future employees they can give their details and create an account by filling a form.

Audience: open to public (intended for future employees)

Datafields: personal details of the future employee viz..

Full name:

Date of birth:

Educational details:

Experience:

Contact details:

Skills/achievements:

- ❖ user will be directed a page with a link to fill an employee application form. The employee application form contains data fields pertaining to the personal details of the user.

4.0 USING THE SYSTEM

This section provides a detailed description of the web application functionality with respect to different users from initiation through exit, explaining in detail the characteristics of the required input and system-produced output.

4.1 As a Customer:

This section describes the use of the application with respect to the customer point of view. It has details how the web application can be used by customer and its specific functions.

4.1.1 View the menu:

This web application has a menu page which facilitates the customers to pick their favourite choice of dishes and order them at a glance. The menu is further split in to sub categories based on different cuisines and type of the meal served. This is a great feature which gives an opportunity for the customers to make a takeaway order by giving them the list of things available at the restaurant online.

4.1.2 Make the reservation:

Make a reservation is the major offering of this web application to its users. A customer or a guest can make a reservation for himself online for the particular meal time by providing certain details. The customer or the guest needs to fill out his name, number of guests accompanying him at the time of reservation and the reservation type (lunch or breakfast or dinner). This reservation request is monitored by the manager of the restaurant. If the guest does not arrive at the time manager may be forced to cancel the reservation.

4.2 As a current employee

This section describes how the web application can be used by the employees of the restaurant.

4.2.1 Login

Web application comes with a feature of login for all its employees irrespective of their role.

4.2.2 Logout

Web application comes with a feature to logout the session of the employee. This log in and logout features can be extensively used by the employer to monitor the clock in and clock out time in the future.

4.2.3 Edit personal information:

The web application offers a special feature for the employees to make changes to their personal information. They can make changes in the details provided under different categories and make the employer aware of the changed details. This can be instrumental in constantly monitoring the qualifications and contact details of the employees at the work station.

4.2.4 Edit the menu:

Edit menu facilitates the restaurant manager to dynamically change the menu add or delete the items depending on the season. This provides a feature to add any special for a particular day and boost the customers to eat the special dish. Edit menu also include making changes to the price for each item on the menu if necessary.

This additional feature is currently restricted to the manager level employee to provide integrity at the work place.

4.2.5 Respond to applications:

The manager level employee can act on the applications of the future employee. He can contact the future employee and can schedule for an interview.

4.2.6 Edit the reservations:

Edit reservations privilege is given to the manager level employees. A manager can act on the previous reservations made and act on the reservations. He has right to cancel the reservation if the customer does not show up or if the guest request for any additional seating.

4.3 Future Employee

4.3.1 Job application:

Any individual who is interested to work at the restaurant can express his interest to work by filling an application form. This employee application form asks the interested individual his

personal details and qualifications. This application will also seek details with respect to what role the individual is interested in.

4.3.2 Acknowledgement:

An acknowledgement E-mail will be sent by the restaurant management for the applicant to monitor the status of his application.

5.0 Recommendations:

The web application has a lot of potential to be used as a common platform for any giant hotel chain that has multiple branches. This serves as both an employment portal and a reservation system model. Several advanced features like embedding a google calendar to the application we can make the login and logout function of the application serve as the clock in and clock out functionality and effectively manage the work hours of the employees. Another enhancement to the application would be to provide a feature to edit the reservations made by the customers by themselves. Sometimes the number of guests accompanying the customer can not be fore said and someone may join them at the last moment to avoid any such things it would be better if the application comes with an inbuilt feature where the customer can edit his reservation.