

SOFE 3490 Lab 2:

Software Project Management Topics

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Restaurant Tablet Ordering Application

The project we have chosen to work on is a tablet ordering application for a restaurant. The traditional way of ordering at a restaurant is inconvenient and time-consuming, hence we plan to build this application to make this process more efficient. Oftentimes, customers are waiting around for servers to serve them. Most traditional menus only include the name and price of an item, so if customers wish to modify a certain item or want more information about an item, they need to wait for a server to come and give this information. A tablet ordering system eliminates the dependency on a server. These wait times can be eliminated with a tablet ordering application as customers can order right away and modify their orders in real time. The information about an item on the menu is readily available, as well as a picture of the item, its ingredients, its nutritional value, and its average customer rating. The objective of this application is to provide faster, better, and more reliable service, increase employee productivity, and increase customer satisfaction.

The specific objectives of the table ordering application is as follows:

Objective Category	Specific Objectives
Revenue	<ul style="list-style-type: none">- Lower costs by reducing dining staff- Increase profits by attracting new customers with improved service
Operational	<ul style="list-style-type: none">- Reduce wait times by allowing customers to order and modify their order in real time- Increase customer independence by providing detailed information about menu items- Improve the ease of usability and accessibility by using the tablet ordering application
Productivity	<ul style="list-style-type: none">- Increase productivity of kitchen staff with real-time, accurate, detailed order placements- Increase productivity of the dining staff by allowing them to focus on product delivery and environment cleanliness.
Customer Satisfaction	<ul style="list-style-type: none">- Enhance customer satisfaction with faster and higher quality services- Provide customers with accurate and in depth information about food items on the menu.

Growth	<ul style="list-style-type: none"> - Increase customer reach by upgraded service due to tablet application
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The following are how the success of each objective will be measured:

Objective	Measure
Revenue	<ul style="list-style-type: none"> - Reduced payroll cost - Sales from increased number of orders
Operational	<ul style="list-style-type: none"> - Reduced time between when customer starts order and when customer receives order - Reduced customer inquiries - Increased customer satisfaction
Productivity	<ul style="list-style-type: none"> - Increased number of items served per hour. - Increased number of tables cleaned and opened per hour.
Customer Satisfaction	<ul style="list-style-type: none"> - Increase in number of customer reviews - increase in overall restaurant appraise
Growth	<ul style="list-style-type: none"> - Increase in number of sign-ups for customer newsletter/rewards program.

For this tablet ordering application to be built and implemented, we will need a tablet for every table at the restaurant. We will also need tablets/computers that receive customers' orders in the kitchen and delivery area. We need a database that stores all menu information, a database for customers, and a database for orders. We will need to build the application using Ionic to create a cross-platform application that is compatible with tablets (for Android or iOS) and computers (web app).