Email #1

From: Peta
To: Alex
Subj: Expansion required by Omar

Hello Alex,

It is being a pleasure work with you. I have carefully heard your considerations about the project so far and I believe you have been summing up very effectively, thank you for this. I was surprised recently by Omar's e-mail requiring the inclusion of the whole restaurant to the scope of the project, and I would like to explore this situation further with you.

Although I do believe the proposed changes might increase gains of the project, I do not believe the possible benefits overweight the risks. A changing of this magnitude at this standpoint may jeopardize the whole project. The first reason is the shortage of data regarding the new system. Usually new systems require frequent adjustments after launched until being completely settled to success. In addition, the kitchen may not be prepared to absorb an increased demand, what may arise a cumbersome demand that might push back our main indicators, and ultimately, reflect in customers satisfaction.

I would like to ask for your support to express your concerns regarding customers satisfaction, and talk further about the situations you have been through when working to recover staff morale and quality of customer service.

Your experience is essential to clarify that our main concern lays on the foundation and mission of the company, and an increase of this magnitude targeting profits is not the best option.

I really appreciate your support.
Sincerely,
Peta

Email #2

From: Peta
To: Seydou
Subj: Concerns regards Omar request

Hello Seydou, I hope you are having a good time. Your experience and effort are being very appreciated on this project and I feel your wish to make the most out of this project. As we talked more closely during the meeting, Omar request is still without a resolution, and I would like to talk to you about my main concerns.

Usually, integration among systems require some time to achieve a perfect alignment, because despite main features might be aligned, a deep use of the whole functionality of a system may unveil issues not identified before. I believe piloting with the system in the whole

restaurant is too risk, and we may get troubles especially when they should not happen, when the restaurant is busy, and the system is being overloaded with information.

This may cause problems of communication among system, as well as jeopardize customer's experience. Do you agree that those are real risks, and we should be careful? Would you be up to help me, talking more about these risks and our concerns no Omar and Deanna?

I really appreciate your support and I am looking forward to hearing from you.
Sincerely,
Peta.