

# Database Project

## Project Scope Document

I210844 – Abdullah Chaudhary

I210492 – Zainab Ali

### Project Description:

- **CampusBites:** A cafeteria management system designed to improve customer satisfaction and smooth service provided by the crowded college cafeterias.
- **Key Modules:** It shows various modules for order management, cashier operations, menu administration, order processing, and reporting tools.
- **Optimized Service:** Improvised to adapt client experience, aims to boost the efficiency of the management system in the fast-paced environment of cafeterias.

### Problem Statement:

- **Inefficiencies in the Way Things Are Now Done:**

Extended wait times and checkout lines brought on the inefficient handling of orders and payments. Inventory management issues raise the risk of overstocking or shortages of certain ingredients.
- **Effect on Revenue and Customer Satisfaction:**

Customer satisfaction levels are directly impacted by these inefficiencies. In the end, they have a detrimental effect on the creation of revenue.
- **Need for a Simplified Framework:**

Unmistakable need for an approachable system to deal with these problems. Efficient order processing, payment handling, and inventory management are the main objectives.

### Problem Solution:

CampusBites provides an all-inclusive solution by combining modules that deal with various aspects of cafeteria management. Using loyalty programs, precise inventory tracking, and effective order processing, the system aims to improve customer satisfaction and streamline customer service.

### Advantages/Benefits of the proposed system:

- **Efficiency Improvement:** Simplified order processing and billing lead to shorter wait times and an overall gain in efficiency.
- **Precise Inventory Control:** Prevents excesses and shortages and ensures a consistent supply of ingredients.

**- Improved Customer Experience:** User-friendly ordering and payment interfaces contribute to pleasant eating experiences.

**- Loyalty programs:** Promotes recurring business, fosters consumer loyalty, and increases revenue.

**-Effective Online Order Processing:** Promotes consumers to place online orders using their smartphones.

**Scope/List of features:**

- Café Manager
- Cashier
- Inventory Manager
- Customer

**Planning Approach:**

Three essential components form the basis of CampusBites' all-encompassing improvement strategy:

**Market-Driven Menu & Pricing:** New seasonal items increase sales, and menu changes and price modifications are based on market research.

**Effective Operations and Inventory Management:** Automated reordering, vendor connections, real-time inventory tracking, and cost optimization techniques reduce overstocking and stockouts.

**Sturdy Financial Management:** Close attention to detail, frequent reporting, and budget reviews find ways to save costs without sacrificing quality.

This strategy incorporates customer-centric methods:

**Customer satisfaction driven by feedback:** Frequent feedback gathering, quick problem solving, employee development, and loyalty initiatives improve service quality.

**Customized Cashier & Inventory Management:** Order management, inventory control, and effective payment processing simplify operations.

**Menu Optimization & Order Handling:** Real-time tracking, fast order adjustment, intuitive ordering, nutritional information, and dynamic menu changes enhance the consumer experience.