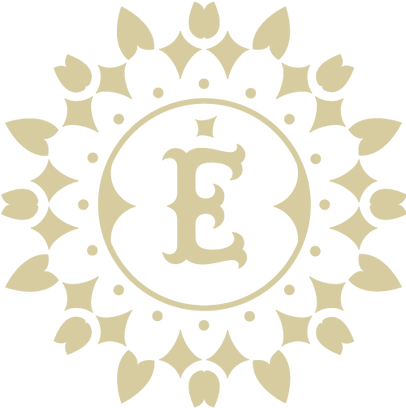
Project Documents



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Project Scope Statement

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| **Época**  **Project Scope Statement** | **Prepared By: Época: 12/02/2019** |
| **General Information**  ● Project Name: Época Training System  ● Sponsor: Época Cantina  ● Milestone Manager: Nicholas Wade | |
| **Problem / Opportunity Statement**  Running a restaurant there is a lot of things that may be overlooked and training is often hard to determine what needs to be taught, what’s been taught, what the outcome of the training is so far, and what knowledge has been retained.  With this oversight, this can lead to employees doing things incorrectly, which directly effects the company as their work in the kitchen is the representation of the company directly. If they create something that is incorrect then that directly effects the customer, then by word of mouth and general ratings through popular applications, they will not only lose the business of that customer but will also influence other existing and potential customers from coming to your restaurant.  With the back of the house covered in terms of training and the requirements that are necessary for representing the company. The front end is another aspect that we would have to cover for training. As much as the food represents our quality, the front staff is who brings the customers in and makes them feel welcome.  With insufficient training, this can cause the front end to become more relaxed and self-served instead of serving the customer. Once these kinds of attitudes are established, it’s hard to rid them of these behaviors, which can become infectious and spread throughout the rest of the front end, thus resulting in loss of customers, loss of employees, and loss of morale. | |
| **Project Objectives**   * To track which employees have completed training * Providing the appropriate information to train new hires and track their progress * Create a database that keeps information easily accessible | |
| **Project Description**  This is a program that will help any new and existing employees by providing the  training requirements, monitoring the progress of the new employees, and offering direct test results reflecting their knowledge. | |
| **Business Benefits**   * Time saved on evaluating employees. * Time saved on training. * Employees aware of what’s required. * Employees properly trained. * Documentation of employee’s progress. * How to properly staff * Saves money on staffing * More money from selling items. * Increases customer satisfaction * Increase revenue due to customer satisfaction | |
| **Project Deliverables**   * Training Program that will properly train new and existing employees. | |
| **Estimated Project Duration**   * Aug 2019 – May 2020 | |