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| **Shop Owner** | | |
|  | **Personality**   * Years of experience handling small-scale business and earning great experience. * Entrepreneur * Hard-working and smart * Handles work and employees by herself | **Bio**  Stephanie Nhan is a local pizza shop owner who started her career at the age of 19 on her own and now, owns one of the most popular pizza shops and is famous for providing good quality pizzas along with different and new flavors.  She did her own research and brought new ideas to flourish her business on her own and now, after years of hard work, is running a successful business. |
| **Stephanie Nhan**   * Age: 58 * Born: Toronto, Canada * Local pizza shop owner | **Goals**   * Providing best customer experience with quality food. * Trying to earn maximum profits without deteriorating the quality of food. * Try to add new recipes that can be a distinguished image of my shop |
| **User Stories**   * As a local pizza shop owner, I would like to get good and fresh quality cheese, so that my customers can be happy. * As a shop owner, I would also like my order to get delivered on time so that I will have my stock up to date. * As a shop owner, I would like to keep track of my order so that it would be easier for me to keep track of store inventory. * As a shop owner, I have a lot of chores to do so I want the website to be easy to use so that I can place my order quickly and efficiently. * As a shop owner, I would like to receive all the communication through emails or text messages, so that I would have the record of all the conversations as well as the past orders for the future use. | | |

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| **Warehouse Supervisor** | | |
|  | **Personality**   * Charismatic, innovative * Great leadership skills * Entrepreneur * Knowledgeable about warehouse management and customer expectation | **Bio**  Sam Lum completed his university degree from The University of Toronto in business. Sam believes that technology assists in growth. Sam is one of the topmost entrepreneurs in Canada. He has good knowledge about social media and food. He always likes to do new things, serve the people, and take challenges. |
| **Sam Lum**   * Age: 45 * Born: Toronto, Canada * Warehouse supervisor * Family: Married, 3 kids | **Goals**   * Properly coordinating   all operations of the warehouse.   * Supervising activities of all employees. * Always trying to expand business and hiring new people. * Increase clients and connect with more people |
| **User Stories**   * As a warehouse supervisor, I want to see my colleagues progress on my dashboard, so I can better report our success and failures. * As a warehouse supervisor, I want a system to allow users to give us feedback about our service, so that I will be able to improve our service for further services. * As a warehouse supervisor, I want to see warehouse products details and registered users’ profiles so that I can make a report for application improvement. * As a warehouse supervisor, I want to enter staff information to the database so that I can easily manage staff members. | | |

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| **Warehouse Worker** | | |
|  | **Personality**   * Hardworking * Curious * Has experience in retail and in the food industry | **Bio**  Xanther Johnson is an international student from Jakarta, Indonesia. Currently he is studying Computer Programming and Analysis in George Brown College.  Juggling academics and work, he wants an easier time to do his work. |
| **Xanther Johnson**   * Age: 23 * Born: Jakarta, Indonesia * College Student | **Goals**   * Fulfills orders from clients * Helps warehouse supervisor in managing inventory * Maintains equipment and workplace |
| **User Stories**   * As a warehouse worker, I want to see orders in an organized manner so I can fulfill orders faster. * As a warehouse worker, I want a search function so I can find previous orders from frequent clients. * As a warehouse worker, I want a filter function so I can easily prioritize orders based on the parameters I set. | | |

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| **Accounting Staff** | | |
|  | **Personality**   * Hard working * Young man with a lot of enthusiasm and new ideas * Good at teamwork * Tall and healthy | **Bio**  Karen Seeley is a young professional who just started his career as an accountant and graduated from one of the top universities with an excellent record.  He loves to accept new challenges and does his work very carefully with almost no chance of making the mistake.  He handles his co-workers very efficiently and prefers teamwork. |
| **Karen Seeley**   * Age: 24 * Born: Vancouver, Canada * Young accountant | **Goals**   * Handling all the accounts and finances wisely. * Priority is to manage all the expenses and earn as much profit as possible. |
| **User Stories**   * As an accountant, I want to keep track of all the invoices so that it would be easier for me at the end of the tax year. * As an accountant, I would like to keep track of all the sales as well as orders placed to keep track of the money earned and then handle the company expenses. * As a part of the accounting staff, I would like to be able to change the inventory prices whenever there is any change in the finances to keep the boutique in business. | | |

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| **Head Chef** | | |
|  | **Personality**   * Experienced gourmet chef * Solid leadership * Quick decision-making * Ability to skillfully multitask | **Bio**  Alex Reed earned a degree for Culinary Arts & Hospitality in the year of 2016 at Westminster Kingsway College located in London England. He then moved to Toronto, Canada to pursue his career.  Alex joined the local pizza shop as the executive chef towards the end of the year of 2018. The shop has seen significant improvements and achievements in the business. |
| **Alex Reed**   * Age: 47 * Born: Liverpool, England * Epicure, Chef de Cuisine | **Goals**   * Working to achieve a Michelin star(s) for the shop through phenomenal individual and team performance. * Enhancing food quality by establishing guidelines for kitchen chefs, cooks, and employees * Assisting and pitching-in ideas for creating new items, specials, and changes for monthly, annual, or seasonal menus. |
| **User Stories**   * As a head chef, I want to have an ordering system which displays orders that can be assigned to chefs and cooks. * As a head chef, I want to establish a checklist that contains standards for components such as the taste, presentation, and delivery of the order prepared. * As a head chef, I want to have customer reviews and star ratings to assist in making updates for displaying menu items (Most Popular, Featured, etc.) and to create any necessary changes to the menu items. | | |