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System Service Request

Época

**System Service Request (SSR)**

**REQUESTED BY:** Época **DATE**: 12-02-2019

**DEPARTMENT:** Época Cantina

**LOCATION:** 1101 Davenport St Suite 150, Omaha, NE 68102

**CONTACT:** RSVP@epocacantina.com

**TYPE OF REQUEST:**  **URGENCY:**

[ X ] New System [ ] Immediate - Operations are impaired or

opportunity lost

[ ] Systems Enhancement [ X ] Problems exist but can be worked around

[ ] System Error Correction [ ] Business losses can be tolerated until new system installed

**PROBLEM STATEMENT:**

Running a restaurant there is a lot of things that may be overlooked, and training is often hard to determine what the needs to be taught, what’s been taught, what the outcome of the training is thus 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 creation’s in the kitchen is the 22 representation of the company directly. If they create something that is incorrectly that directly effects the customer, then by word of mouth and general ratings through popular applications 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, and said behaviors can become infectious and spread throughout the rest of the front end, thus resulting in loss of customers, loss of employees, and loss of moral

**SERVICE REQUEST**:

Our goal is to establish a business plan our client that they can apply to their current operations. While servicing the client and keeping up with his expectations, what he wants is a system that will train in new hires, which will be able to produce better employees and to make sure that all practices and policies are global throughout the company.

On top of the understanding of all policies throughout the entire business, the client wants to incorporate a system in which those that are a part of this program will be able to take test with the time intervals at which the client requires. With these tests, it will be able to target what the new employee knows, not only being able to apply direct supervision over the employee and to hit his faulty areas. But also giving the opportunity for upper management to get an entire view of the restaurant and to determine if there are any bad training policies that are being offered, they can then figure out whose training the new employees in this techniques and being able to address those general problems..

What we would require is the employee scheduling, the employee’s position, attributes that pertain to that position and that employee. With this acquisition we would be able to better map out what each position’s tasks are and help develop tests that are better suited for the employee type and the requirements of the position.

Once we have acquired these general analytics, we would first need to establish a basic hierarchy of how a database would be setup. Then find a reasonably priced cloud service that would host this database, finally we would then be looking at something around the SQL language that could connect to other hardware and through a web platform.

Once the database has been created, then we would need to attain the documents on what is going to be trained and the general overall training tests that are going to be implemented, so we can begin the process of forming his application based upon his specifications that he wants his employees to fulfill.

**IS LIAISON: (if appropriate)**

Emails and updates with the owner, while Nicholas keeps in contact through his job on the weekends.

**SPONSOR: Época Cantina**