**Database System Project**

Date/Day : 22 Jan 2025 (Wednesday)

Company : The Black Caravan, Seri Iskandar

Interviewee : Cik Fana and Cik Asma

Company Director : Zulhelmi

Managing Director : Athilia

Company Registered SSM Number:

# **Business Background**

Starting from 2016 as a food truck, the Black Truck in KL in Bandar Tun Hussein Onn, after 3 years, opened another food truck in Bandar Ayer Tawar, Penang. Then in 2021 a new restaurant in Seri Iskandar added to the Italian and Mexican cuisines and added American. Older 2 franchises are still open until today. The name Black Caravan started because the owner painted the food truck black. Business is a partnership between 2 people. Nostra Brothers Enterprise, then changed to SDN. BHD., Penang branch is handled by a partner. Seri Iskandar is under SDN BHD. Every branch has a manager.

# **Business Objective**

Seri Iskandar Branch's target market is university students that like to eat burgers and pasta. The owner was a head chef at a hotel, and he planned to open a shop to help students.

# **Business Structure**

Office of Seri Iskandar under General Manager HR and Accounting, Supervisor, General Crew for the Restaurant.

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# **Business Operation Flow**

## **Inventory Management**

By daily and monthly stock, which is counted by the head kitchen and head front, counted the stock after closing. Refill stock is for daily essentials like chicken and vegetable foods in general, while monthly is usually for physical assets like printed cups, straws, etc.

## **Promotions**

Black Caravan has promotions on Labour Day, New Year, Hari Raya, and Independence Day, which are usually festive seasons to attract customers, such as purchasing RM50 and above will give gifts. The business also sponsors schools as they mainly focus on sponsorship.

## **Ordering Method**

Black Caravan takes customer orders from FoodPanda, Grab, and Misi Food delivery. Misi Delivery uses store prices at normal prices, unlike FoodPanda and Grab, which take commissions. In the shop, customers used to counter order, then give pagers for them to take the order, then they upgraded to a system where we order food through QR code.

## **Payment Method**

Customers can use Cash, TNG, debit, and credit cards to pay at the counter. The customers don’t pay online through their app but pay at the counter separately.

## **Legacy System (As-Is)**

Black Caravan management uses AutoCount software for accounting purposes to include sales and quotations, which also has a database.

## **Customer Feedback**

They implement a feedback form through a phone number. The business will contact the customer themselves [Our group can expand on this matter, like through email notifications, etc.]. Customers usually complain about food complaints and service complaints because of lots of people.

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## **Stakeholders**

### **Customers**

They also want to try to get information from customers, such as name, phone number, email, and order, to analyse for regular customers, etc., to enhance business operations. If customers want to make a reservation, they contact them and also give a form to put in general information of a person, such as name.

### **Menu (Food)**

Materials, ingredients, pricing, general information about the food. Why do this? To apply for food licensing, like Halal Certificates, because they need clear classification. Every single food has its own item code, only employees know, not customers.

### **Employee**

Major employees in the restaurant are managers, supervisors, advisors, deli chefs, commis chefs, part-timers, and front service (cashiers). The restaurant currently has 21 employees at the Seri Iskandar branch. The salary for part-timers is RM7/hour and RM90/day for chefs.

### **Suppliers**

The main suppliers for pastas and tomato puree are from Pu Sang Trading at Ipoh. The supplier for burgers is Azita. Azita also supplies KFC and McDonald’s and restocks once a week for buns (burgers). Rice is restocked from retail shops and local supermarkets. Black Caravan gets order information by looking at their stocks in their store, such as one day Black Caravan sells around 60-70 burgers. The fastest-selling foods at the restaurant are pastas and burgers, which are in high demand. Suppliers will hand out application forms to the restaurant.

Black Caravan selects their supplier through the owner, who is the one that surveys and does purchasing and logistics management. The owner will do the survey in around 2 or 3 months. Suppliers such as Azita approach the business themselves. Black Caravan focuses on small minimum order quantities (MOQs), which are around 5000, mainly with high quality of product, pricing, and tries out samples given by the suppliers. No contract-based suppliers; they keep on using the same.

## **Operating Hours**

Open from Monday to Saturday from 12:00 PM to 11:00 PM, closed on Sundays. On Fridays they will open at 3:00 PM to give way for Friday prayers.

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## **Challenges**

Before this, the restaurant opened from 4.00 PM to 11.00 PM, and now they are open from 12.00 PM to 11.00 PM, which results in fewer customers during the afternoon. They also have increasing competition from other restaurants that also sell their cuisines.

# **Business Project Request**

## **Enhanced System (To-Be)**

Black Caravan wants to try to upgrade a system for HR that can cater to their employees’ attendance, income, payslip, CV, information about employees, emergency leave, and annual leave. Employee information used in Excel. They need an HR management system.

Black Caravan wants us to focus on an HR management system because they don’t have the system yet, then they want us to focus on the accounting system. Lowkey I think just do all, cause finding 20 entities is hard. They want the system to ease the calculation to calculate employee income, which is based on attendance. Attendance on how many hours they work per day and how many days they have worked. Then the system will print out the employee pay slip based on the acquired data. Black Caravan gives employees a salary per hour.

# **Business Future Plan**

Open more new branches with more types of cuisines, first mainly in Perak, then nationwide.

# **Document Requested**

1. SSM Copy
2. Menu
3. Job Application Form, Leave Form and Worker Information Form.