







Flow Model Descriptions

Flow model: User

This flow model shows the interaction with the restaurant, the user and the host/hostess. This specific diagram is identifying the user as being the most important stakeholder in this diagram. The user is the stakeholder that interacts with the host/hostess and the restaurant/manager in order to get a reservation at a restaurant. The user in this diagram is first deciding to go out to dinner. From there the user is choosing what type food that they want, and maybe chooses restaurants that are nearby him/her. The user then decides whom they want to dine with, and then calls the restaurant to reserve a table. The user tells the host what they want and need for their reservation. The host/hostess agrees upon the reservation and checks availability and ensures the user will get what they asked for. The host will then interact with the manager/restaurant if something is needed. The restaurant/manager will agree to the host's requests and maintains good restaurant standard. Also, the manager/restaurant will provide the user offers, and deals for the user to use in order to come back the restaurant. Furthermore, the user will talk to the restaurant/manager if anything urgent is needed.

Flow Model : Host/Hostess

This flow model shows the interaction with the restaurant, the user and the host/hostess. This specific diagram is identifying the host/hostess as being the most important stakeholder in this diagram. The host/hostess is the stakeholder that interacts with the user and the restaurant/manager in order to provide a table for the user. The user in this diagram is choosing what restaurant they want, what type of food they want, and calling the restaurant to reserve a table. The hostess/host would receive a reservation request from the user and asks the user what they need and want for their reservation. The hostess/host would then agree to the following requests from the user. The hostess/host would then check the availability, and ensures that the table and such needs will be present when the user arrives. The host/hostess waits upon the user. The restaurant/manager would receive information from the host/hostess that reservation(s) have been made. The manager/restaurant checks the status of the restaurant and tells the host/hostess any other information if there is a change in plans or something has happened. The hostess/host also tells the manager/restaurant if something goes wrong, or needs help. The restaurant/manager also provides the user information about the restaurant for the app. The user also interacts with the manager/restaurant if they are having poor service.

Flow model: The restaurant/manager

This flow model shows the interaction with the restaurant, the user and the host/hostess. This specific diagram is identifying the restaurant/manager as being the most important stakeholder in this diagram. The restaurant/manager is the stakeholder that interacts with the host/hostess and the user in order to provide good service at the restaurant and allow the user to reserve a table at the restaurant. The restaurant interacts with the host when the host gets the reservation from the user. The restaurant/manager will check the status of the restaurant and try to maintain good standards/service to the restaurant. Also, the restaurant/manager will frequently check with the host/hostess to check if there are any problems. Vice versa, the host will interact with the manager/restaurant if they are in need of help or a service. The user will either proceed to talk to the manager/restaurant if something is not correct, or the manager/restaurant will walk by to ask if there is anything needed. The restaurant/manager also provides the user coupons, rewards to come back to the restaurant, in addition to information about the restaurant on the application.