**PROPOSAL FOR SAFARICOM CAFETERIA DIGITAL TSEBO ONLINE MENU SYSTEM(TOMS)**

To: Safaricom Management

From: Brian Ongeri, Tsebo

**1.INTRODUCTION**

This proposal recommends implementing an online menu and pre-order system for the Safaricom staff cafeteria to:

* Reduce wait times during peak hours
* Increase customer satisfaction
* Improve sales through digital ordering
* Provide real-time menu updates

**2.PROPOSED SOLUTION**

We will develop a webbased application with these key features:

**For Employees:**

* View daily menus(Breakfast, Lunch, Snacks, Drinks)
* Pre-order meals for faster pickup
* Customize order(e.g. “no onions”, “extra sauce”)
* See food photos and descriptions
* Participate in Friday trivia for rewards.

**For Cafeteria Staff:**

* Digital order management system
* Real-time sales tracking
* Cost tracking and management
* Easy menu updates
* Customer feedback collection

**3.IMPLEMENTATION PLAN**

**Phase Duration Key Activities**

Planning & Approval 2 weeks Finalize requirements, budget approval

Design 3 weeks Create user-friendly interface

Development 6 weeks Build ordering system and admin panel

Testing 2 weeks Fix issues, staff training

Launch 1 week company -wide rollout

Total timeline :14 weeks(-3.5 months)

**4. BUDGET ESTIMATE**

**5.BENEFITS**

**For Employees:**

* Faster service with pre-orders
* Better meal planning
* More engagement through promotions and customer feedback

**For Cafeteria:**

* 20-30% faster service during peak hours
* 15-25% potential sales increase
* Reduced food waste
* Cost control

**6.APPROVAL REQUEST**

We Kindly request approval to:

Begin development by{start date}

**Prepared by:**

Brian Ongeri Nyachoti

Steward

Safaricom Cafeteria

**For approval:**

**[Approvers Name]**

**[Approvers position]**

**Attachments:** sample Screen Designs