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Current System Description

The scope of our project pertains to the systems involved in the taproom. Klaus Brewing Company does not have a loyalty program in place nor a way to get in contact with clients. They do advertisements around the taproom by printing flyers and posting them in the bathroom and customizing their menu boards. They also might post advertisements via the website.

The taproom is over-serving customers. Their current system within scope includes a system which is employed to sell customers merchandise and/or bier. The order is placed via the POS system. The customer has the option of keeping a tab open or paying now. If a customer chooses to keep a tab open, they will hand the biertender their credit card which is filed by the last name. When they want to close the tab they will go back to the biertender, give their name, and finish paying. If they pay now, the customer just hands the biertender their method of payment. There are three methods of payment: cash, credit card, and tokens. Tokens are sold in pairs of two and three. A customer buys tokens and they are allowed to cash them in for any core beer which is Klaus Brewing Company’s main bier. Once they finish making their payment they will receive a receipt.