

Fast Food Corner

By-

BATCH:B24

GROUP NUMBER:35

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SCOPE MANAGEMENT

- MOV - To set up a fast food joint that provides 20% of the Investment within the first year of its operation. Acquire customers and gain customer loyalty.

Scope Boundary

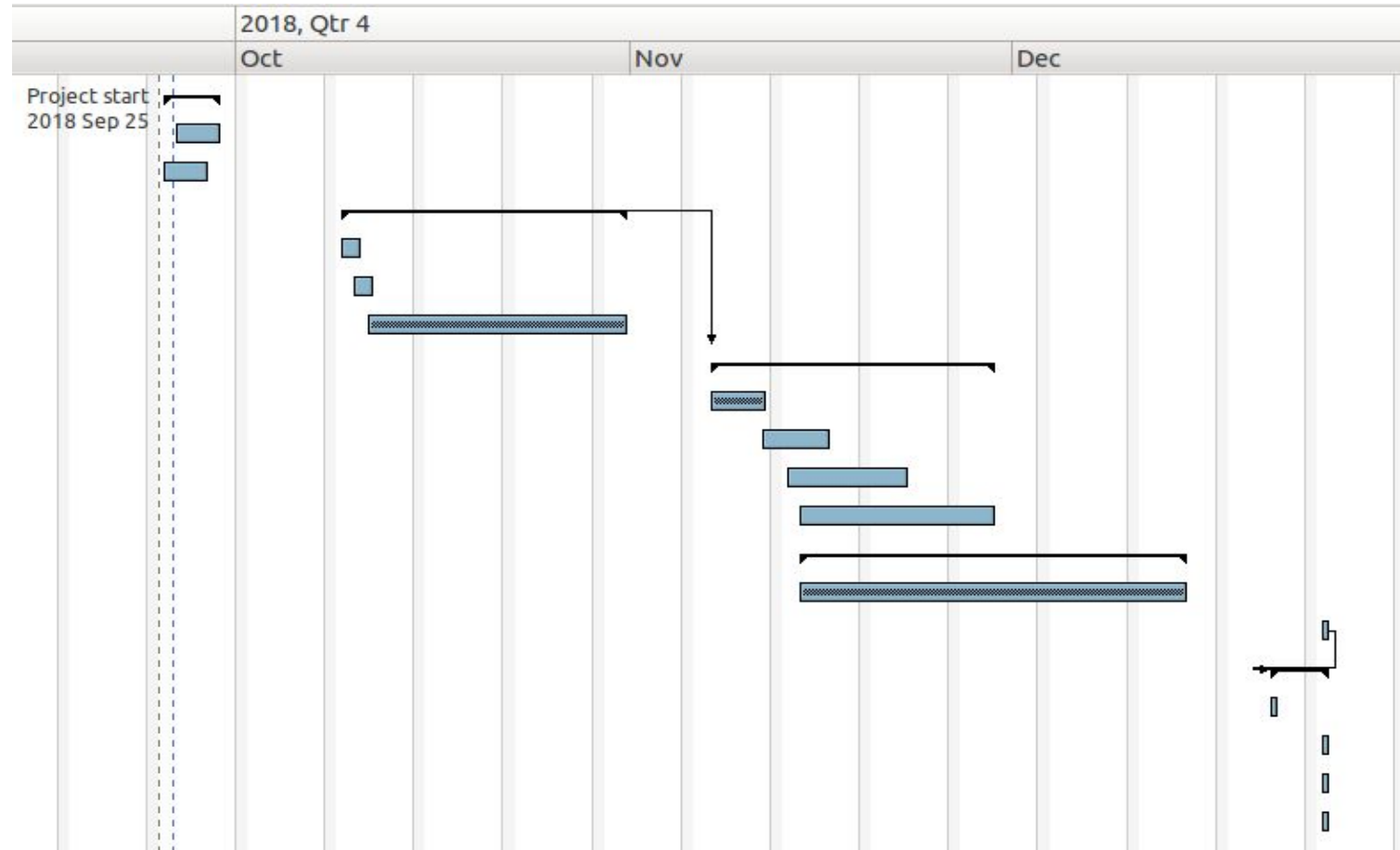
- Rent space to set up the joint which accommodates at least 50 customers comfortably.
- Prepare the following fast foods-
Samosa, Vada, Fries, Burger Accompaniments (Chutney, Sauce).
- Provide at a reasonable cost and build a brand to gain customer loyalty.
- Hire staff who are committed to their job and value the customers.
- Work outside the boundary
- Delivery service would not be provided.

Deliverables- Work Breakdown Structure

WBS	Name
1	▼ Communication
1.1	Understanding MOV and scope
1.2	Discuss Amount to Invest
2	▼ Planning
2.1	Decide scope
2.2	Prepare Project charter
2.3	Analyse rental spaces
3	▼ Collect various Resources
3.1	Buy suitable rental space
3.2	Buy Equipments
3.3	Arrange for electricity, LPG
3.4	Hire Staff
4	▼ Advertise the restaurant
4.1	Pass on flyers and posters
5	Inaugurate Restaurant
6	▼ Follow Daily Routine
6.1	Buy non-Perishables for a month
6.2	Buy Perishables
6.3	cook food
6.4	Serve food

TIME MANAGEMENT

WBS	Name	Work
1	▼ Communication	8d
1.1	Understanding MOV and scope	4d
1.2	Discuss Amount to Invest	4d
2	▼ Planning	21d 3h
2.1	Decide scope	1d 7h
2.2	Prepare Project charter	1d 7h
2.3	Analyse rental spaces	17d 7h
3	▼ Collect various Resources	31d 1h
3.1	Buy suitable rental space	4d 4h
3.2	Buy Equipments	4d 4h
3.3	Arrange for electricity, LPG	8d 8h
3.4	Hire Staff	13d 3h
4	▼ Advertise the restaurant	26d 6h
4.1	Pass on flyers and posters	26d 6h
5	Inaugurate Restaurant	8h
6	▼ Follow Daily Routine	3d 5h
6.1	Buy non-Perishables for a month	8h
6.2	Buy Perishables	8h
6.3	cook food	8h
6.4	Serve food	8h



COST MANAGEMENT

Per Month

Resource	Number	Cost/unit (INR)	Total Cost(INR)
Working Space (Rent)	1	5000	5000
Cooking Staff and cleaning	3+2	10000+2000	34000
Accountant and Advertising Staff	2	10000	20000
Manager	1	12000	12000
Ingredients and Tax	-	20000	20000
Maintenance	-	2000	2000
Insurance	-	1000	1000
			94000

One time Expenditure

Resource	Cost(INR)
Equipment and Installation	10000
Initial Advertising	1000
	11000

$$94,000+11000=105,000$$

COST MANAGEMENT (in INR)

Total expenditure for the first month = 1,05,000

Total monthly Expenditure = 94,000

Total yearly Expenditure (first year)

=105000+94000* 11 months =11,39,000

Total Sales (Monthly) = 1,24,000

Total yearly Sales = 14,88,000

INTEGRATION MANAGEMENT

- Project Managers will have to keep an eye on every aspect of the fast food corner and check if everything is going according to the plan.
- Good project integration is not possible without good **team work**.
- The Project manager has to look after the whole planning and execution of the project and covers all the knowledge areas so as to:
 - Identifying the nature and the type of customers visiting regularly
 - Overall Cost and expenditure of the corner
 - schedule
 - performance of the workers
 - Supply of the stuff required
 - Quality management of the food items and the ambience of the restaurant.
 - Risks
 - Needs and requirements of the team members
 - Feedback received from the customers

All these are managed and **integrated** to improve the management of the fast food corner.

COMMUNICATION MANAGEMENT

- In order to achieve successful completion of your projects, all team members should be on the same page and that can be possible through effective and regular communication.
- It is the duty of Project Managers to enhance collaboration and communication among their team members by using **Task Management Software** that offers communication and collaboration features.
- Here are some of the key activities that Project Manager need to undertake to ensure uninterrupted communication:

1. Identify stakeholders/consumers :

- There are customers that are satisfied with pretty cheap food and fast service.
- There are also the customers that are calling healthier food options due to weight issues and health concern.
- People still mostly choose to order classic items such as cheese burgers and fries rather than food with less calories.

COMMUNICATION MANAGEMENT

2. Plan Communications:

- Communication among team members and the manager should be done regularly and must be scheduled at regular intervals.

3. Distribute information:

- Plan to deliver your messages to your key recipients through multiple media channels. Decide which media channel would be the most effective to get your message delivered to your target audience.

4. Report Performance & evaluation of results:

- It's always important to measure your results to understand whether you achieved your objectives.

COMMUNICATION MANAGEMENT

- Evaluation might take the following forms:
 - Annual reports.
 - Monthly reports.
 - Progress reports.
 - Reports from other departments.
- If you aren't satisfied with the results, necessary steps and adjustments can be made in order to perform better next time.

HUMAN RESOURCE MANAGEMENT

Why HR management:

- What feelings might a new employee have when starting a new job?
- What could we do to help new employees transition successfully to their new jobs?
- Why does the success of a business rest largely on the performance of the team?
- How can a group of individuals become a cohesive and high-performing team?

HUMAN RESOURCE MANAGEMENT

The Area of human resource management entails:

- (1) organizational planning
- (2) staff acquisition
- (3) team development

HUMAN RESOURCE MANAGEMENT

Organizational Planning:

The Functional Organization:-

Individuals and subunits(i.e., groups of individuals) perform similar functions and have similar areas of expertise.

Advantages:

- Increased flexibility
- Coordination of resources and activities easier

Manager

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graph TD; Manager[Manager] --- Chefs[Chefs]; Manager --- Waiters[Waiters]; Manager --- Accounting[Accounting and Finance]; Manager --- HR[HR and Advertising];
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Chefs

Waiters

Accounting and
Finance

HR and
Advertising

HUMAN RESOURCE MANAGEMENT

Responsibilities of Team Manager:

1. managerial role: responsible for developing the project plan, organizing the project resources, and then overseeing execution of the plan.
2. leadership role:
 - The ability to communicate with people and listen to their grievances and feedbacks
 - The ability to create and sustain relationships with customers, employees and stakeholders
 - Build commitment & self confidence

RISK MANAGEMENT

Risk Information table:

RISK	PROBABILITY	COST	$p \cdot c$	OWNER	MITIGATION
Unable to attain the investment	70%	0.8	0.56	Manager	Increase Sales
Damage to Ingredients	70%	0.5	0.35	Cook	Store the ingredients properly
Shortage of staff	50%	0.5	0.25	Manager	Hire new candidates with higher pay
Unavailability of ingredients	30%	0.7	0.21	Cook	Keep Check on the count of Ingredients
Natural Clamity	20%	0.8	0.16	-	Insurance
Unavailability of electricity,LPG	20%	0.7	0.14	Accountant	Keep a generator in hand
Shortage of Customer	20%	0.7	0.14	Advertising Head	Advertise more

PROCUREMENT MANAGEMENT

Resources required:

- Bread, sauces
- Potato, onions and other vegetables
- Dairy products and oil, wheat
- Meat
- Other food products

PROCUREMENT MANAGEMENT

Points to keep in mind:

- **Planning procurement management:** Determining what to procure and when and how to do it
- **Conducting procurements:** Obtaining seller responses, selecting sellers(checking quality and cost of products), and awarding contracts
- **Controlling procurements:** Managing relationships with sellers, monitoring contract performance(time of delivery, quality and freshness), and making changes as needed
- **Closing procurements:** Completing and settling each contract or agreement, including resolving of any open items

PROCUREMENT MANAGEMENT

SOW:

1 DESCRIPTION OF SERVICES: Provide the necessary food items and materials

1.1 Period of Performance: Performance period for this contract will be no more than 5 days from the date of award, and will run continuously for 6 months with the provision for a one time extension of this contract for an additional 6 month period.

1.2 The contractor shall provide all the items necessary to perform full food service management . The contractor shall perform to the standards set forth in this contract.

1.3 Delivery of items requested : The contractor shall provide with food items with the quantity told in advance and use applicable regulations, if available.

1.4 Check the quality: The contractor shall check the quality before sending food items and beverages and shall inform if the quality is not upto standards.

1.5 Month End Inventory: The contractor shall take a physical inventory of all the goods provided on the last day of each month. The contractor must reconcile the book inventory with our inventory.

1.6 Hour of Operation: The contractor shall maintain the operating hours for the dining facilities which are from 6 a.m. to 7 a.m. and 4 p.m. to 5 p.m.

1.7 Personal Hygiene: The contractor shall ensure all employees meet all personal hygiene requirements to include but not limited to; clean hands and fingernails at all times, proper hair and facial grooming, hair restraints, proper smoking restraint, etc

1.8 Changes should be informed beforehand: Changes in cost, quantity or quality than previous set of agreed terms should be told so that provisions can be made to compensate/ or change the agreement.

QUALITY MANAGEMENT

QUALITY FACTORS FOR FOOD:

- Food quality is the quality characteristics of food that is acceptable to consumers. This includes external factors as appearance (size, shape, colour, gloss, and consistency), texture, and flavour; factors such as federal grade standards and internal (chemical, physical, microbial).
- Food quality is an important food manufacturing requirement, because food consumers are susceptible to any form of contamination that may occur during the manufacturing process. Many consumers also rely on manufacturing and processing standards, particularly to know what ingredients are present, due to dietary, nutritional requirements (kosher halal vegetarian), or medical conditions (e.g., diabetes , or allergies) .
- Food quality also deals with product traceability (e.g., of ingredient , and packaging suppliers), should a recall of the product be required. It also deals with labeling issues to ensure there is correct ingredient and nutritional information.

QUALITY MANAGEMENT

- Quality management is the management of activities and functions which are involved in determination of quality policy and its implementation. It ensures that the relevant organization, product or service is consistent. The four main components of quality management are quality planning, quality control, quality assurance and quality improvement. The aim of quality management is not only to focus on product and service quality but also pay attention to the different ways to achieve it.
- The main principles of quality management as defined by International Standard for Quality Management (ISO 9001:2008) and other organizations are following:

Customer focus	Benchmarking
Continuous improvement	Mutually beneficial supplier relationship
System approach to management	Leadership
Process approach	Factual approach to decision making
Involvement of people	

- **QUALITY CONTROL:**

- Fast food places has a set of management teams for the inspection of food item quality and their control for the successful business. Quality service and quality control are properly checked by the management team. The quality management team deals with the quality service and quality control
- The quality management team makes it sure to fulfill the basic criteria set for the operation. They also listen and get feedback from the customer to make their business improve. They also have a relationship with the scientific community to provide best and safe food among the people. They tried to have solutions for special health issues among children, and prepare a hygienic food for them.

- **QUALITY SERVICE:**

- The food- The quality of fries,samosa,burger etc should be good and up to the standard.
- The Employees- The quality management team has a look at the timing, neat dress and cleanliness of an employee. The team work is always preferred in the restaurant to get maximum benefits.
- The Restaurant- The management team looks that the restaurant should be clean, tidy and sparking. While they also tried to provide the fast, accurate and friendly service.