Douglas College | CSIS 3275 – 002

MyTable - Project Proposal

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# Business Application and Database

MyTable is a platform designed to provide a clear and fast booking application. The lack of transparency and long waiting list are the main causes of a poorly managed venue and it automatically reflects on the customer experience. Therefore, MyTable app will provide an interface that can monitor customer flow in real-time and display insightful feedbacks based on time and number of people.

With this in mind, MyTable can be the perfect solution for restaurants and coffee shops that want to monitor the flow of people and also allow customers to plan ahead before heading to the venue.

**Database**

For this platform, we will be modeling over two main entities.

Tables

The Table schema is responsible to maintain the data related to availability and rotativity. Bookings are directly related to tables so the platform can realocate customers based on the number of the people.

Tentative of 'tables' schema

tables {

alias,

available\_sits,

bookings [{

customer {

name

phone

},

num\_people,

date\_time

}]

}

History

A collection of history should be stored for the analitics. The information gathered from this collection will help venues to provide a more accurate insight for customers that want to plan their visit.

history {

table\_id,

booked\_at,

checking\_at

checkout\_at

}

# Stakeholders

Potential Stakeholders for this Application are as follows

1. Restaurant Manager - Interest of the restaurant manager is to manage the MyTable App.
2. Executive - Interest of the Executive is they should be kept informed with business decisions.
3. Crew members - Interest of the crew members is they should be monitored.
4. Programmers - Interest of the Programmers is they should be managed closely.
5. End Users - Power of the Programmers is they should be kept satisfied with the food and waiting time.
6. Business investors - Power of the Programmers is they should be kept satisfied with profits.
7. Suppliers - Interest of the suppliers is they should be monitored with the quality ingredients.
8. Business Partners - Interest of the crew members is they should be informed and kept satisfied.

# Business Scenarios

MyTable application is designed to improve the overall management of the restaurant as well as providing customers a greater sense of ease to access the booking services.

Keeping a manual track of the bookings is time-consuming, unreliable, and more prone to errors. Such unorganized data also makes it difficult for the management to make accurate business decisions in the future. The purpose of MyTable application is to eradicate all above mentioned problems.

MyTable allows the restaurant to keep track of current availability of tables, information about booked tables and contact information of customers.

In the customer view, making and managing bookings earlier without the app could only be performed by visiting in person or through phone calls at opening hours only. This method involves a lot of non transparency and is time-consuming. Whereas, MyTable provides customers the comfort to check availability of tables, make new bookings, manage current bookings or cancellations, at any hour with ease.

In addition, MyTable also keeps the history stored about all the bookings made along with customer data, to be used for analytics in the future. The data is well-organized which makes the task of generating progress reports, discovering the shortcomings and management of staff & resources much more efficient. In a long run, this data provides a huge assistance in making important business decisions.