Title: Customer Interview 1
Date: Tuesday 6th February 2024
Time: 15:30-16:00
Duration: 30 minutes
Members present: Betul Cilenk, Adam Hussain, William Leslie, Maheen Matin, Martinson Yan

Note: unless explicitly denoted otherwise (preceded by "added by MemberName"), all contributions are made by the team member specified in the "Name" header at the start of each section.

Name: Maheen Matin

Question 1: Do the owners (Chef Ana and Sommelier Robert Lancaster), Julie (the restaurant manager) and the two unnamed admin staff have differing responsibilities (in regards to administration and management tasks) or privileges? Therefore, will the software require restriction to certain features depending on who is logged in?

Answer 1: The head chef and the sommelier (the owners) have the most permissions. The two unnamed admin staff write first drafts of menu descriptions. Robert (sommelier) adds details regarding wines. The restaurant manager checks all details, then signs off on the menu. The menu is then sent to the front-of-house team. To clarify, the admin staff would not add any details regarding wines. In addition, they would not sign off on the menu.

Question 2: The case study makes two references (Front of House → Tables and Bookings, Management → Tracking) to the concept of a "cover". Within the context of a restaurant and its accompanying administration software, what does a "cover" refer to?

Answer 2: A "cover" is a single diner. A group of covers would therefore be a group of diners.

Question 3: The case study makes one reference (Management) to the concept of a "restraint". Within the context of a restaurant and its accompanying administration software, what does a "restraint" refer to?

Answer 3: This is a typo in the case study. "Restraint" does not belong to business nor culinary nomenclature.

Question 4: The admin team provides a list of available ingredients for the coming month. If a new menu is to be produced by the kitchen team each week and said menu is to be prepared three weeks in advance, then is the following correct: admin team provides a list of available ingredients for January. The kitchen team produces the menu for the fourth week of January during the first week of February, thereby upholding the requirement for three weeks advance preparation. The menu for the first week of February requires the list of available ingredients for February to be provided during the second week of January. Is this correct?

Answer 4: Yes, this is correct.

Name: Martinson Yan

Question 1: In the section for ordering it talks about how wines are a separate matter. Would you want us to store information on wines in a separate section in the solution or keep in the section with the food etc? (about if the attributes for wines should be in the same class as food or will it need to be separated?)

Answer 1: yes have notes about the wines

Question 2: For the management side it says we have to track bookings but also on the front house side it talks about managing bookings. What kind of stuff would you want us to add our piece of software for bookings?

Answer 2: (attributes) total amount from the day (takings)

Question 3: How would you analyse sales data beyond popular dishes and total takings? Do you track specific metrics like average spend per customer, or item profitability?

Answer 3: For now only popular dishes and total takings

Name: Adam Hussain

Question 1: In regards to allergens, how would you like them managed? Do items need to be kept separate from the time of delivery? What are the sort of attributes that need to be logged and how do the menu items and ingredients need to be tracked in order to ensure safe consumption. Are allergens ever added?

Answer 1: Allergies - identify allergens and they get noted on the menu, but when diner comes in waiter will discuss first and they will write in big letters allergy and seat place. Knowing whats in the dish and using government advice. List is revised and may need to be updated, things that might not be allergens but things might not be agreeable to people. Halal and Kosher is unlikely.

Question 2:
How are finances managed? Are they done by us or an external company? What sort of things are we expected to track.

Answer 2: (Added by Maheen Matin) External company

Question 3: How is the ingredient markup decided and how often is it changed? Do the menus need to be updated with the new price? How are price changes decided and do new items ever need to be added to the menu. If so would you want to keep formatting and style the same or would that change?

Answer 3: Markup is reviewed quarterly and is based on business operating cost. General standard menu style, however on occasion there might be a themed menu. Admin team deals with styling. Only thing interested in general restaurant upkeep data, all payment is automatic.

Name: William Leslie

Question 1: The Ordering section mentions ordering from the supplier's website. Is there an API available to automate this within the software solution? Alternatively, is there a way to input item codes along with quantities in order to make the ordering process more immediate by providing a copy-paste list of items to order from the supplier? If so, is there a specific format it is required to be structured in, and are these items/item codes the same ones used internally to identify stock?

Answer 1: There is an api, needs manual input for amounts, choose how much you want to order of everything

Question 2: How should the management system communicate with the other subsystems, are there specific data points or functionalities that need to be integrated between the systems?

Answer 2: Yes, send menu to kitchen, get inout for takings

Question 3: What kind of information is tracked regarding staffing, holidays, and schedules? Is there a need for integration with a payroll system?

Answer 3: Knowing if someone is on holiday for a certain week