

In partial fulfillment of the requirement for  
System Development  
420-940-VA section 05808  
Vanier College

# Client and Business Domain

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## 2<sup>nd</sup> Deliverable


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Delhi Kabab


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Date of Submission:  
September 26, 2022

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## **1. EXECUTIVE OVERVIEW**

In the phase of deliverable 2, the team focused on researching our client, Delhi kabab, an Indian restaurant located in Montreal south shore. By collecting and analyzing our client's internal and external business information, we come to understand the context of their business problems and draft a questionnaire aiming to exploring the details of their inventory system for next phase.

The research begins with the investigation on our client's business domain. Delhi kabab, like many other Indian restaurants in Canada, serves curries and breads, particularly the specialties from New Delhi. As the result of immigrants booming from South Asia to Canada in recent decades, and local acceptance due to multiculturalism, Delhi kabab wins popularity for serving fine Indian cuisine. However, like most of businesses in catering industry, our client is not an exception of suffering loss during covid-19 pandemic.

Zooming into their business environment, our team finds that this restaurant boasts a good location with high pedestrian traffic. As a B2C business, it can fit events for small gatherings. The restaurant has website and social media presence. The reviews from the customers are overall positive. The fact that few competitors in the area is another favor to the restaurant.

Combing the details of exploration on the client at phase 1, our team identified that the inefficient inventory system the restaurant currently using is the business problem we can tackle to. The Excel monitoring sheet, serving as the current inventory database, often leads to inconsistent information, and that results in food spoilage and loss.

Lastly, based on the data collected so far, we designed a questionnaire with a series of open questions concentrating on restaurant's inventory system. The work completed on this stage will build a solid foundation for user cases and UML design in phase 3.

## **2. BUSINESS DOMAIN**

Indian cuisine is a more recent addition to the Canadian culinary landscape. It rose to popularity mostly because of immigration in the years after the 1960s. It is mostly recognised for its Northern Indian cuisine, which emphasises warm curries and breads, as well as the use of yoghurt and cream in dishes with meat as the primary ingredients. (The Canadian Encyclopedia, 2022).

Indian food is widely available in Canada's largest cities. Many South Asian immigrants opened restaurants and other culinary companies when they arrived because of the growing interest in multiculturalism, the freedom of newcomers to maintain their heritage, and the desire to achieve economic security. (The Canadian Encyclopedia, 2022).

A close look of the Indian restaurants show that the industry has benefited greatly from an increased acceptance of Indian cuisine in the mainstream food industry. Since India has many states and different cultures, customers have opportunity to taste many different types of food (Association for Asian Studies, 2011).

Most Indian Restaurant here in Canada serves breads and curries such as palak paneer, aloo Gobi and Tandoori chicken. Also, specialties from New Delhi such as Samosa, Poori Aloo, rolls and Khichri with Sabzi. There are also some restaurants that serves South India's cuisine which are known for creating amazing spicy dishes such Kozhikode Biryani, Fish curry, Vindaloo and Andhra Chili Chicken.

Nowadays, most Indian Restaurants like our client Delhi Kabab serves alcoholic and other beverages as a means of generating more revenue and maximizing profits. Other Indian restaurants here in Canada offers casual dining or fast-food style of service (Delhi Kabab, N.D).

Economically, restaurant businesses suffered enormous losses due to increase in inflation rate. In fact, Quebec restaurants are closing faster than they're opening at the same time as diners are spending more money than they were pre-pandemic. Restaurants Canada (RC) report shows restaurants across the country closing at a much faster rate than they are opening, and Quebec's eateries are at the top of the list. Restaurant closures in the country outpaced openings by 43 per cent. In Quebec, 817 restaurants have temporarily closed between April 2021 and July 2022, and 760 restaurants have permanently closed their doors, according to the report. During the same period, 279 were newly opened and 306 re-opened (CTV News Montreal, 2022).

### **3. BUSINESS ENVIRONMENT**

#### **3.1 Environment**

Delhi kabab is a business-to-consumer (B2C) type company. It is cozy Indian restaurant located at 6185 Taschereau Blvd., Brossard, Quebec. Since it is located in front of terminus Panama and situated on one of the major routes in South Shore, foot traffic in that area is high which is good for the business. The restaurant is also connected to a strip mall with a lot of parking spaces. They also have a visible signage that is visible from the outside especially at nighttime. The restaurant can fit 40-50 customers at the same time. It can cater to small gatherings or events such as birthday, reunion, etc. They are open everyday from 4:00PM- 9:00PM (see **Appendix A**).

#### **3.2 Website and Social Media Presence**

The restaurant has an informative and user-friendly website where in you can checkout their menu and make an order online. The website also shows information about the restaurant, photos, and contact details. They also have a strong social media presence as they maintain accounts in Facebook, Instagram, Yelp, and Tripadvisor. (Delhi Kabab, N.D).

Delhi Kabab is rated 4.5 out of 5 in TripAdvisor. Customers have a lot of good comments about the restaurant. The restaurant uses their social media platforms to reach more customers and for advertisement (Tripadvisor, 2022).

#### **3.3 Competitors**

They have few competitors within the area that serve different cuisines like Scores, Sushi Shop and General Tao Restaurant (Google Maps, n.d.).

## **4. DESCRIPTION OF CLIENT**

### **3.1 Description**

The Team's client, Delhi Kabab, is an Indian restaurant located in Brossard. It is a cozy, sit-down restaurant plating tandoori chicken, spicy curries, and traditional Indian dishes (Delhi Kebab, n.d.). This fine Indian cuisine also serves variety of French food and various delicious desserts. The business is being operated by two partners with 6 employees. This business has been operating for more than 5 years. The restaurant is open everyday from 4:00PM till 9:00PM and they do deliveries using 3<sup>rd</sup> party delivery services such as Doordash, Skipthedishes, and Ubereats.

### **3.2 Computer Skills and Literacy**

The owners can perform basic tasks on the computer. This includes navigating browser, operating system, and using some applications. For the past 5 years, the owners use Windows Operating System and Microsoft Excel in keeping track of work schedules and employees' salaries.

The restaurant also has a strong social media presence. They know how to use these platforms.

## **5. BUSINESS PROBLEM**

Delhi Kabab has an inefficient system in monitoring their inventories. The restaurant is using a notepad to list necessary items to be ordered such as ingredients for their food preparations, cleaning items, toilet supplies etc. According to the client, they often lose their list and sometimes forget to update their Excel monitoring sheet for the ordered items. In consequence, the restaurant's inventory record often produces inconsistent information. This type of system leads to increase in spoilage and loss if inventories like ingredients are not tracked and monitored properly. The system also takes a lot of time tracking and reviewing their inventory. There is no way to view a comprehensive report easily, such as the ingredient supply level.

Customer satisfaction is sometimes affected by the inconsistencies in their inventory management system. There are times where customers want to order something, but the food is not available because some ingredients are missing. This leaves unsatisfied customers which could affect the bottom line of the business.

This inefficient system is not cost-effective for their business. The customer is very willing in collaborating with us in improving this side of their business operation.



## **6. OPEN QUESTIONS**

When it comes to Delhi Kebab's inventory management system, The team is aware that there is an inefficiency when it comes to there inventory management system. Their system is also unsecured since they just write down in the notepad when they order their supplies or ingredients. However, the team is not fully aware of the detailed step by step process of Delhi Kabab's inventory management system. Our team also wants to know if the restaurant has encountered other problems like pilferage due to poor tracking of inventories, spoilage of raw ingredients, etc. We also want to know who, the staff involved in their inventory management.

In addition, the team would also know further about the business. Knowing their future plans like branching out or having the restaurant franchised in the future. This would be helpful for the team designing a flexible system for the client.

Lastly, our team wants to have an insight if there are other processes that is needed to be streamlined within this organization.

## **7. QUESTIONNAIRES**

### **7.1 General Questions**

- 1.) Could you tell us something about how you started the business? What was the inspiration behind Delhi Kabab?
- 2.) Do you have any plans branching out or opening your restaurant for franchise in the future? If yes, what is your target number of branches and location?
- 3.) Who do you consider as your primary competitors?
- 4.) Could you describe how many customers on the average eat at your restaurant and make orders for delivery per day?
- 5.) Do you have any computers you use within the restaurant? If yes, where do you use it for and could you also state the specifications of the computer system you are using?
- 6.) Do you have a Wi-Fi in this restaurant? If yes, is it available to the customers?
- 7.) How can you keep up with the raising cost nowadays due to high inflation rate?
- 8.) How many employees do you have? What are their roles? Could you also tell us something about your employee turn over rate?

### **7.2 About the system**

- 1.) Could you discuss us the step-by-step process on how you do your inventory management? With this system, what are the problems you encountered before and how did you manage to fix it?

- 2) Have you encountered spoilage of food due to poor tracking or monitoring? If yes, could you elaborate and discuss it briefly.
- 3) Where do you buy all your supplies or ingredients and how frequent do you order your supplies?
- 4) What are the inventories you track in your inventory system? How do you track your inventories and how often do you monitor them?
- 5) Since your inventory management system is not automated, do you think this system is secured? Is pilferage a concern in this restaurant? If yes, how do you manage it?
- 6) Did you ever consider automating your inventory management system before? If yes, what are the reasons why it didn't materialize?
- 7) Who are the people in charge with your inventory management system? Do all of them have the same access level in the system? Could explain the roles or tasks of the people involved in your inventory management system.
- 8) Besides your inventory system, do you think there are other business processes that need to be streamlined or improved in your business. If yes, could you discuss it further?

## 8. REFERENCES

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## 9. APPENDIX: PHOTOS

