Preliminary Investigation

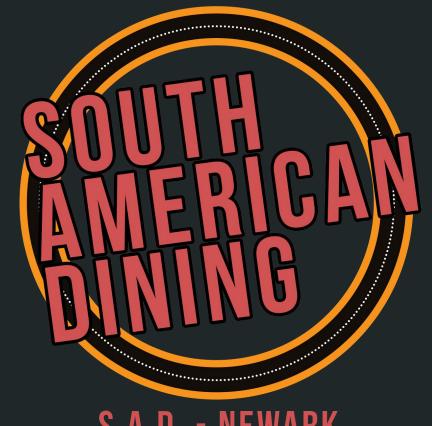
Amanda Battista

Cameron Clark

Ankit Gandhi

Stefani Di Iorio

GeYou Su



S.A.D. - NEWARK

PENN STATION • BROAD STREET • UNIVERSITY HEIGHTS • NEWARK AIRPORT

Business Profile

General Business Information

- SAD's Restaurant
- Newark, New Jersey
- Cofounders: Amanda Battista, Cameron Clark, Ankit
 Gandhi, Stefani Di Iorio, Jason Su, Ineisha Thomas

Business Details

- 2019
- Main Areas of Activities of Business: Fine dining restaurant
- Main Services: Bar, Dine-In, Dine-Out
- Principal Customer Industry: Located near a shopping mall and corporate buildings in a busy section of the city

Business Capacity

Human Resources

- Four managers
- Five Host
- Eighteen Cooks
- Twelve Servers
- Seven Bartenders
- Three Dishwashers
- Four Runners/Bussers

<u>Other</u>

- Managers handle inventory by filling out order forms
- Managers maintain employee hours by hand writing updates on a schedule
- Managers are responsible to maintain all restaurant equipment

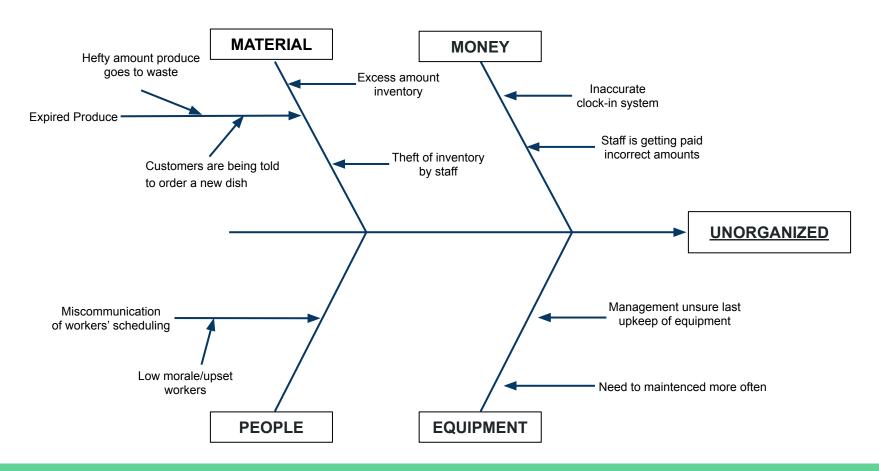
Organizational Chart



Request Form Summary

- Staff noticed a good amount of produce is left going to waste at the end of the night, they want a better ordering system that predicts less waste at the end of each night.
- Kitchen staff are left with an overflow of inventory at the end of the day that they don't know how to organize for upcoming nights.
- Produce and entrees often become few and aren't enough to cover busy nights, customers are being told to order a new dish because the main ingredient is not available at that time of dining
- Communication for management for the maintenance on equipment is being handled poorly and unorganized. Management had a hard time getting together all the receipts and the status for upkeep on some equipment is unknown.
- Scheduling for staff is confusing and they dont always know when they are set to work until the day
 of which can cause upset for those who have prior commitments.
- Payroll is being done manually and errors are being made where staff aren't getting paid the correct hours for which they worked and mistakes are being made paying employees for days they haven't even worked.
- Staff are taking items home due to excess inventory and its becoming an expensive loss for the restaurant due to the theft.

Understanding the Problem - Fishbone Diagram



Findings

Management's Perspective

- Estimation based inventory
- Lack of accessibility to data
- Maintaining records of 50+ employees
- Maintenance of over 100 pieces of equipment
- Unorganized/ outdated manual systems

Front of House Perspective

- Inconsistent scheduling
- Missing hours
- No promotions
- High employee turnover/shortage of staff
- Low morale

(+)

Kitchen Perspective

- Improper inventory calls for 86'ed items
- A ton of waste
- Equipment not being maintenanced
 - High employee turnover

(+)

Summary of Findings

Management is not able to handle the needs of the restaurant and it's employees due to an overly manual system that does not allow managers to communicate among the different restaurants..

Recommendations

The organization needs a <u>new system</u> that will maintain payroll/schedule records, provide accurate item sales to determine accurate inventories and also hold equipment/maintenance records.

POS







TouchScreen POS

Wireless Handheld POS

Online Ordering

PERIPHERAL

DEVICES

Caller ID Devices Cash Drawers

Coin Dispensers

Customer Displays

Debitek Card Readers

Fingerprint Readers

Kitchen Display Units

Liquor Control Devices

Magnetic Stripe Readers Order Confirmation Displays

Printers

Scanners

Video Tracking Monitors Weighing Scales

Basic POS Modules

- TableService
- · BarTabs
- · Delivery/QuickService

Backoffice Module

WEB SERVICES

- Reporting
- Payroll
- · Customer Database
 - Redundancy

SOFTWARE

Accounting Club Management

Credit Card

Authorization

Enterprise Solutions

Inventory Control

Multi-Store Gift Cards

PMS or Front Desk

ADD-ON MODULES

Customer Accounts & Gift Cards Customer Loyalty Inventory Control Labor Scheduling Reservations

OFF-SITE MANAGEMENT

Central Manager (for Multi-Store Chains)

Web Browser Interface (for Independent Restaurants) Stand-Alone Services
E-Club
E-Reservations
E-Calendar
E-Employment Forms
E-Coupons
Website Design

Online Ordering
Online Gift Cards
Online Reservations
Online Reporting
Online Staff
Management

System Requirements

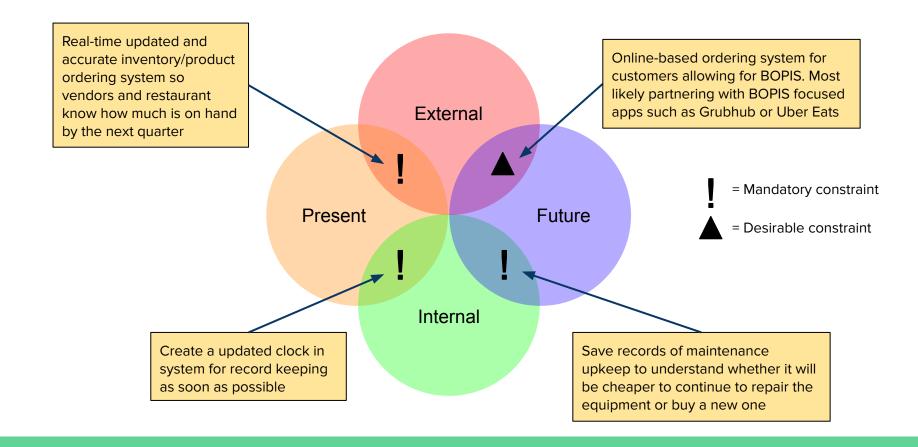
Must Do

- New ordering system
- Scheduling
- Allow clock in for record keeping
- Accurate inventory throughout day
- Keep Maintenance records
- Inventory and maintenance records must be accessible to front and back of house

Should Do

- Predict the waste at the end of the night
- Online-based ordering system
- Should be point of sales POS

Constraints by Timing, Type, and Urgency



Time & Costs



Development

IT will take all the concerns and create a system capable of use, taking in everything that was brought up by staff.

Cost: approx. \$15,000

Testing

IT will be testing the software making sure it's capable of holding all the data needed to be configured and used.

Making sure it covered all aspects of what's needed to help staff.

Beta/ Evaluation

Testing the program lets the staff begin to use it and give feedback on any changes that are needed and make sure it can be used.

Bugs

IT will fix any bugs or problems staff may have come across while learning and using the system.

Cost: approx. \$2,000

Launch

The database and program should be fully functional and ready.

Cost Total: approx. \$20,000

Cost: approx. \$3,000

Expected Benefits

The new system can bring the following benefits to our restaurants:

- New efficient system
- Less Scheduling conflicts
- Higher profits
- Less waste
- Higher customer satisfaction
- Lower wait times
- Increased communication



SALES REPORTING

Record & analyze sales data to make informed decisions



CUSTOMER MANAGEMENT

Track purchase histories & automate marketing



INVENTORY MANAGEMENT

Manage stock counts to determine when to make reorders

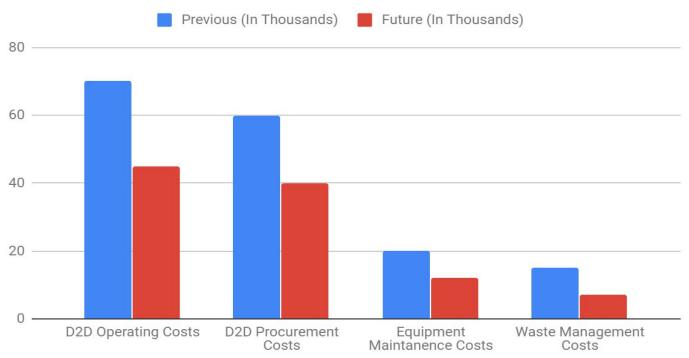


EMPLOYEE MANAGEMENT

Offer clock-in/out tools to manage scheduling & payroll

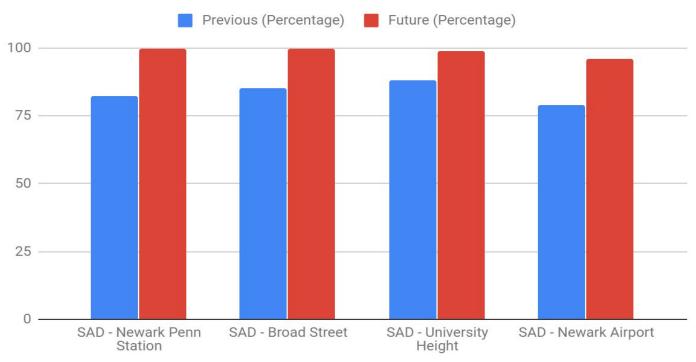
Appendix - Costs Comparison Chart

Cost Comparison Chart



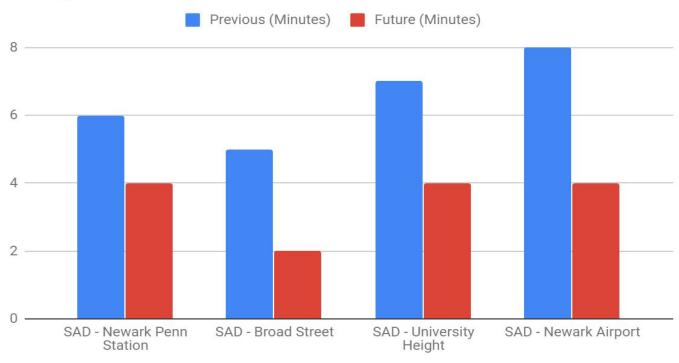
Appendix - Customer Satisfaction Rate

Customer Satisfaction Rate Comparison



Appendix - Waiting Time Comparison

Waiting Time Comparison



Appendix - Possibility of Scheduling Conflict

Possibility of Scheduling Conflict

