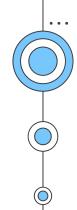


# Optimizing Operations: MIS Recommendations for EVEREST CUISINE



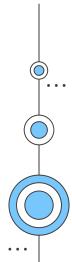




# 01 ORGANIZATION

A. Context and General Information

B. Business Strategy





# A. Context and General Information



### **Business Introduction**



Everest Cuisine is a new restaurant located at 1846 Carling Avenue. It serves a mix of Indo-Nepalese Chinese and sushi dishes. Even though it has only been open for two months, it has already become popular in the area because of its tasty food and genuine flavors.

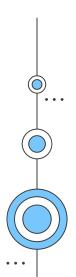
Industry: Food and Beverage

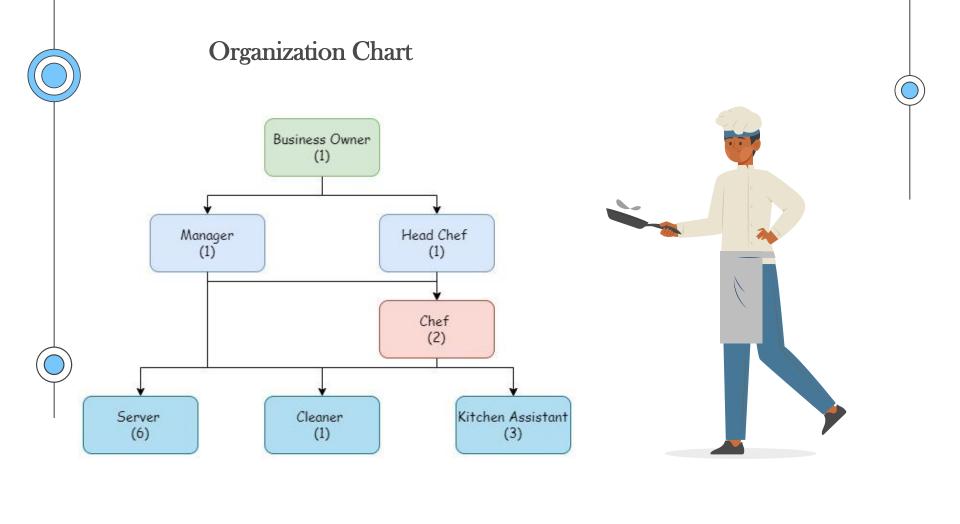
Economic Group: Local Restaurants

Competitors: The Momo Spot, Ayini, Sapporo Sushi, Momo Bistro

Incumbents: The Biryani Wala, East India Company, RamaKrishna Indian Restaurant

• • •





# B. Business Strategy



#### **BUSINESS MOTIVATION MODEL**

#### MEANS

#### Mission

.........

Becoming the local go-to for diverse culinary experiences. offering high-quality, authentic Indo-Nepalese Chinese and sushi dishes in a culturally rich atmosphere.

#### Course of Action

Strategy: Expand market presence by leveraging unique offerings and exceptional service to attract customers

Tactic: Partner with tourism agencies, hotel, food enthusiasts and reviewers, local; offer promotions and

#### Directive (Principle)

Business Policy: Maintain high standards of food quality and service to uphold the restaurant's reputation and attract new customers

Business Rule: All ingredients must be sourced freshly and locally, adhering to strict quality standards.

#### INFLUENCER

External Influencer Local food critics, tourism boards, and social media influencers who can promote Everest Cuisine and attract customers.

Internal Influencer Chef. Manager, and key staff members responsible for ensuring adherence to quality standards and customer satisfaction.

#### **END**

#### Vision

Establishing Everest Cuisine as a globally renowned culinary destination for diverse Indo-Nepalese Chinese and sushi cuisines, epitomizing excellence, innovation, and cultural richness.

#### Desired Goal

Goal: To achieve widespread recognition and acclaim for Everest Cuisine as a leading restaurant brand in the culinary industry.

#### Obiectives:

- 1. Enhance brand visibility by 25% through focused marketing and social media by 2024. 2. Boost customer retention by 15% with exceptional service by 2024.
- 3. Innovate menu with four new items guarterly. reflecting customer feedback and culinary trends. 4. Forge alliances with three local suppliers for
- fresh ingredients by end of 2024.

#### ASSESSMENT

#### Potential Impact

External influencers: Local food critics, tourism boards. and social media influencers can boost Everest Cuisine's reputation and attract customers through their reviews, endorsements, and recommendations.

Internal influencers: Chef maintains dish quality, while the manager oversees operational efficiency, and key staff members provide personalized service. collectively enhancing customer satisfaction, retention, and loyalty.



#### **CANVAS MODEL**

#### **Key Partners**



i. Suppliers for fresh ingredients

ii. Delivery Platforms (Uber, Doordash)



#### Key Activities



- i. Menu Development
- ii. Food Preparation and Cooking
- iii. Customer Service

# Key Resources

- i. Skilled chefs and staff
- ii. Fresh ingredients
- iii. Online presence and marketing materials

#### Value Propositions



Diverse range of cuisines (Indo-Nepalese Chinese and sushi)

Fresh authentic dishes

Welcoming and culturally rich atmosphere

#### Customer **W** Relationships

- i. Exceptional Service
- ii. Personalized Interactions
- iii. Understand the needs and response to feedback

#### Channels |



- i. Physical Store
- ii. Online Delivery Platforms



#### Customer Segments

- i. Local Residents
- ii. Tourists
- iii. Food enthusisasts

#### **Cost Structure**



- i. COGS
- ii. Labour Cost
- iii. Operating Expenses
- iv. Marketing and Advertising Expenses
- v. Delivery Partner Fees
- vi. Administrative Expenses
- vii. Training and Development

#### Revenue

i. Sales from restaurant dine-in

ii. Online orders through delivery platforms

iii. Take aways





#### VALUE SYSTEM MODEL



#### FIRM INFRASTRUCTURE

- Establishing and maintaining physical store locations with appropriate facilities and amenities.
- Managing administrative tasks related to finance, legal compliance, and business operations.

#### **HUMAN RESOURCES MANAGEMENT**

- Recruiting and training skilled chefs and kitchen staff to maintain quality standards in food preparation.
- Developing training programs to ensure staff are knowledgable about menu offerings and service standards.

#### TECHNOLOGY DEVELOPMENT

• Investing in technology tools to enhance operational efficiency and customer experience.

#### **PROCUREMENT**

- Establishing relationship with reliable suppliers
- Negotiating favorable pricing terms for bulk purchases

#### INBOUND LOGISTICS

- Procurement of high quality, fresh
- ingredients. Efficient
- inventory management system

#### **OPERATIONS**

- Food preparation Consistency and
- quality
- Cleanliness and hygiene

#### OUTBOUND LOGISTICS

- · Packaging and presentation of dishes
- Coordination with delivery partners for online orders

#### MARKETING SALES

- Marketing campaigns to promote diverse cuisines
- Managing online presence
- Sales activities and discounts

#### SERVICE

- Exceptional hospitality and welcoming environment
- Attentive service for customer satisfaction







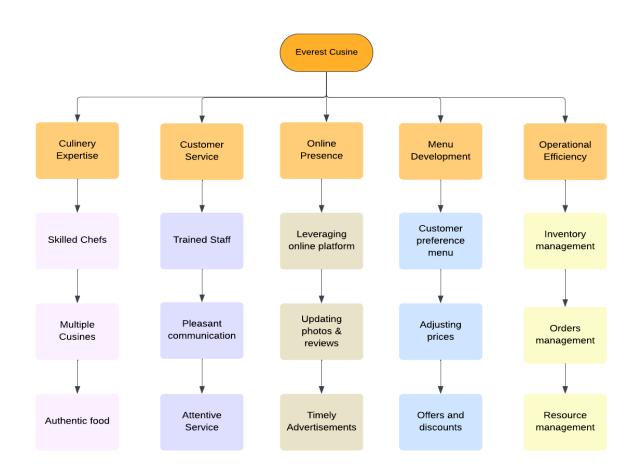


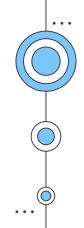


Support Activities



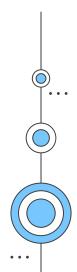
### **CAPABILITY ANALYSIS**





# 02 OPERATIONS

A. Process Identification





## A. Process Identification

High Level Process

MIS as per Process

1. Order to Cash

SoftPOS

2. Procure to Pay

ChefDesk

3. Plan to Produce

**HDRestaurant** 

4. Hire to Retire

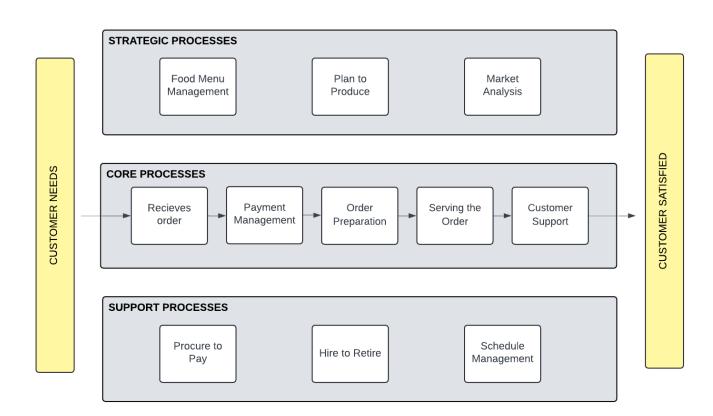
Google Docs and Google Sheets

5. Market Analysis

**Brizo Food Metrics** 

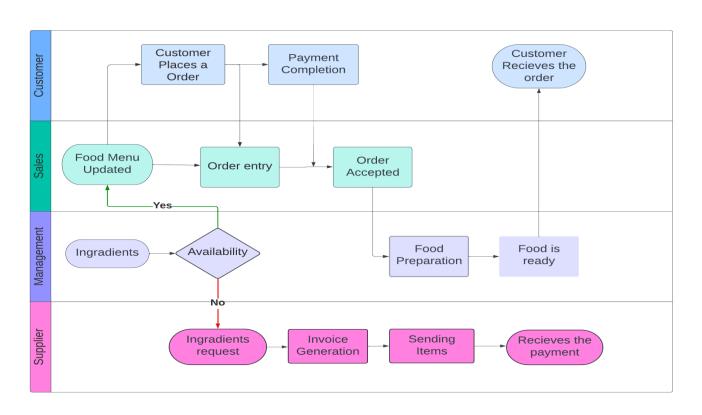


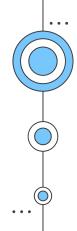
# Process Map Diagram





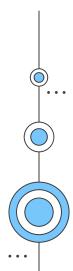
# Business Process Diagram



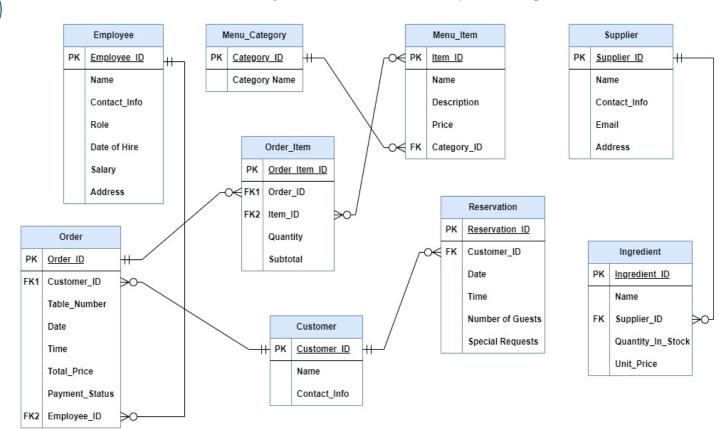


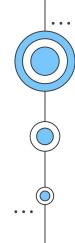
# 03 DATABASE DESIGN

A. Entity Relationship Diagram



# A. Entity Relationship Diagram

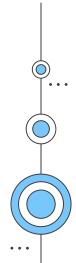




# MIS RECOMMENDATION

A. Pain Points

B. Our Solution



# Order to Cash

PAIN POINTS



Limited customization options

Lack of advanced reporting and analytics features.

Restrictions high-value on transaction amounts and frequency.

Requirement for reliable technical support during implementation and operation.

Hire to Retire

**Employee Documentation** 

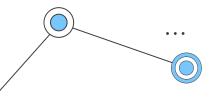
Employee Scheduling Issues

Lack of Proper Clock Timing Record

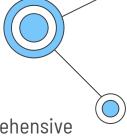
Time-Consuming

Limited Visibility

Difficulty in Managing Changes



# **Our Solutions**



#### 1. Order to Cash

Odoo: <u>Odoo</u>, an open-source ERP (Enterprise Resource Planning) software, offers a comprehensive suite of applications that streamline the entire Order-to-cash process.

#### Advantages of Using Odoo in Everest Cuisine

- A. Accurate Billing with Reduced Errors
- B. Detailed Reporting and Analysis
- C. Improved Customer Experience
- D. Streamlined Operations and Productivity
- E. Flexible
- F. Trial and Demos Provided

<u>Platforms Module Involved:</u> POS Kitchen Display

Roles Required: Cashier/Order Reciever Server Chef Kitchen Assistant



#### Demo Database in Odoo

https://www.odoo.com/my/databases

### Tasks Involved

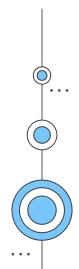
Opening Session

Taking Orders

Forwarding Orders for Food Preparation

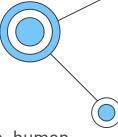
Order Fulfillment

Payment and Invoicing





# **Our Solutions**



Homebase: Homebase is a cloud-based time tracking and scheduling solution that helps human resources personnel organize and manage employee schedules, timesheets, and payroll. Users can build employee schedules using a drag-and-drop interface. Schedules can be sent to employees via text message or email.

#### <u>Advantages of Using Homebase in Everest Cuisine</u>

- A. Tailored for Restaurant Operations
- B. Efficient Workforce Management
- C. Accurate Time Tracking and Compliance
- D. Enhanced Communication and Coordination
- E. Cost-Effective Solution

Platforms Module Involved: Hiring Team Schedule Timesheets Messaging Terminating

Roles Required: Business Owner, HR Managers



### Demo Database in Homebase



Employee View: <a href="https://app.joinhomebase.com/profile#04/06/2024">https://app.joinhomebase.com/profile#04/06/2024</a>

#### Tasks Involved

Hiring (Job Vacancy and Applications)

Shift Scheduling

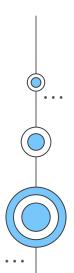
Time Clock Module

Team Communication

Labour Cost Management

**Employee View** 

Terminating





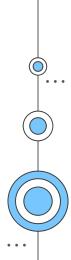


### Business-to-Customer (B2C)

Transactions and interactions between businesses and individual consumers facilitated on the Internet.

- Everest Cuisine has online platform where customers can order the food items they
  like and get them delivered to their homes, offices etc., through our own website or
  apps like DoorDash, UberEats.
- The website is user friendly, very simple and easy to understand.
- Customer can customize the food items in a way they like adding extra spice etc.,
- Customers also can get a discount of 10%, when ordered more than two menu items.







# Thank You

