# **The Good Bean Plan Outline**

**Scope and Purpose**

This Project Plan document contains the outline of the “Good Bean” app. It has detailed explanations of the app functions and the engineers' management methods of creating the application. It is separated into sections as follows:

* Scope and Purpose of Document
* System scope
* Anticipated Business/Personal Benefits
* System Capabilities
* Staff Organization
* Tracking and Control Mechanisms

The Good Bean app is designed for customers who love online ordering experiences and The Good Bean Coffee shop beverages and food items. Our goal with this new application is to increase loyalty and demand from customers.

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**System Scope**

Our project aims to create a user-friendly and convenient mobile application for The Good Bean coffee shop in Dover, NJ. Our app is designed to enhance the customer experience by offering a range of features to help them discover, order, and enjoy their favorite drinks or bakery items. By incorporating a menu, an ordering system, a favorites section, a location finder, a rewards program, and receipt viewing, we aim to make it easy for customers to access information and make purchases without a hassle.

Our main goal behind Good Bean is to create an increase in customer demand for the store. By providing an all-in-one solution for menu browsing, ordering, and account management, we hope to simplify the customer journey and improve customer loyalty. By incorporating features such as a rewards program and location finder, we are taking advantage of the opportunity to provide added value to customers and encourage repeat visits to the shop. Through marketing campaigns and with the help of social media, we are excited to accomplish this.

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**Anticipated Business/Personal Benefits**

By creating Good Bean, we hope to achieve multiple benefits. Firstly, we aim to increase the number of customers interacting with our store. The app is expected to drive sales by making it easy for customers to order and view menu options on the go.

Our app offers users several benefits to enhance their experience with The Good Bean. It provides quick and easy access to the store's menu and ordering system, making placing an order on the go simple. The app also includes a favorites feature that allows users to save their preferred drinks for quick ordering. The location finder makes it easy for users to find the nearest Good Bean coffee shop, while the rewards program provides an incentive for customers to make repeat visits. Finally, the receipt viewing feature lets users track their transactions and expenses.

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**System Capabilities**

1. Menu: A staple for any restaurant or eatery-based app. It is designed for the user to look at the items that the Good Bean offers. This will include the item itself, a description if necessary, and the price if time permits, there will also be the option for a popular items section of the menu, which will rotate depending on what customers have frequently bought in the past. This will most likely rotate on a weekly basis if implemented.
2. Ordering: Yet another staple. In the order section, you will have the option to choose the items that you would like to order, how many of them you want, the size, any extras, and a pickup time. The business has not yet grown to a level where delivery is an option. After everything has been established, you will be able to check out by providing your payment, upon which you will get an email confirmation and a receipt.
3. Favorites: A convenient feature. This will provide instant access to items the user deems one of their favorites. It makes it so you don’t have to search the entirety of the menu for your preferred items, thus providing ease when ordering. You can also use it for items or specialized orders that you want to remember.
4. Location: Important, especially for newcomers. This tab lets you know where you are picking up your order. It will also be able to navigate to the location of pickup within the app, although the address is also provided should you want to use a navigation app. As the business expands, new stores have the opportunity to open, allowing for more pickup spots. Therefore, you will be able to establish a default location for travel and pickup. You will also be able to see if a specific location has any deals that another does not. Each deal with be seen alongside the location.
5. Account: A necessity for repeat customers. This will allow a user to create an account with the Good Bean. As an account holder, you will be able to hold your personal information that is beneficial for using the app, including name and payment information. You can also earn rewards/loyalty points as an account holder. The points work as follows: 25 for an extra, 75 for a small drink, and 100 for a large drink. In your account section, you will be able to see how many points you have. You will be able to apply these points from the points menu.
6. View Receipts: A small feature with a lot of value. In the receipts section, you will have access to your past receipts. This is helpful for keeping track of transaction history. First, you will be able to know if someone else got into your account if you have one. This is similar to bank statements as you can see charges you know aren’t yours. It also lets you look back at your orders and favorite them. After trying something, if you want to see what it was so you can favorite it for next time, receipts are a great way to see what that item was. Finally, it clears up any order confusion. Everyone makes mistakes, and the receipts are there to clear up any mistakes, so there are no problems between customers and employees.

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**Staff Organization/Team Structure**

Our team leader is Ebru. That being said, our workload is fairly evenly divided among ourselves. We have various responsibilities assigned to us, and while we have outside sites and programs to keep us on track (ex. Trello), we help to keep each other accountable. The main reason why Ebru is a great team leader is how well she can recognize the strengths and weaknesses of each team member. We each cover what we are best at and give each other constructive criticism on our teammates’ work to try and achieve a result everyone is happiest with. That’s what makes us so productive at what we do.

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**Tracking and control mechanisms**

The project plan mentioned in section 2 estimates the times we should have everything completed. To make sure we are on track, we use various different platforms.

We are active in our slack channel, allowing us to keep track of all the documents that need to be reviewed. Our GitHub repository allows us to have all the files we need to submit with the most up-to-date version of the file. We have a Trello week-to-week plan to allow for any unexpected changes. We use Google Drive to organize our shared documents, allowing our team to work on them. We also meet 2 to 3 times a week, where two times in person and once in zoom if needed.

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