**Deadline: 19 Nov 2021 (Friday 5pm)**

**Try to get business rules and operations**

Hi! I am the owner of Ke Nina Cafe. Nice to meet you!

Hi! We are a group of undergraduate students currently studying Computer Science in Universiti Malaya. We are taking a course WIA2001 Database and would like to learn more about the business operations of your restaurant so that we can complete our project by designing an appropriate database system for your restaurant. Our group consists of Goh Chee Lam. Pua Jing Yi, Kelvin Cheah, Farisah and me (Frankie Lim). Please note that the meeting is recorded. All the information collected will be kept confidential and used only for the educational purpose.

No problem! I will try my best to answer your questions.

Ok! Let’s start our interview for today.

**Restaurant**

* There are how many job positions in your restaurant?

4 job positions which are cashier, chef, the worker who prepares drinks and delivery man

2 workers are chefs in the kitchen.

2 workers serve the customers and prepares the drink

2 workers deliver food to the customer

* Is there any Manager in your restaurant?

Yes, we have 1 Manager who will responsible for the restaurant daily operations.

* What is the role of the Manager?

Usually, the Manager will manage other workers in the restaurant and order the ingredients from our suppliers weekly.

* How many chefs cook the dishes?

There are 2 chefs in our restaurant which is already fixed.

However, every employee will have 1 holiday per week.

If one of the chefs is left for holiday, there will be another worker who become the chef assistant.

* Can the employees have many different jobs?

Yes, they can. It depends on the number of workers available at a particular time.

* Is there any shift work? If yes, there are how many shifts per day?

Before MCO, there are 2 shifts per day. However, during the MCO, there is 1 shift only from 10 am to 9 pm.

* Normally, what the customers are ordering in your cafe?

We have an Ala Carte menu only in our restaurant.

If the customers are teenagers, they usually order drinks only. This is because they want to pass their time by chatting.

If the customers are family, they usually order food and drinks as a meal.

* What dishes can be found on the menu?

Western food and milk tea drinks.

* What kind of food and drinks are offered on the menu?

Ala Carte.

* Do you sell cold and hot drinks?

Yes, there are hot and cold drinks available.

* Is there any difference in prices for the same drinks and beverages?

Customers need to pay an extra RM1 for adding ice.

* Is there any difference in serving size for the same food?

No, there is no difference. All the food has the same serving size which is for an individual.

* Do the ingredients remain for the same dish?

Normally, it remains the same unless the customers want to change certain ingredients like changing fish to meat then we will change for them.

* What is the information found on the receipt?

Order number, Restaurant Name, Business registration number, Restaurant address, Invoice no, Payment Date and time, Cashier, List of quantity food and drinks ordered with prices, Subtotal Price, Net total price and also the Delivery Company (Food Panda, Grab Food, self-delivery) if applicable.

* How is the salary of the workers calculated? Is it depend on working hours and specific pay rate?

It depends on the pay rate per hour. Salaries are paid on a weekly basis. The pay rates for senior and junior workers are different. Senior workers have a higher pay rate than junior workers.

* Is the same pay rate applicable for the different job roles?

No. It depends on the job roles. Different job roles have different pay rates. Chefs are more expensive.

* Do the workers' working meals are provided?

Yes, and it is totally free.

* Do the workers need to use a punch card to record their arrival and leaving time daily?

Yes, they use the punch card. It will be useful to keep track of their working hours. However, the salary are calculated manually by referring to the record on the punch card. The process is so tedious so we hope that it can be handled automatically by a system. It is easy to make mistakes by manual calculation.

* Does your restaurant provide food delivery service for the customers?

Yes, we collaborate with food delivery companies like FoodPanda and Grab Food. Cash on Delivery is also provided where our workers will deliver the food to our customers.

* What is the customer information stored for food delivery?

Customer name, address and contact number so that we can deliver the food more easily and faster to our customers.

* Do you have any other branches rather than here?

No, there is only one. However, we may open more branches at different strategic locations in the future so that we can reach more customers to expand our business.

* Do you play music in the restaurant?

Yes, we play different kinds of trending music. The customers also enjoy it very much.

* Can an ingredient supplier supply more than one ingredient?

Yes, they can. We have around 6 suppliers and each of them will supply more than 1 ingredient. Manager will place the order and the order amount depends on the quantity of the ingredients left. The total price for the ingredients also depends on the current price of the ingredient.

* Are there any discounts during the peak hours?

Yes, we have happy hours. Besides, the customers can use their loyalty card or vouchers to enjoy 15% off for all the drinks. There is no minimum spend for the voucher. Each voucher can only be used once.

* Can food have more than one discount offer?

No, we only provide discounts for drinks. Each coupon has a unique code. The coupon discount rate is fixed at 15 %. However, the discount rate may increase. It depends on a certain festivals like Hari Kebangsaan.

* How many payment methods are offered for customers?

Cash, e-wallet, debit and credit cards. We hope that our customers can pay conveniently in our restaurant.

* What is the tax system used by the restaurant?

No, there is no tax system being applied. I think It is for the big company only.

* What system do you use to keep track of the food ingredients left?

We use a spreadsheet like Excel and the workers will need to count the ingredients left every day and update it in the spreadsheet. It is a time consuming and repetitive task. I hope there will be a system to take care of it so the manpower in my restaurant can be used efficiently.

* What system do you use in your restaurant to record the monthly revenue earned?

Since we use a point of sales system, it allows me to identify the most popular food in my restaurant. It also allows me to generate reports containing the revenue and net profit earned to facilitate my business decisions making. My business data is stored in a cloud server.

* How do the workers apply for a leave? How do you store the details for the leave?

The workers need to write a letter to explain their reasons for leaving and get approval from the manager. We provide the hardcopy of the letter template for the workers to fill in. After that, we will store it in a folder for reference in the future.

* How do you record and store the food ordered by the customers?

The workers who serve the customers will give a paper for the customers to write the food and drinks they ordered by code. After the customers finish their order, the worker will key in the codes written by the customer into our system. Then, the chef are able to view the orders and prepare the food in the kitchen.

* What are the difficulties in managing the increasing amount of data used and generated by restaurant daily operations?

Since we use a cloud storage where we need to pay as you go, we do not face this kind of problem. The cloud service provider will handle it for me. The service is flexible and it the cloud storage can be expanded to suit my business needs

* How do you determine the most popular food or drinks in the restaurant?

As I have mentioned earlier, the point of sales system will determine it for me.

* Does the restaurant keep track of the health status of every workers and customers daily if they do not use MySejahtera app?

No, if the customer does not have a registered MySejahtera account, we just ask the customer to write his name, contact number, body temperature and visit time in a book. Sometimes, the handwriting is difficult to be read and this will increase the challenge to contact all the visited customers in a particular period of time if any bad thing happened such as the infection of the Covid-19 virus in the restaurant.

* If anything in the restaurant has broken, will it be recorded in a specific place?

No, we just tell the workers to record it on a piece of paper so that we can quickly purchase the broken item.

So, I thinks that’s all from our group. Thanks for your time.

You are welcome. Feel free to contact me if anything is not clear.

Potential Entities:

Grp 1:

1. EMPLOYEE

* ID
* Name
* Date Of Birth

1. MENU

* Price

1. CUSTOMER
2. VENDOR
3. UTILITY BILL
4. FOOD

* ID
* Name
* Price

1. DRINK

* ID
* Name
* Price
* Cold / Hot

1. DELIVERY COMPANY
2. JOB ROLE

* ID
* Description

1. PAY RATE
2. VOUCHER

* ID
* Discount rate
* Expiry Date

Grp 2:

1. WORK SHIFT
2. ORDER
3. DISCOUNT
4. INGREDIENT
5. RECIPE
6. WORK TIME
7. SALARY
8. REVENUE
9. SUPPLIER
10. PAYMENT METHOD
11. TAX SYSTEM USED