

National University of Computing and Emerging Sciences  
(NUCES), Islamabad

Project Phase no 1



### **Members**

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**Date:** 13 November, 2023

# Project Scope Document

## Project Description:

"CampusBites" is a bustling cafeteria situated on a college campus, serving a diverse menu to hundreds of students, faculty, and staff daily. Our project involves the development of a Cafe Management System, catering to the unique needs of the university. The domain encompasses various aspects of cafe operations, including order management, inventory tracking, and customer relationship management. In the competitive landscape of the food and beverage sector, our system aims to provide a streamlined solution for cafe owners to enhance operational efficiency and customer satisfaction.

## Problem Statement:

The current cafeteria setup faces challenges in order processing efficiency, leading to long wait times and checkout queues. Additionally, inventory management is prone to errors, resulting in overstocking or ingredient shortages. The need for a Cafe Management System arises from the necessity to automate and optimize these processes, ensuring a smoother operation and better service delivery.

## Problem Solution:

We will give an updated system which will offer a user-friendly interface for browsing menus, placing orders, and making payments. Through an intuitive interface, cafe owners and staff can streamline daily operations, reduce errors in order processing, and enhance customer experiences. By implementing this solution, we aim to reduce wait times, enhance customer satisfaction, and optimize cafeteria operations.

## Advantages/Benefits of Proposed System:

**Efficient Order Processing:** Automation of order management leads to quicker, will reduce wait, and more accurate processing.

**Inventory Optimization:** Real-time tracking and alerts for inventory levels, reducing the risk of stockouts or overstock situations.

**Enhanced Customer Experience:** The system will provide a user-friendly interface for easy menu exploration, order placement, and payment and give user some rewards.

**Operational Insights:** Analytics and reporting features provide valuable insights for better decision-making.

## Scope/List of Features:

### Users:

1. **Administration** Oversee overall operations, manage inventory.
2. **Cashiers:** Process orders, manage payments, and update inventory in real-time.
3. **Customers/students:** Place orders, track loyalty points, and provide feedback.

### Modules:

1. **Order Management:** Streamlined order processing from placement to fulfillment.
2. **Inventory Tracking:** Real-time monitoring of stock levels,
3. **Customer Relationship Management:** Tools for managing customer profiles, loyalty programs, and feedback.

## Functional Requirements/Features:

### 1. Order Management:

- Order creation and modification.
- Integration with the payment systems.

### 2. Inventory Tracking:

- Real-time inventory updates.
- Supplier management.

### 3. Customer Relationship Management:

- Customer profiles and preferences.
- Loyalty program management.
- Feedback and review collection.

## Planning Approach:

To gather requirements, we employed a combination of techniques, including interviews with cafe owners and staff, surveys distributed to potential users, and on-site observation of existing cafe operations. Additionally, we conducted a review of record keeping practices and systems currently in use within the industry. This multi-faceted approach ensured a comprehensive understanding of the challenges faced by cafe owners and their specific needs, guiding the development of a Cafe Management System.

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