

Feedback:

- Business statement: Reasonably written, some business details not specified, service processes not well articulated

Overall Evaluation: Reasonable/Poor (B-): needs improvements



Faculty of Engineering and Technology
Computer Science Department
Software Engineering
COMP433

Project: Phase #1

Title of your business??

Title: Business Definition.

Prepared by: Group 7.

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Section: 4

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Good Addition of your Team Details: Name of members, IDs and group no. as a separate page- ADD ROLES .

Business Title: Home Plants Shop.

1. What is the business about?

weak business

description: Describe the current business in terms of its functions- what it is as a business and what it offers

The home plants shop is a small business that sells different types of home plants to customers. The main idea of the business is to make it easy for people to choose, buy, and receive plants without visiting the store.

Many people want plants for decoration, clean air, or personal enjoyment, but they don't always have ability or time to visit a real store to look for them. So, this business provide a solution for those people by providing a simple way to buy plants online and get them delivered to their houses.

2. Services offered:



**you are the describing the future system services,
Not the current business services + the services lacks details**

- Display different types of plants **online**.
- Allowing customer  make there plants shopping through a **website**.
- Home delivery of plants to the address of the customer.
- Providing some information about plant care such as: watering, sunlight, etc.
- Taking **online** payments (card, wallets) or cash on delivery.

do not
specify solution-
how design a
solution

3. Customers types:

- **Visitors:** customers who browse products, show plant prices and information, or visit the shop without purchasing
- **Buyers:** customers who visit the shop and make actual purchases.

4. Business Capacity:

avoid large ranges, be more specific

The shop is designed to handle a stable flow of customers monthly. On average, the shop has approximately **180–250** total visitors per month, of which **120–180** become buyers.

The Business can offer 15 categories of plants, including small indoor plants, medium-sized decorative plants and low-maintenance plants suitable for beginners.

Depending on the season and customer demand, the shop typically sells between **230 and 380** plants per month.

you should describe an existing business processes not how they will be implemented
Describe business processes for each business service, Not users?? -and
there should be a business process for
each service



5. How business works:

1. **Customer browses products:** The customers visit the **online website**, and they can view different plant categories, filter products, search on products by name and check the plants picture, price, and care information.
2. **Customer select a plant:** When the customer finds the plant they want, they click on the view details button, and then add to cart. The website allows multiple selection and adjusting the quantities before checkout. **Should be a business process for each business service, not a system process**
3. **Customer enter information:** After the customer select a plant and during check out, they enter their name, phone number, home address. This is required process to ensure accurate delivery.
4. **Customer chooses payment method:** When the customer finished enter the information and they want to complete checkout, the website provides online payment (card, digital wallet) or cash on delivery. The customer can choose the method they prefer.
5. **Shop Confirms the order:** The system sends the order details to the shop. The employees prepare the selected products, check its conditions and pack it.
6. **Delivery to customer:** delivery will take the orders to each customer address, customers receive the order at their door, it will be tracking system of each order status (preparing order, out for delivery, delivered)
7. **Optional After-Service:** the shop may also send some tips or answer customer questions using website chat or though 'contact us' section in website, this will lead to trust and make customers return again

6. Business Revenue:

The business makes revenue through two ways:

1. **Plant Sales:** selling plants at price higher than the buying cost
2. **Add Delivery fee (in some cases)** **GOOD**

6. Employees And Their Roles:

The home plants shop needs a small number of employees (6) to run the business:

- **Manager (1):** Responsible for organizing the work and keeping track of products and sales.
- **Plant Specialist (1):** Takes care of the plants, waters them, and checks their health.
- **Sales/Customer Support (2):** Helps customers with questions or issues through chat or phone.
- **Delivery Driver (2):** Delivers the plants to customers' homes **GOOD WORK**

Missing section: you need to specify the challenges
and problems of the CURRENT business model

The End.