# Business requirements specification (BRS)

## 1. Introduction

### 1.1 Business Purpose

Citrola's On College Inc. is a family owned Italian Restaurant and Pizzeria located on 8841 College Parkway Fort Myers, FL. There is also a Citrola's located on McGregor but we will focus on the one on College. Citrola's serves New York Style pizza and made from scratch Italian cuisine. There is a big emphasis on 'from scratch' as this is emphasized a lot to customers. They can substitute, add, or reject certain items based on allergy or simply if they don't want it a certain way. As the winter season rolls around, the restaurant gets full from open to close with returning snowbirds and new customers. This large influx of people requires their items, food, beverage, and alcohol inventories to always have stock so that they never run out and upset people who really wanted an item. While restaurants run out of a specific item once in a while, it doesn't help when your inventory is counted manually and ordered manually by writing. A new inventory management system that keeps the stock of items in real time and allows easier access of ordering will be a great way to ensure stock never runs out on an item and that the customers stay happy.

### 1.2 Business Scope

Citrola's On College emphasizes fresh made from scratch Italian cuisine and New York style pizza. This small family owned business has a scope of sales, customer service, and little marketing. The majority of sales come from dinner service whether that be dine in or carry out orders. They also offer catering services. There aren't many divisions or departments in this small restaurant unless you divide the lunch shift from the dinner shift. The owners of the business are also the managers.

### 1.3 Overview

This was not discussed.

### 1.4 Definitions

None were discussed.

### 1.5 Major Stakeholders

- Owners - in charge of managing staff shifts, paying bills, and paying for food, beverage, item, and alcohol orders
- Head Chef- in charge of counting food, item, and beverage inventory as well as ordering it
- Chefs- cooks the food using up food and inventory
- Salad Maker/Cashier - also makes salads using inventory, takes to go orders, completes cash transactions
- Servers - attend to customers, serve alcohol, food, beverages, count alcohol and order alcohol
- Suppliers - receive orders through text

## 2. References

Robin Gorry (Citrola's On College Owner)

## 3. Business Management Requirements

### 3.1 Business Environment

At Citrola's on College Inc. alcohol orders are separate from food, items, and beverages orders. This business has a food service license as well as a liquor license to distribute these items that are being ordered. Unfortunately, things are ordered the old fashioned way through manual counting and manual writing which both result with pictures being taken and sent to the respective supplier. This form of keeping inventory can be very repetitive as each item has to be written every time a new order is being prepared for the week. It can also be hard to keep track of items since some go faster than other during season (winter) since more people makes the frequency of orders increase.

### 3.2 Mission , Goals , and Objectives

The proposed inventory system will keep a record of every single food, item, beverage, and alcohol currently stored at the restaurant. It will be easily updatable, keep count of all items, alert when running low on items, and make ordering more efficient. This will ensure the long tedious task of manually counting is reduced giving more time to employees to do other work. It will also ensure that items never run out keeping customers happy. Lastly, it will account for all items making sure items never go bad (monitoring expiration dates) leading to more money saved from lost items.

## 3.3 Business model

As mentioned earlier, this system will help save time employee have to take to order items leading to more time on tasks to be done elsewhere as well as elimination of error from over or under ordering an item leading to more money saved. It will work with the current suppliers to receive orders through text or email in a pdf or txt format of their choice.

## 3.4 Information Environment

An organizational database would be nice here since there isn't a concrete record of every current item at Citrola's On College Inc. This database would help of viewing all inventories, easier ordering, and exporting of this data to authorized people.Business Operation Requirements

# 4.Business operational requirements

## 4.1 Business Processes

Chefs, Salad Maker/Cashier, and servers all interact with the inventory by taking items out of them yet the Head Chef and one of the Servers actually ends up counting their respective inventory. Everyone would have access to the inventory and to update its contents easily but only the owners, head chef, and one of the servers would be authorized to order items for the inventory. The updating inventory is crucial as everyone is taking out of the inventory to serve customers so they should update what they take out or use up.

## 4.2 Business operational policies and rules

- Rotate older items to the front and newer items to the back
- Save all alcohol containers for easier counting and tracking
- Wash all food items due to health and safety regulations
- Always close cooler doors and check temperature every couple of hours and log it
- Store items/consumables neatly and in the correct spot for easy access
- Check for expired items every day in freezers, coolers, etc.

There are more but I don't think they are directly related to the proposed system.

## 4.3 Business operational constraints

Owners should receive a receipt for any orders placed. Everyone will also be notified if stock is running low for an item.

## 4.4 Business operational modes

In the case of a power outage or system failure, the system database will be exported to a file that only the owner or head chef can access. They can then order items manually and will need to send it to the supplier manually.

## 4.5 Business operational quality

This was not discussed.

## 4.6 Business structure

As mentioned earlier, the only division is the lunch and dinner since it is a small business. Only the Owners, Head Chef at dinner, and Server should be able to order items for their inventories.

# 5. Preliminary operational concept of proposed system

## 5.1 Preliminary operational concept

### A ) Operational policies and constraints

For the proposed system, only authorized people should be ordering items. The system can only be accessed by employees during business hours. Only one person should be accessing the system at a time on each hardware system. The system needs to operate on IOS devices. Preferably they need to operate on multiple iPads.

### B ) Description of the proposed system

Each current item will be given a unique ID for easy access. The system will have an external interface that displays options for viewing inventories, updating stock, or if authorized to order items. Users can input new items to add to the database or delete items. The database needs to be large enough for current items and expandable for future items. The system will need to run 7 days a week and return results and output within seconds of a user's command.

### C ) Modes of system operation

The system will have an active, operational, idle, and maintenance mode.

### D) User classes and other involved personnel

Owners will have access to viewing all inventories and admin menus. IT/Maintenance will need access to this as well to give updates. The Head Chef will need to access the order page for the item/food/drink inventory and edit quantities. Authorized Servers will need to access the alcohol inventory, order alcohol, and update inventories. Chefs will only be able to view and update quantities for their respective inventories. Regular servers will just be able to update quantities and view respective inventories.

### E) Support environment

The system will have to go offline for maintenance and regular updates. If there are any issues or concerns, they can be placed within the software.

## 5.2 Preliminary operational scenarios

An employee will login to the system with their employee ID and passcode whenever they want to access the system. Then, depending on their authorization, will have a menu of options to view an inventory, edit item quantities, order items, or add/delete items. When they choose the items to order, a list will be made and will be automatically emailed or texted to both the supplier and owners of the business.

# 6. Other preliminary life-cycles concepts

## 6.1 Preliminary acquisitions concept

A functional prototype of the system will be shown to the owner and will await a sign-off.

## 6.2 Preliminary deployment concept

The software will be put into each hardware system and will require all current items to be inserted into the database. Users will then be given their own ID and Passcode and will automatically have their position classified for restriction of certain functions.

## 6.3 Preliminary support concept

Routine maintenance of the database and system will be done to ensure the system operation keeps running efficiently and smoothly.

## 6.4 Preliminary retirement concept

This system should function for 4+ years. From there the owner will look at extending the system or looking for an alternative.

## 7. Project Constraints

Since the business is a small family owned business, the budget isn't as big as other businesses. This doesn't allow for as many resources as one would like. The system also needs to be implemented within 6 months.

## 8. Appendix

### 8.1 Acronyms and abbreviations

This was not discussed.