**Reflection on Client Relationship Management**

Throughout the two semesters of ITM90A/B, managing a good relationship with our client Cucina di Paisano has been one of our top priority. Maintaining this good relationship was something which all group members felt was necessary in order to help us get a better understanding of what the business is all about and what they are actually seeking to improve. Cucina di Paisano is an Italian restaurant in the North York area. We mainly dealt with the owner himself, Ravindran Kanagasabai. Ravindran is the proud owner of Paisano and also the active general manager. He deals with anything from front house issues to the back end. He is at the restaurant almost every day and is dedicated to making his customers happy. If anything were to go wrong in the restaurant, Ravindran would be the first to get a call or find out. He was responsible for all operations, along with communicating with us. This goes to show how much time and effort he puts into the business, which just motivated us to do a great job on this project because of the extra time he is setting aside for us on top of his regular work.

In regard to communication with the client, Ravindran was fairly simple to connect with. Our communication plan was mainly directed through our project manager, Ragavi. This meant that if we had any information we needed as a group, Ragavi was our main contact person with the client. For most inquires we used email or telephone. Along with this we as a group met with the client 1-2 times a month. We usually did these meeting at Cucina di Paisano since it worked really well with the client’s schedule. During these meetings we discussed what we have done since the previous meeting see what feedback he may have with it. Next, we usually asked any questions that we may had and explain what we will be working towards next. It was very helpful because it allowed everyone to keep on schedule and always keep our client fully aware of what was going on. Our client was always happy to see the progress coming along and was fully committed with us when it came down to contacting the different vendors for their services and software.

When it comes to maintaining a good relationship with anyone, there are always small challenges that may arise. Thankfully for our group these challenges were very minimal. With our 1-2 meetings per month with the client, we were always able to get great answers to any questions we may have had. However, booking these meeting was a little difficult given how busy Mr. Kanagasabai was dealing with daily operations of the restaurant. Although he was very busy, he always managed to find some time to meet and speak with our team which we greatly appreciated. One reason why it was slightly difficult to book meeting with him was because of the challenges we faced when it came to response times to emails. We found that emails we sent were only getting responded to a couple days if not a week later. This was the only concern we had, however we were told that if we had anything that needed quicker responses to contact via phone. Another challenge that we faced which also ties into the email responses were miscommunication in regard to what they were seeking. There were a couple times where we were not able to fully understand what our client was seeking from the emails. This required us to make a phone call in order to discuss with better detail. This was only due to the fact that it is hard to explain certain aspects over an email conversation.

Overall, the communication between Darek Technology and Consulting and Cucina di Paisano has been a great experience for both parties. From speaking with the client, it is definitely evident that he is very satisfied with the work we have put in thus far. He is also very committed to the project as they are in the process of switching over to a vendor of our choice, Wavesoft. Mr. Kanagasabai was consulted with before any decisions or actions were taken regarding vendors, or the business process. He was fully supportive and willing to listen to any ideas we may have had. He gave us a first-hand tour and demonstration on their daily duties and how their current process works. With this, we had to work on ways to improve this. Working on this project was very helpful for us because it put us in a real-world situation which required us as a team needed to come up with a solution that could change a lot of aspects within the business. This really put everything into perspective when we were discussing the testing phase and all the other factors that we must consider when moving forth with a selected vendor. We have to focus on what is in the best interest of the business.

Going forward from here, we have already done all the difficult parts. Next, is the implementation phase and testing out our work. We are excited to see how this new system will help better the business as this is something we have been working on since first term. In regard to bettering the communication with our client, we know the best method to get in contact is via phone and will be focusing on just telephone communication for any needs. This includes scheduling any future meeting and so forth. This will allow for us to all plan accordingly with his schedule and continue the work we have begun. Cucina di Paisano has been a great client thus far and it has been a great experience working with them.