3. Description of the current situation  
 -Currently, the business is going through challenging times. The pandemic that we live in makes it hard for the hostelry sector to succeed and reach their business goals. However, Tabernas Sevilla is financially stable and mature enough to resist these challenges.

# 3.1 Advantages and Disadvantages

## 3.1.1 Advantages

-The main advantage of Tabernas Sevilla is the age of the business. Since they started in 2001, they have had enough time to fix all the problems that have appeared during the business lifetime and to gain a good reputation in Seville.

-There are no significant issues to solve now, and that makes us able to make new improvements.

## 3.1.2 Disadvantages

-The ongoing pandemic makes it difficult to invest in new features and techniques.

-The current process to book a table in a restaurant is complex.

-There is no social media involvement to promote the business.

# 3.2 Models of processes of the current business

## 3.2.1 Description of the actors of the current business

* **Owner**:Our client, who oversees the general management of the 4 restaurants and decision making of the business. The owner contacts and deals with providers and selects the menu for the restaurants. He delegates his functions to the foreman.
* **Foremans**: Skilled person with experience who is in charge of an establishment on behalf of the owner and also watches over a group of workers.
* **Waiters**: Person in charge of taking commands and bringing dishes to the diner.
* **Chefs**: Person in charge of preparing and cooking food for the diners.
* **Diners**: Customer who comes to the business to consume the services we offer.

## 3.2.1 Description of the processes of the current business (how specific? Providers? )

- To make a reservation, the client can call the number of the restaurant or fill a form to gather basic information about the reservation. Then, a foreman will send an email is sent to the customer to pay the 25% of the price of the selected menu, or 3 euros per diner if there is no selected menu (in this case no tapas will be served, only full sized dishes, unless the only size of the dish is a tapa). This money will be refunded once the diners finish their meal.

# 3.2 Technological environment

## 3.2.1 Description of the hardware environment

- It is formed by all the working stations that all the four restaurants have, in which the waiters keep track of what the diners order. There is also wi-fi connection in all establishments and several computers in the office, where the owner accesses the general database.

## 3.2.1 Description of the software environment

-The current software environment is composed of an oracle 9 database, a website under the “.es” domain and an application called BDP-Net, which manages the terminals in the restaurants and connects it to the computer in the office.