Final report on the internship

(*Front end intern)*

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Place: Rivium 4e Straat 3, 2909LJ Capelle aan den Ijssel

Date: 14-01-2021

Version: version 1

# Contents

[Contents 1](#_Toc6236226)

[1. Introduction 2](#_Toc6236227)

[2. Company description 2](#_Toc6236228)

[3. Description of activities 2](#_Toc6236229)

[3.1. Assignment ‘name 1’ 3](#_Toc6236230)

[3.2. Assignment ‘name 2’ 4](#_Toc6236231)

[3.3. Day-to-day activities 4](#_Toc6236232)

[4. Competence report 4](#_Toc6236233)

[5. Evaluation 5](#_Toc6236234)

[6. Appendices 5](#_Toc6236235)

# Introduction

This is the interim document for the front end bootstrap, react JS-Redux internship I have started in “Y The Wait Operations BV”. My assignment is mainly divided into two parts. The first part consists of development of front end of the websites for businesses(merchants) registered with Y the wait. The merchants can be classified as restaurants, hotels, supermarkets, pharmacies, etc.

The second part consists of re-development of the front end of the website of backend dashboard for the clients. The existing version of admin dashboard uses front-end technologies HTML5, jQuery, and bootstrap and wanted to switch to ReactJS. It involves upgrade of the existing features of the dashboard as well adding new features in the dashboard.

This document is intended to provide an in-depth insight of what I did and learned in my Internship for me, the supervisor, and the company as well. This document will consist of information about the activities that I have done during my internship period and my personal reflection.

This document consists various parts mainly divided in 4 parts,

* Description of activities
* Competence Report
* Evaluation
* Appendices

# Company description

Y the wait is an extensive platform developed to provide hospitality features to various types of customers. The customers of the company include the an app user that uses app to access hospitality services of the business owners registered with Y The Wait, and the businesses registered with the company including restaurants, hotels, supermarkets, event halls, etc. The basic module contains the digital waiter service, delivery/takeaway/reservation, and exclusively for business owners, are the services like point of service software, staff app, etc.

The vision of Y the wait is to become the global dynamic leader in the hospitality industry through innovative solutions and their mission is to transform the way people experience their hospitality service globally. Their goal is to deliver everyone the food and service that they deserve in an honest and easy way. The core values that represent the company strongest are: Integrity, transparency, and a family-oriented company culture.

Company’s management philosophy is based on responsibility and mutual respect. They wish to maintain a work environment that fosters on personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, managers and supervisors have the additional responsibility to lead in a manner which fosters an environment of respect for each person.

The company is currently spreading globally, currently established in The Netherlands, Canada, USA, India, Lebanon, etc with over more than 7000 businesses registered with the company.

The technologies used by the company’s development teams involve HTML, JavaScript, PHP, CodeIgniter Framework, Reactjs, Redux, etc.

The Business model of Y The Wait is Peer to Peer which means that the end customer and merchants or vendor interact to buy sell services directly with each other without an intermediary third-party.

Y the Wait provides a lot of services via their platform, as it is aimed to serve as an all-in-one app for both business owners and app/website user who want to access their services. They do have competitors as well but having a wide range of facilities being provided makes them, unique in their field. However, some apps that provide similar services such as food ordering in The Netherlands are Thuisbezorgd, Uber eats, etc.

The services of Y the Wait are all about evolving hospitality service experience, it serves to eliminate all inconveniences people experience during a restaurant dine-in or a home delivery order. The app minimalizes waiting time in restaurants when you are craving for food.

* Service and food reinvented.
* Easy and user-friendly table planner
* Automatic allocation of tables available
* Allots a limitless number of rooms and tables
* Arrangement of the tables for large-scale events and parties

The main service Y The Wait provides to their clients is the User app and the ordering website. Meanwhile there are certain tools the company provides to the merchants to use their services, which can be classified as point of sale, the staff app, individual ordering website and the dashboard. The dashboard is a web-based admin panel used by the business owners such as any restaurant, supermarket, or hotel registered with Y The Wait, and is also used by the company data management team.

Moving on, the individual ordering websites provided to the merchants are used by the website users to access the products are services provided by the merchants. Each type of business has different template of ordering website depending on the type of services they provide, for example the ordering website for a merchant who has a restaurant registered would differ from the website for a supermarket and so on.

The dashboard has various purposes like registering businesses, entering data for the business owners, access to manage features like delivery, takeaway, reservations, discount coupons, revenue reports, and more essential functions.

Next up, is the user ordering platform, available in website and app versions is used for customer to prevail services provided by the business owners, for example a user can log in the user app, look for restaurants near them, order food for delivery or takeaway, reserve a place in the restaurants.

Further, the Point of sales, also available in website and app both are the platforms used by the business owners to manage their stocks, their, products, staff, revenue, reservations, orders, etc. Further, the staff app is used by waiters and delivery persons to keep track of the tasks assigned to them by their employer.

# Description of activities

The first part of my assignment consists of building front-end for ordering website templates for different kinds of merchants registered with Y the Wait. The merchants can be classified as restaurants, hotels, supermarkets, pharmacies, etc.

The second part of the assignment consists of performing a technology shift by rebuilding the front-end of the web-based dashboard of the Y the Wait. As Super-admin dashboard consists of various modules the assignment will further be divided into smaller segments.

Next assignment was to rebuild a module/part of the front end, which is entirely made up of HTML5, jQuery, and bootstrap. The goal is to eliminate jQuery and rely entirely on JavaScript es6 and react with redux.

The super-admin dashboard is used by clients, be it business owners or the administrators of the website. It has access levels based on roles. As Y The wait is a globally growing company it’s reaching more and more customers every day, and this is why advancement of the product was required as the current website design is reportedly slower and primitive and therefor it was decided to re-build the front-end using react which is relatively faster and advanced to support a vast range of customers. Hence this part of the assignment solely focuses on improvement of the dashboard for convenience of the future and present clients.

## Assignment ‘Ordering Website’

Describe your assignment. Analyse the problem. Indicate which requirement or problem underlay the assignment.

Tip: use the supporting questions from the 6W formula:

* What is the problem/requirement?
* Who is the client? Who is involved?
* When did the problem occur? What prompted the assignment?
* Why is it a problem/requirement?
* Where does the problem occur?
* Which result is to be achieved?

This assignment consisted of making front end of the websites for the merchants based on the different design templates provided which differs based on the business type of the merchants. The websites will be developed in HTML5, CSS, bootstrap, and Java Script.

It is an essential necessity for the businesses registered under Y the wait as these websites are the way website users would be able to view their products or services. The main clients here are the clients of Y The Wait who will avail their services for their businesses.

As every business type has a different kind of ordering website template to choose from, the assignment will be extensive and collaborative. I received the design from our design team, and I had to make the first template. After that it would get check by my senior developer colleague(s) and the website will go live after the backend functionalities are integrated as well.

### Approach

Products to be delivered

You will describe the products to be delivered to the client. Distinguish between interim products and final products.

The term ‘product’ is a broad one here. A product will not necessarily be an object (a demo, handbook or prototype); it could also be an instruction session or presentation. A product is also referred to as a ‘result’. Always describe the requirements to be met by a product, based on the SMART principle

Approach: activities to be undertaken

You will describe how you set to work to realize the interim and final products. In other words: discuss the activities undertaken.

Quality assurance

You will describe what you did to ensure that the quality of the products and processes was satisfactory. You will also consider the way in which quality was assured and checked. For example, discussing interim results with your supervisor or colleagues, working in line with the protocols and/or formats in place in the company and, of course, the testing-method.

Planning and organisation

The schedule is a schematic representation of the approach adopted by you.

The activities, interim results and results mentioned above have been translated into a Gantt chart (include in the appendix) aided by a tool like MS Project (Excel is possible too). It provides a timeline overview of the tasks carried out. Include the latest version of your schedule. It will give an insight into the duration of each activity and the dependencies applicable between activities.

You will indicate who was involved in the performance of the assignment and how you worked with them.

### Results

Describe your results and the extent to which they resolved the problem.

## Assignment ‘Dashboard Module Technology shift’

The assignment is to rebuild the front end, which is entirely made up of HTML5, jQuery, and bootstrap. The goal is to eliminate jQuery and rely entirely on JavaScript es6 and react with redux.

The super-admin dashboard is used by clients, be it business owners or the administrators of the website. It has access levels based on roles. As Y The wait is a globally growing company it’s reaching more and more customers every day, and this is why advancement of the product was required as the current website design is reportedly slower and primitive and therefor it was decided to re-build the front-end using react which is relatively faster and advanced to support a vast range of customers. Hence this part of the assignment focuses on improvement of the dashboard for convenience of the future and present clients.

The dashboard modules will be made based on the new designs provided by the design team, the task will be similar to what I did in phase 1, making the code live based on the design provided but this time in more advanced technologies.

For this assignment I will have another mentor/senior colleague to help me out with the development, so I will also get to learn from another experienced person from the tech field about react development which is really exciting as reactJS is one of the most popular library used in web development to build interactive elements on websites, and I would love to learn and get experience web development involving it

## Day-to-day activities

If you were involved in the day-to-day process besides working on specific assignments, you will describe these activities here. Include the following in any event:

* A description of your day-to-day approach (method and routine) that shows how duties were assigned and monitored;
* Outline your own role and responsibilities in relation to day-to-day operations;
* Describe the various duties that you had that were illustrative of the activities you carried out during your internship.

# Competence report

*This component will be about 1,000 – 1,500 words long.*

Two professional competences will be demonstrated, one of which must be the 'design' or 'realisation' competence (or both). The ‘professionalisation’ competence will be demonstrated too. A minimum of one performance indicator will be demonstrated at Level 2 for each competence. Competences will be demonstrated by means of the STARR method, based on two situations encountered in professional practice per performance indicator. As such, there will be a minimum of six situations in total.

The STARR method is described briefly below. Although you are not required to use this table, it is important to clearly distinguish between Situation, Tasks, Activities, Results and Reflection (using subheadings, for example).

|  |  |  |
| --- | --- | --- |
| **STARR** | **Description** | **Example** |
| **S**ituation | Describe the situation in which you demonstrated the competence/achievement indicator | This is where you describe your assignment and the expected end product. |
| **T**asks | Which tasks did you carry out? | Specify the tasks that you carried out. Include as much detail as you can. Besides your tasks, you could also describe your specific role in this situation. |
| **A**ctivities | How did you approach them? | Specify all of the activities that ensued from your tasks. Be sure to highlight your ICT skills, e.g. which applications, methods, hardware, software, etc. did you use? |
| **R**esult | What was the result? | Describe the end result. Be sure to specify whether the end product met the client's criteria, requirements, wishes or conditions. So, only include the most important conditions or criteria. Also explain how you were able to demonstrate the achievement indicator on the basis of this result. |
| **R**eflection | How do you feel about the situation and the way you handled it? | For reflection, it is important that you describe the process: what went well and why? How did you contribute to this? Did you communicate and work together well, did you meet the deadlines, etc.? If things did not go well: what were the issues and what would you do differently next time? |

# Evaluation

*The evaluation will be about 400-600 words long.*

Describe what you learned from your internship here. Consider the following in this respect:

* The description clarifies what went well and what could be improved in terms of the process and results. Which learning points emerged from this internship?
* Which insight did the internship give you into the profession you envisage for yourself in the future? You will explain the direction (profession/company) in which you would like to continue your development and also what you are going to do to ensure that this happens.

The professional attitude form completed by the company supervisor must have been included in the appendices to the final report. Reflect explicitly on the feedback given by the company supervisor.

# Appendices

Additional texts, charts and results, etc. will be included in the appendices. Reference must be made to this extra information in the main text. The following appendices must be included at the very least:

* A Gantt chart;
* A professional-attitude score form;
* A time sheet;
* The contact details document (that includes the name and contact details of the company supervisor at the very least).
* A list of sources (APA-style).