ONLINE ORDER SYSTEM

Binder

Team Members: Hans Manda, Antwon Limbrick, Parth Lad, Saad Khan, Edwin Kurian, Mohammad Khan, Hannah Joseph

AUGUST 31, 2022

TITAN TECH
University of Houston

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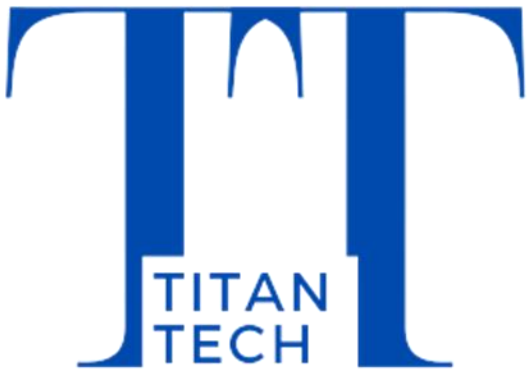
Identification of Team Members

- Hans Manda – Project Manager
- Antwon Limbrick – Assistant project manager
- Parth Lad – Tester
- Saad Khan – Developer
- Edwin Kurian - Developer
- Mohammad Khan - System analyst
- Hannah Joseph - Communication analyst

Team Name:

Titan Tech

Team Logo



Team Communication Plan

Summary: This is the designated communication plan of the Titan Tech team, where we list our preferred methods of meeting, our designated schedules, as well as general communication.

Communication Goals

- To keep each other informed of current projects, ideas, problems, and solutions
- To be able to effectively organize and convey our data and information
- To keep constant and active communication with our clients

Stakeholder Information

Name	Title	Contact Info	Contact Responsibility Frequency	Format/Channel	Notes
Hans Manda	Project Manager	832-208-8367	daily, weekly	Organize weekly meetings	
Antwon Limbrick	Asst. Project Manager		daily, weekly	Attend weekly meetings	
Parth Lad	Programmer		daily, weekly	Attend weekly meetings	
Edwin Kurian	Tester		daily, weekly	Attend weekly meetings	
Mohammad Khan	System Analyst		daily, weekly	Attend weekly meetings	
Hannah Joseph	Communication Analyst		daily, weekly	Attend weekly meetings	
Saad Khan	Programmer		daily, weekly	Attend weekly meetings	

Communication Types

Type	When/Where/Who
Weekly Teams Meeting	An online meeting through Microsoft Teams that lasts between 30-60 mins. We share our progress on deliverables as well as ideas that may benefit our client's business.
Share	
• Each individual report on what they have done, what they are doing, and what they plan to accomplish. • Problems are highlighted	

Type	When/Where/Who
Teams Channel	Exchanging files and unrestricted real-time communication
Share	
• Documentation and allowing other team members to ask questions for required assistance	

Team Roles/Responsibilities Matrix

S.No.	Project Tasks	Project Manager	Developer	Developer	Tester	Asst. Project Manager	Communication analyst	System Analyst
	Name	Hans	Parth	Saad	Edwin	Antwon	Hannah	Mohammad/Ali
3	Identification of Team Members				x			
4	Team Name (Unique to your consulting team)			x			x	
5	Team Logo (Unique to your consulting team)						x	
6	Team Communication Plan	x						
7	Team Roles/Responsibilities Matrix	x	x					
8	Confirm Client Letter							X
9	Client Organization Chart and History/Background							x
10	Project Selection Analysis					x		
11	Current System Description & Problems			x				
12	Initial Project Work Breakdown Structure & Gantt Chart		x				x	
13	PERT Diagram						x	
14	Client Organization Objective List		x					
15	Client Application (System) Objective List	x						
16	Data Gathering Goals					x		
17	Data Gathering Methods				x		x	
18	Data Gathering Questions				x			x
19	Data Gathering Results				x			x
20	STROBE Analysis					x		
21	Samples of Records							x
22	Complete Requirements List	x			x		x	
23	Critical Requirements Analysis Objective Tree				x			
24	Current Business Rule List		x					
25	Current Business Activity List		x					

26	Current Event Response Table			x		x		
27	Current System Data Flow Diagrams		x					x
28	Client SWOT Analysis					x		
29	Systems Proposal with at least 2 or 3 options			x	x	x	x	
30	Systems Proposal Presentation	x	x	x	x	x	x	x
31	Updated Listing of Authors per Deliverable	x		x				
32	Current Systems Study with References	x			x		x	
33	Sponsor Decision regarding Systems Proposal (Need Feedback on Acceptance to your Proposed Solution)				x			
34	Final Problems & Requirements List					x		
35	Required System Business Rule List			X				
36	Required System Business Activity List		x	x				
37	Required System Entity Relationship Diagram	x						
38	Required System Data Dictionary							
39	Required System CRUD matrix							
40	Use Case Scenarios (Minimum 2 per team member)	x						
41	Required System Event Response Table			x				
42	Required System DFD Each team member must do at least one lower level DFD.					x		x
43	Required System Feasibility Analysis							
44	Data Acquisition and Data Conversion Strategy		x	x				
45	Initial Draft of Testing Plan for Application and Database Creation				x			
46	Application Prototype (All Menus, Forms and Reports)		X	X				
47	Updated Listing of Authors per Deliverable							
48	Complete List of References				x			
49	Final Presentation			x				

Confirm Client Letter

Client Name: Hugo Ramirez
Company Name: Taco Fuego
Phone: 346-404-6786
Email: tacofuegohtx@gmail.com
Address: 1005 Katy Fort Bend Rd, Katy, TX 77493

I, Hugo Ramirez Owner (Client name with designation) agree to work with TITAN Tech (UH Project Team Name) for the next two academic semesters to develop a project for my company.

Brief Project Description: (SQL Server will be the database)

The owner of Taco Fuego, Hugo Ramirez, has allowed our team TITAN Tech to develop an Online Ordering System that will enable customers to submit orders online efficiently. It will allow authorized employees to edit the menu, display orders, and check the location for order. The customers would be able to purchase the orders through a compatible payment option. The system will also send a confirmation email for the order. A potential problem might occur as the current Taco Fuego POS system's credit card machine company would not be compatible with the system as it requires certification. To implement this system successfully, we will create a database that will store all customer order data with the payment on a webpage. Authorized personnel will be able to view and execute these orders.

Client data will only be used for the purpose of CIS 3343 & CIS 3365 project.

Hugo Ramirez _____ 09/06/2022

Owner Date

Hans Manda _____ 09/05/2022

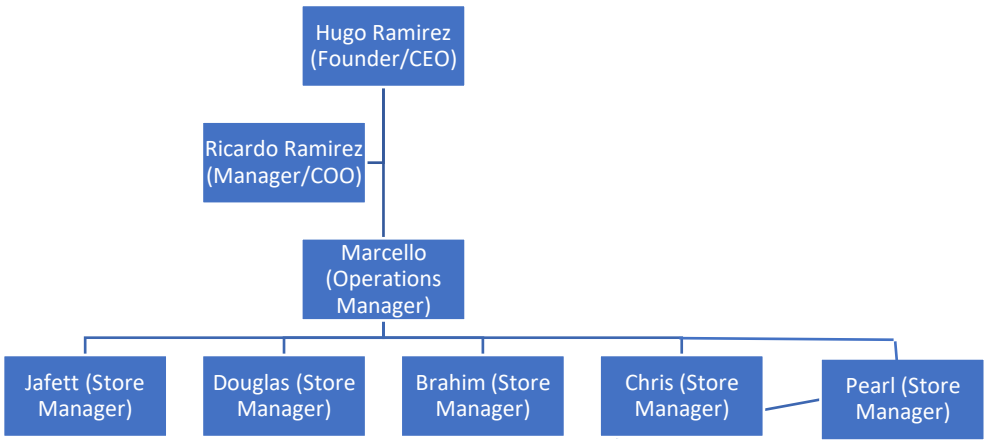
Project Manager (UH Team) Date

Project Team Members:

1. Mohammad Khan
2. Hannah Joseph
3. Saad Khan
4. Edwin Kurian
5. Parth Lad
6. Antwon Limbrick
7. Hans Manda

Client Organization Chart and History/Background

Client Hierarchy Chart:



Client History/Background:

Taco Fuego began its journey to becoming one of Houston's largest and most successful halal food truck chains in early 2020. It started as a small food trailer in the middle of a food truck park. Taco Fuego became very popular as it was the first to introduce halal birria tacos in Houston. They became well known to the community in Houston with the news of their gourmet birria tacos. Their birria tacos proved very successful which caused other copy food trucks to open due to the success of Taco Fuego. Taco Fuego started to expand throughout Houston as the excessive lines and the demand for birria tacos grew. Taco Fuego also started to make an appearance in popular areas such as POST-Houston located in downtown Houston. Currently, in 2022, Taco Fuego has opened a new restaurant, which has allowed Titan Tech to create an online ordering system.

Project Selection Analysis

In the beginning stages of forming our group, no member had any ideas of any small businesses around the area as to who we should select for the project. After our first group meeting in class, the question arose if we knew any owner of a small business in the Houston area. Mohammad Khan, our group system analyst, told us that he was good friends with the owner of a food truck called Taco Fuego. Later, Mohammad got in contact with the owner and Taco Fuego agreed to be our client for the project. As a group we never discussed any other clients because of how quickly we were able to get our first client.

We selected this client because this small business seems to be running efficiently and the owner also wants to see their business grow and expand. By us also doing our research of the food truck we noticed that they have multiple food truck locations and now a Dine-In location. One thing that we thought they were missing while visiting their website is an online ordering system. This is where we, Titan Tech came to create an online ordering system for Taco Fuego.

The value that we'll bring to Taco Fuego is that we can create an efficient online ordering system that will increase the amount of daily customer orders, as well as a greater customer experience. As a result, by increasing the customers' experience we can increase the customers' satisfaction and loyalty towards the business. Overall, this builds the likeness of the business in order for the business to expand and grow.

Current System Description and Problem

The current system's functions are as follows:

- Takes orders either in person, or at one of the locations, or through a website/app of a third-party food delivery service (Uber Eats, Doordash, Postmates, Grubhub)
- Payment is taken in person through credit card, NFC phone payment, and cash. Payment through third party food delivery services is taken through whatever methods they offer, usually card or online payment
- Document orders placed and paid for through a Just In Time system.
- Read and manage employee time-in and time-out data, only Administrator has ability to edit.

The system's platform is a small device that records orders and transactions, one of these is inside each of each food truck and the one specific brick and mortar store. This device uses an application to record the information of these orders and transactions, and then sends them to a database. This database is hosted by a third-party who's services our client pays for. From a technical view the data flows from the payment devices to the database, from an organizational view, data flows from the individual locations to the owner.

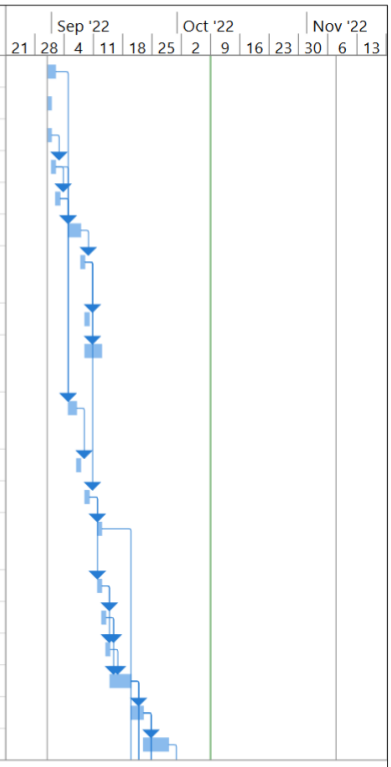
Problem Statement

The main problem right now is that our client has no online ordering system. There is one location in the Post Houston which has a webpage, however that webpage is run by the POST Houston and not by our client, so customers cannot place orders through there. The client would like to have a webpage for the business where customers can place orders through, this way they can simply come by and pickup an order they placed, instead of having to wait in line to place an order. This will be especially useful during the busiest times of the day when the long line might cause some people to turn away.

Not having a website leads customers to order from food delivery services, which causes a larger problem when the customer cancels an order. When a customer cancels the order, they placed through one of these food delivery services, they make a report and note down the reason, then the customer is refunded their money, however, they sometimes do not provide a detailed explanation. What's more frustrating is that the Owner is not told why the customer cancelled the order, and in order to contact the customer and ask them what the problem was, the owner needs to login to the online portal of one of the big 3 Food Delivery Service (FSD) providers, then locate the cancelled order and try and contact the customer. Our client has 4 locations and each location runs 3 iPads just for this, so trying to do so is not only extremely time-consuming and frustrating, but it is also causing the client to lose a lot of money, since they cannot figure out what the problem was fast enough.

Initial Project Work Breakdown Structure & Gantt Chart

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors
1		identification of Team Members	2 days	Wed 8/31/22	Thu 9/1/22	
2		Team Names	1 day	Wed 8/31/22	Wed 8/31/22	
3		Team logo	1 day	Wed 8/31/22	Wed 8/31/22	
4		Team Communication Plan	1 day	Thu 9/1/22	Thu 9/1/22	3
5		Team Roles / Responsibiliy matrix	1 day	Fri 9/2/22	Fri 9/2/22	4
6		Confirm Client Letter	3 days	Mon 9/5/22	Wed 9/7/22	1,5
7		Client Organization chart and History/ Bckground	1 day	Thu 9/8/22	Thu 9/8/22	6
8		Project Selection analysis	1 day	Fri 9/9/22	Fri 9/9/22	7
9		Current system Description & Problem	2 days	Fri 9/9/22	Mon 9/12/22	7
10		Initial Project Work Breakdown Structure & Gantt Chart	2 days	Mon 9/5/22	Tue 9/6/22	5,4
11		Pert Diagram	1 day	Wed 9/7/22	Wed 9/7/22	10
12		Client Organization Objective List	1 day	Fri 9/9/22	Fri 9/9/22	7
13		Client Application (System) Objective List	1 day	Mon 9/12/22	Mon 9/12/22	12
14		Data Gathering Goals	1 day	Mon 9/12/22	Mon 9/12/22	12
15		Data Gathering Methods	1 day	Tue 9/13/22	Tue 9/13/22	14
16		Data Gathering Results	1 day	Wed 9/14/22	Wed 9/14/22	15,14
17		STROBE Analysis	3 days	Thu 9/15/22	Mon 9/19/22	16,15
18		Samples of Records	3 days	Tue 9/20/22	Thu 9/22/22	17
19		Complete Requirements List	4 days	Fri 9/23/22	Wed 9/28/22	18

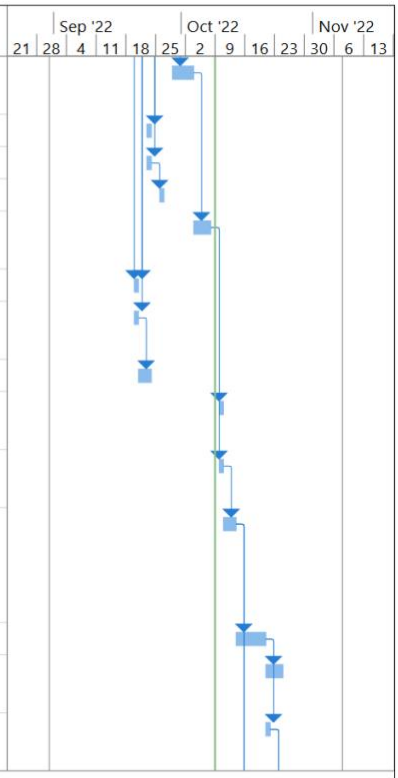


Project: Part & gantt chart
Date: Sun 10/9/22

Task
Split
Milestone
Summary
Project Summary
Inactive Task
Inactive Milestone
Inactive Summary
Manual Task
Duration-only
Manual Summary Rollup
Manual Summary
Start-only
Finish-only
External Tasks
External Milestone
Deadline
Progress
Manual Progress

Page 1

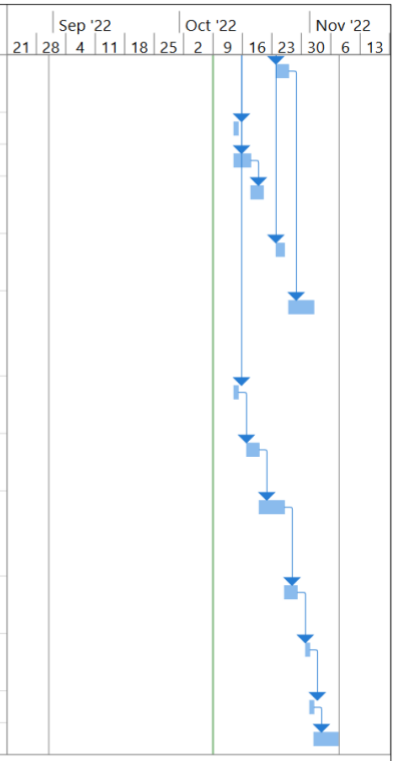
ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors
20		Critical Requirements Analysis Objective Tree	3 days	Thu 9/29/22	Mon 10/3/22	19
21		Current Business Rule List	1 day	Fri 9/23/22	Fri 9/23/22	18
22		Current Business Activity List	1 day	Fri 9/23/22	Fri 9/23/22	18
23		Current Event Response Table	1 day	Mon 9/26/22	Mon 9/26/22	22
24		Current System Data Flow Diagrams	4 days	Tue 10/4/22	Fri 10/7/22	20
25		Client SWOT Analysis	1 day	Tue 9/20/22	Tue 9/20/22	13,17
26		Systems Proposal with at least 2 or 3 options	1 day	Tue 9/20/22	Tue 9/20/22	17
27		Systems Proposal Presentation	3 days	Wed 9/21/22	Fri 9/23/22	26
28		Updated Listing of Authors per Deliverable	1 day	Mon 10/10/22	Mon 10/10/22	24
29		Current Systems Study with References	1 day	Mon 10/10/22	Mon 10/10/22	24
30		Sponsor Decision regarding Systems Proposal (Need Feedback on Acceptance to your Proposed Solution)	3 days	Tue 10/11/22	Thu 10/13/22	29
31		Final Problems & Requirements List	5 days	Fri 10/14/22	Thu 10/20/22	30
32		Required System Business Rule List	2 days	Fri 10/21/22	Mon 10/24/22	31
33		Required System Business Activity List	1 day	Fri 10/21/22	Fri 10/21/22	31



Project: Part & gantt chart
Date: Sun 10/9/22

Task	Inactive Summary	External Tasks
Split	Manual Task	External Milestone
Milestone	Duration-only	Deadline
Summary	Manual Summary Rollup	Progress
Project Summary	Manual Summary	Manual Progress
Inactive Task	Start-only	
Inactive Milestone	Finish-only	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors
34		Required System Entity Relationship Diagram	3 days	Mon 10/24/22	Wed 10/26/22	33
35		Required System Data Dictionary	1 day	Fri 10/14/22	Fri 10/14/22	30
36		Required System CRUD matrix	2 days	Fri 10/14/22	Mon 10/17/2	30
37		Use Case Scenarios (Minimum 2 per team member)	3 days	Tue 10/18/22	Thu 10/20/22	36
38		Required System Event Response Table	2 days	Mon 10/24/22	Tue 10/25/22	33
39		Required System DFD Each team member must do at least one lower level DFD.	4 days	Thu 10/27/22	Tue 11/1/22	34
40		Required System Feasibility Analysis	1 day	Fri 10/14/22	Fri 10/14/22	30
41		Data Acquisition and Data Conversion Strategy	3 days	Mon 10/17/22	Wed 10/19/22	40
42		Initial Draft of Testing Plan for Application and Database Creation	4 days	Thu 10/20/22	Tue 10/25/22	41
43		Application Prototype (All Menus, Forms and Reports)	3 days	Wed 10/26/22	Fri 10/28/22	42
44		Updated Listing of Authors per Deliverable	1 day	Mon 10/31/22	Mon 10/31/22	43
45		Complete List of References	1 day	Tue 11/1/22	Tue 11/1/22	44
46		Final Presentation	4 days	Wed 11/2/22	Mon 11/7/22	45



Project: Part & gantt chart
Date: Sun 10/9/22

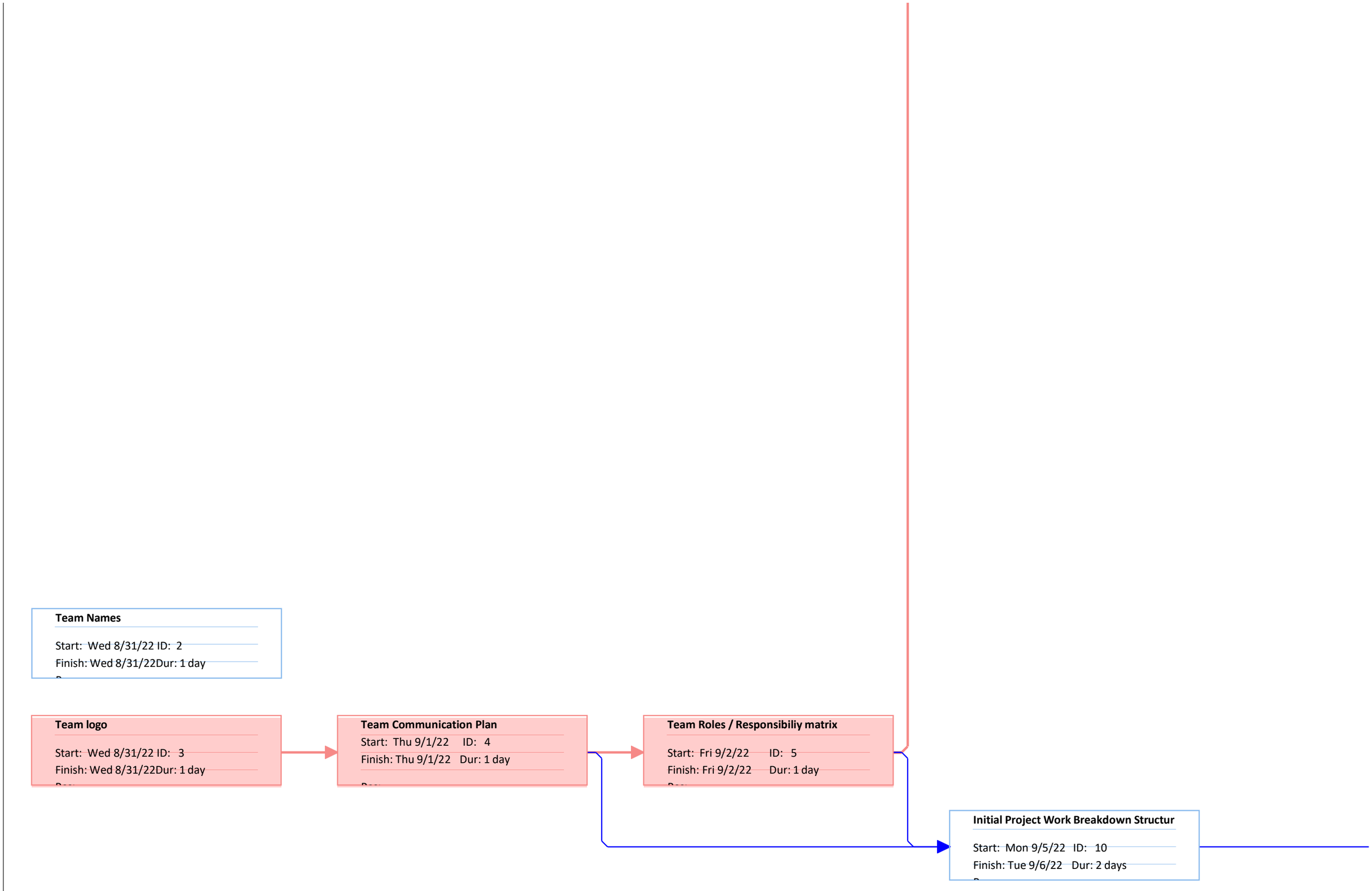
Task
Split
Milestone
Summary
Project Summary
Inactive Task
Inactive Milestone
Inactive Summary
Manual Task
Duration-only
Manual Summary Rollup
Manual Summary
Start-only
Finish-only
External Tasks
External Milestone
Deadline
Progress
Manual Progress

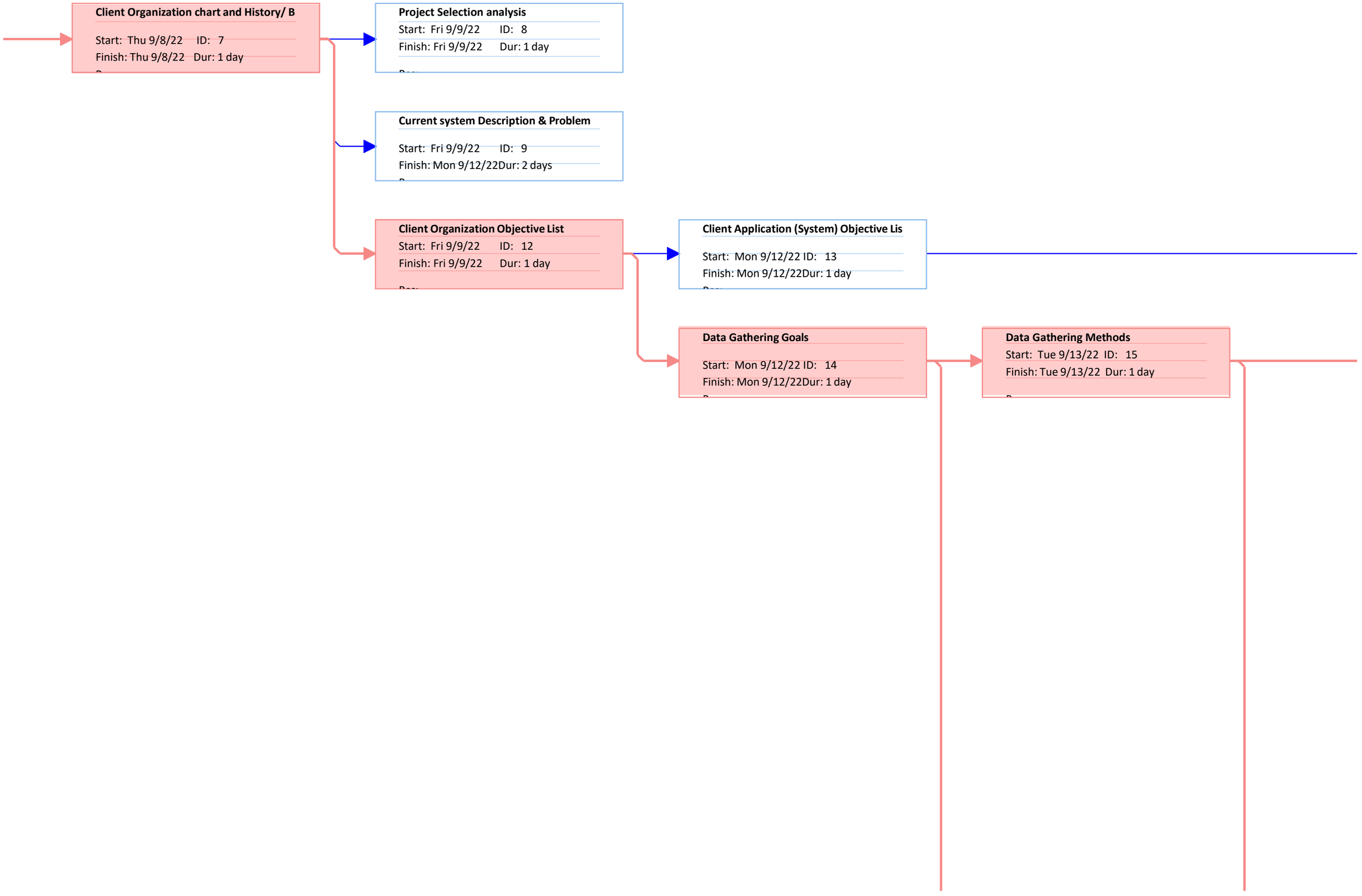
PERT Diagram

identification of Team Members
Start: Wed 8/31/22 ID: 1
Finish: Thu 9/1/22 Dur: 2 days

Confirm Client Letter

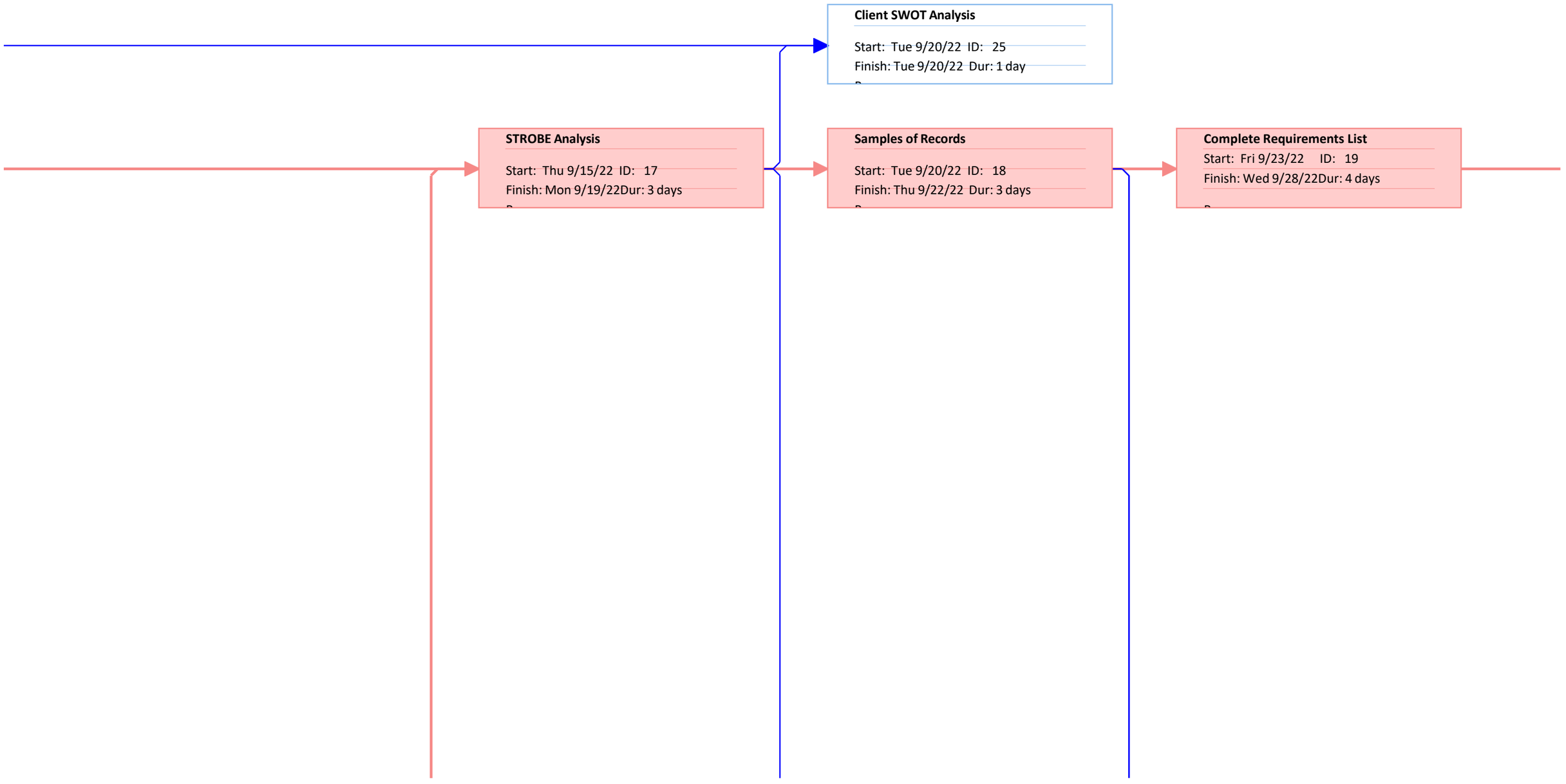
Start: Mon 9/5/22 ID: 6
Finish: Wed 9/7/22 Dur: 3 days


Team Names
Start: Wed 8/31/22 ID: 2
Finish: Wed 8/31/22Dur: 1 day
Team logo
Start: Wed 8/31/22 ID: 3
Finish: Wed 8/31/22Dur: 1 day
Team Communication Plan
Start: Thu 9/1/22 ID: 4
Finish: Thu 9/1/22 Dur: 1 day
Team Roles / Responsibiliy matrix
Start: Fri 9/2/22 ID: 5
Finish: Fri 9/2/22 Dur: 1 day
Initial Project Work Breakdown Structur
Start: Mon 9/5/22 ID: 10
Finish: Tue 9/6/22 Dur: 2 days


Client Organization chart and History/ B
Start: Thu 9/8/22 ID: 7
Finish: Thu 9/8/22 Dur: 1 day
Project Selection analysis
Start: Fri 9/9/22 ID: 8
Finish: Fri 9/9/22 Dur: 1 day
Current system Description & Problem
Start: Fri 9/9/22 ID: 9
Finish: Mon 9/12/22 Dur: 2 days
Client Organization Objective List
Start: Fri 9/9/22 ID: 12
Finish: Fri 9/9/22 Dur: 1 day
Client Application (System) Objective Lis
Start: Mon 9/12/22 ID: 13
Finish: Mon 9/12/22 Dur: 1 day
Data Gathering Goals
Start: Mon 9/12/22 ID: 14
Finish: Mon 9/12/22 Dur: 1 day
Data Gathering Methods
Start: Tue 9/13/22 ID: 15
Finish: Tue 9/13/22 Dur: 1 day

Pert Diagram

Start: Wed 9/7/22 ID: 11
Finish: Wed 9/7/22 Dur: 1 day


Client SWOT Analysis
Start: Tue 9/20/22 ID: 25
Finish: Tue 9/20/22 Dur: 1 day
STROBE Analysis
Start: Thu 9/15/22 ID: 17
Finish: Mon 9/19/22Dur: 3 days
Samples of Records
Start: Tue 9/20/22 ID: 18
Finish: Thu 9/22/22 Dur: 3 days
Complete Requirements List
Start: Fri 9/23/22 ID: 19
Finish: Wed 9/28/22Dur: 4 days

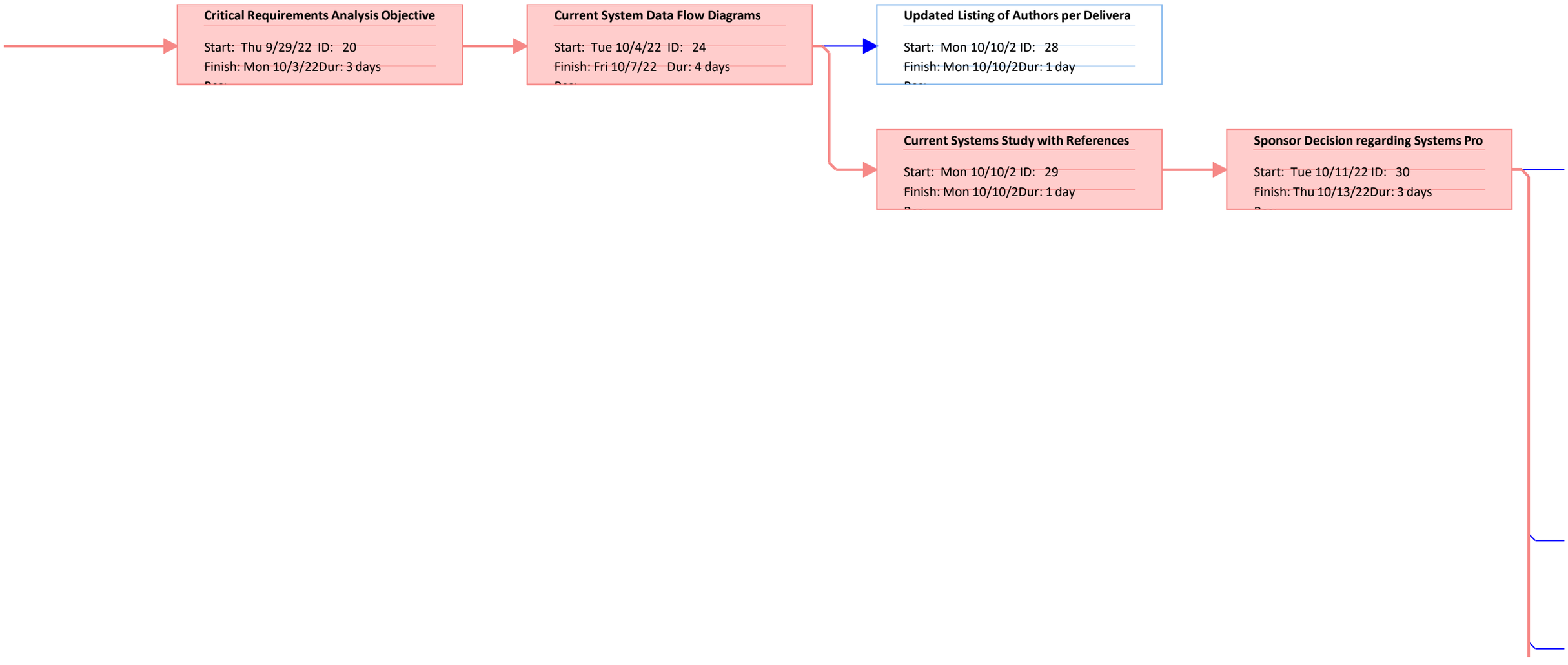
Current Business Rule List
Start: Fri 9/23/22 ID: 21
Finish: Fri 9/23/22 Dur: 1 day
Res:

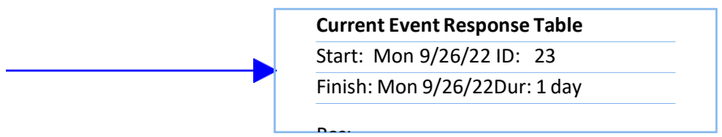
Current Business Activity List
Start: Fri 9/23/22 ID: 22
Finish: Fri 9/23/22 Dur: 1 day
Res:

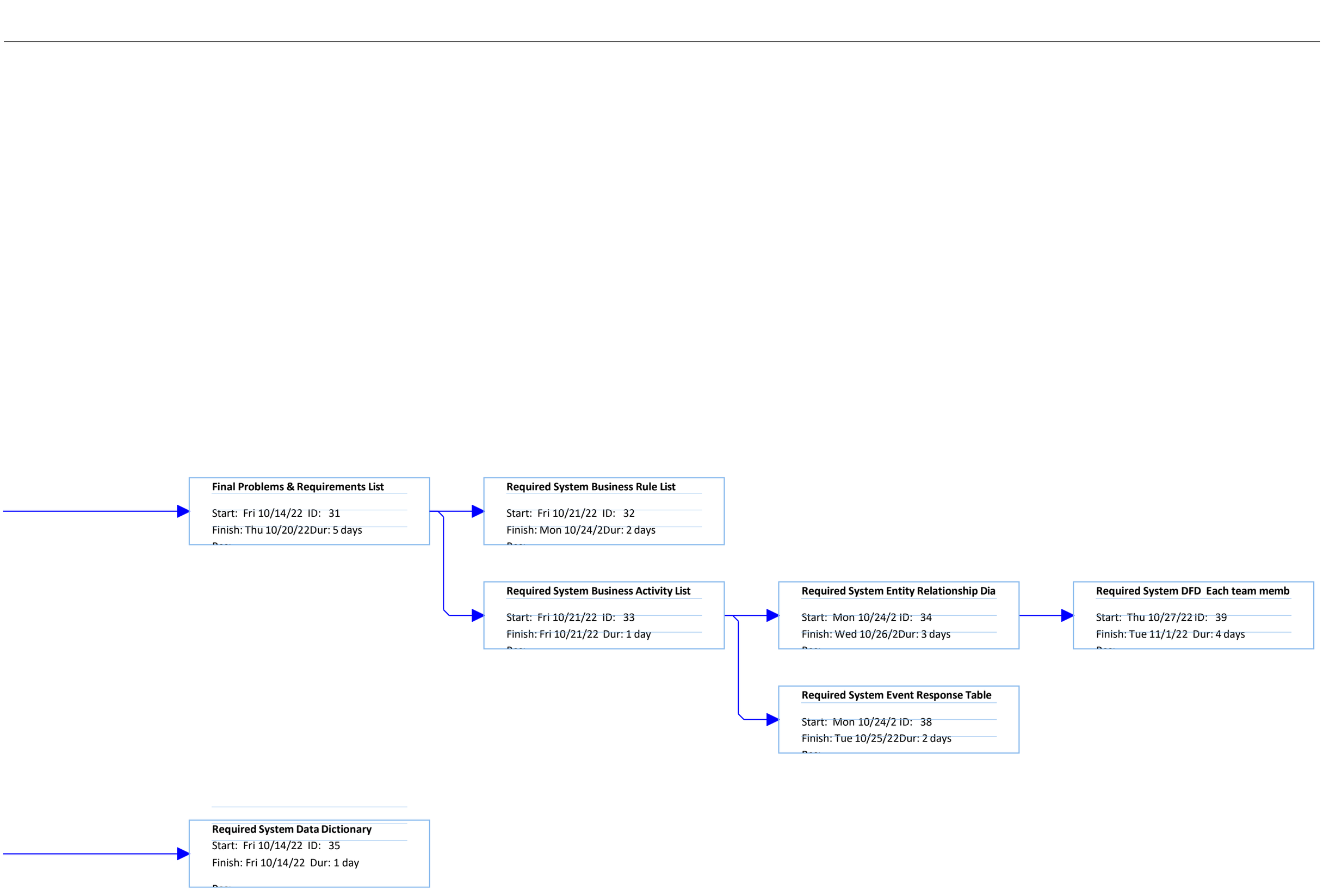
Systems Proposal with at least 2 or 3 op
Start: Tue 9/20/22 ID: 26
Finish: Tue 9/20/22 Dur: 1 day
Res:

Systems Proposal Presentation
Start: Wed 9/21/22 ID: 27
Finish: Fri 9/23/22 Dur: 3 days
Res:

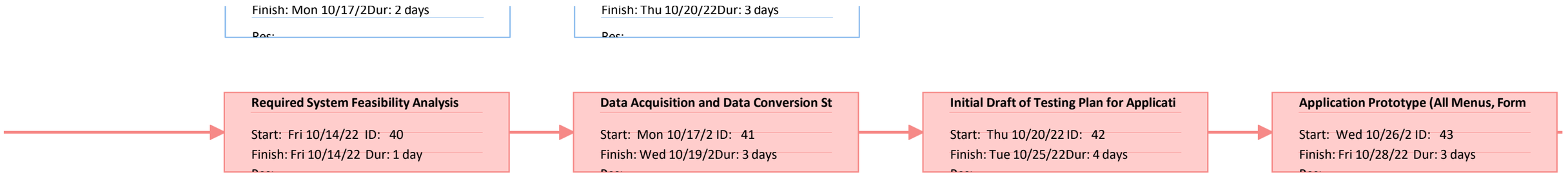
Data Gathering Results
Start: Wed 9/14/22 ID: 16
Finish: Wed 9/14/22Dur: 1 day
Res:


Critical Requirements Analysis Objective
Start: Thu 9/29/22 ID: 20
Finish: Mon 10/3/22Dur: 3 days
Current System Data Flow Diagrams
Start: Tue 10/4/22 ID: 24
Finish: Fri 10/7/22 Dur: 4 days
Updated Listing of Authors per Delivera
Start: Mon 10/10/2 ID: 28
Finish: Mon 10/10/2Dur: 1 day
Current Systems Study with References
Start: Mon 10/10/2 ID: 29
Finish: Mon 10/10/2Dur: 1 day
Sponsor Decision regarding Systems Pro
Start: Tue 10/11/22 ID: 30
Finish: Thu 10/13/22Dur: 3 days


Current Event Response Table
Start: Mon 9/26/22 ID: 23
Finish: Mon 9/26/22Dur: 1 day


Final Problems & Requirements List
Start: Fri 10/14/22 ID: 31
Finish: Thu 10/20/22Dur: 5 days
Required System Business Rule List
Start: Fri 10/21/22 ID: 32
Finish: Mon 10/24/2Dur: 2 days
Required System Business Activity List
Start: Fri 10/21/22 ID: 33
Finish: Fri 10/21/22 Dur: 1 day
Required System Entity Relationship Dia
Start: Mon 10/24/2 ID: 34
Finish: Wed 10/26/2Dur: 3 days
Required System DFD Each team memb
Start: Thu 10/27/22 ID: 39
Finish: Tue 11/1/22 Dur: 4 days
Required System Event Response Table
Start: Mon 10/24/2 ID: 38
Finish: Tue 10/25/22Dur: 2 days
Required System Data Dictionary
Start: Fri 10/14/22 ID: 35
Finish: Fri 10/14/22 Dur: 1 day

Required System CRUD matrix
Use Case Scenarios (Minimum 2 per tea


Finish: Mon 10/17/2Dur: 2 days
Res:
Finish: Thu 10/20/22Dur: 3 days
Res:
Required System Feasibility Analysis
Start: Fri 10/14/22 ID: 40
Finish: Fri 10/14/22 Dur: 1 day
Res:
Data Acquisition and Data Conversion St
Start: Mon 10/17/2 ID: 41
Finish: Wed 10/19/2Dur: 3 days
Res:
Initial Draft of Testing Plan for Applicati
Start: Thu 10/20/22 ID: 42
Finish: Tue 10/25/22Dur: 4 days
Res:
Application Prototype (All Menus, Form
Start: Wed 10/26/2 ID: 43
Finish: Fri 10/28/22 Dur: 3 days
Res:

Updated Listing of Authors per Delivera
Start: Mon 10/31/2 ID: 44
Finish: Mon 10/31/2Dur: 1 day
Complete List of References
Start: Tue 11/1/22 ID: 45
Finish: Tue 11/1/22 Dur: 1 day
Final Presentation
Start: Wed 11/2/22 ID: 46
Finish: Mon 11/7/22Dur: 4 days

Project: Part & gantt chart
Date: Fri 10/7/22

Client Organization Objective List

Journey

Since Hugo was in Highschool he would work part time jobs in different restaurants. He really enjoyed being able to see how successful restaurant chains ran their restaurants. he used this opportunity to learn as much about this industry that he could. Ultimately his passion for food inspired him to start this business and open a food truck with his vision to grow from there.

Timeline of Current locations

Chimney Rock (Food Truck): February 2021

↓

Post Houston (Food Truck): November 2021

↓

Katy (Food Truck): June 2022

↓

Silber Rd (Restaurant): September 2022

"Cooking in our team is a passion. Our goal is to present Houston with authentic Latin flavors with our take on it." – Hugo Ramirez

With that being said, Taco Fuego has expanded throughout the Houston area and will continue to do so. the owner wants to expand the business to other places throughout United States and potentially international. One of the domestic places that the owner plans to expand to is Austin, In Austin, there are plenty of commercial opportunities for up-and-coming businesses and would be a great fit with the cultural diversity the city brings.

Client Application (System) Objective List

To provide:

- An efficient and convenient online ordering system that provides the ability to purchase items from the restaurant without need of being in the physical location

In a way that:

- Gives customers full selection of goods available on their computers or mobile phones
- Calculates accurate prices along with applicable taxes
- Purchases and payments can be made online ahead of time

So that:

- Customers may be aware of other items on the menu they may be interested in
- Costs are calculated beforehand, giving customers time to prepare their payment and whether they can afford it
- Customers may immediately pick up their orders upon arrival
- Wait times are reduced by a generous amount

Measured by:

- Customer purchase diversity – (expect 1-2 more dishes added to order, eta. 4-8 weeks)
- Average purchase cost compared online to in-person
- The amount of instant pick-ups
- Average wait time reduction (currently 2-5 mins, expected 1-3 mins, eta. 2-4 weeks)

Eta. starts upon implementation

Data Gathering Goals

Data gathering goals are to encourage spontaneous and unstructured responses by asking open-ended questions. Since these questions are useful to understand a larger process or draw out the interviewee's opinions, attitudes, or suggestions. Closed-ended questions were used to limit or restrict the response. Also were used when information that is more specific is needed or when facts needed to be verified.

- During our data gathering activities we want to determine what the client needs are for having a more efficient service for their customers.
- Sufficient information for data would be information that shows where the business is having problems.
- Other sufficient information includes data that shows where Taco Fuego could be losing money.
- Insufficient information would be information that doesn't relate to the business functions, or the success of the current POS of the business.
- We want to know where Taco Fuego stores all their data, such as vendor orders, customer orders, and food delivery app orders.
- We also want to know whether our client has any short-term goals in which they see the business achieving in the next year.

Data Gathering Methods

An interview was done at the premises of Taco Fuego Katy location (1005 Katy Fort Bend Rd, Katy, TX 77493). During the interview, Interviewers asked the owner/founder of this established several open-ended and closed-ended questions. By arranging interview questions in a logical sequence enabled us to gather data in a more profound manner. Pyramid structure was used to start with a specific question and end with a general one. Funnel structured questions were used to start with a general question and end with a specific one. Diamond structured questions were used to begin with a specific question then move towards a general question followed by ending with a specific question.

Data Gathering Questions

- Q: What's the organization objectives for the next 3-5 years where the client wishes for their business to be in the future.
- Q: What drives your team to reach your goals?
- Q: What are your biggest marketing challenges?
- Q: How many computers do you have in the department?
- Q: Would you like to have an online application or offline application?
- Q: What are your biggest sales challenges?
- Q: For these challenges, why have they not been solved?
- Q: On a per day scale, how many customers do you receive?
- Q: On a scale from 1 to 10 how happy are you with the number of customers you receive per day?
- Q: What payment transactions method do you prefer (PayPal, Card)?
- Q: What are the businesses day to day operations?
- Q: On a scale from 1 to 10, How satisfied are you with the application you are currently using to take orders and the online ordering system?
- Q: The application you are using is something you are paying for?
- Q: Would you like to have social media links on the online ordering website?
- Q: Why did you decide to start this business?
- Q: What systems have you used or currently use to record your inventory, sales, customers, etc.
- Q: What are the current business rules and activities that are performed on a daily, monthly, quarterly and Yearly Basis.
- Q: How's the work environment like?
- Q: What are the weaknesses and strengths of the business?
- Q: Who are your competitors?
- Q: What threats has the company faced?
- Q: What are the company's opportunities?
- Q: When is your busiest day?
- Q: When is your least busy day?
- Q: What would you say are the biggest threats to the business?
- Q: Why did you decide to start this business
- Q: What systems have you used or currently use to record your inventory, sales, customers, etc.
- Q: What's organizations objectives for the next 3-5 years where the client wishes for their business to be in the future.

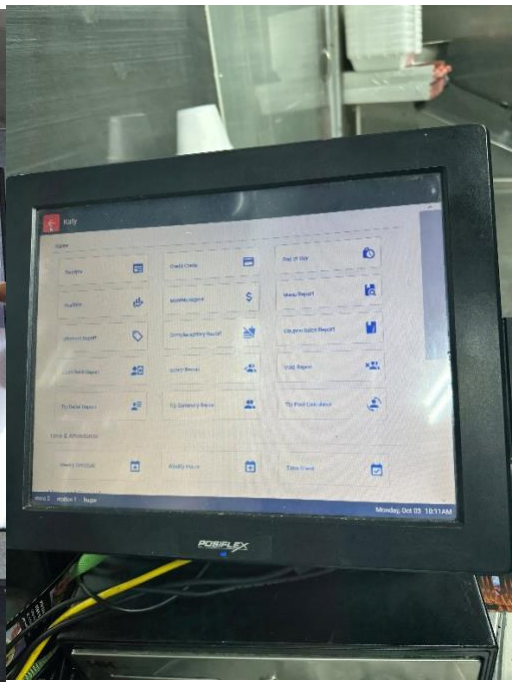
Data Gathering Results

- Q: What's the organization objectives for the next 3-5 years where the client wishes for their business to be in the future.
    - To expand/copy/paste locations all around Houston
- Q: What drives your team to reach your goals?
    - Mutual growth
- Q: What are your biggest marketing challenges?
    - No challenge in particular, marketing has been going very well.
- Q: How many computers do you have in the department?
    - Each of the 4 establishments have their networks routed into 1 main computer
- Q: Would you like to have an online application or offline application?
    - Online application
- Q: What are your biggest sales challenges?
    - Satisfied with sales, though experiencing loss through food delivery apps such as grubhub and doordash
- Q: For these challenges, why have they not been solved?
    - Very complicated issues regarding 3rd party delivery apps
- Q: On a per day scale, how many customers do you receive?
    - Thursday through Sunday are the busiest days
- Q: On a scale from 1 to 10 how happy are you with the number of customers you receive per day?
    - Satisfied
- Q: What payment transactions method do you prefer (PayPal, Card)?
    - Credit card
- Q: What are the businesses day to day operations?
    - As the owner, Hugo oversees every location and checks reviews in an effort to maintain 5 star ratings
- Q: On a scale from 1 to 10, How satisfied are you with the application you are currently using to take orders and the online ordering system?
    - 9, integration could be more sufficient
- Q: The application you are using is something you are paying for?
    - Kuki POS, developed by Hugo's dad,used by supermarkets, restaurants ,convenient stores
- Q: Would you like to have social media links on the online ordering website?
    - Yes
- Q: Why did you decide to start this business?
    - Because Hugo loved food and loved the idea of making a business out of it
- Q: What systems have you used or currently use to record your inventory, sales, customers, etc.
    - Kuki POS
- Q: What are the current business rules and activities that are performed on a daily, monthly, quarterly and Yearly Basis.
    - 1 meeting per month for higher-level managers

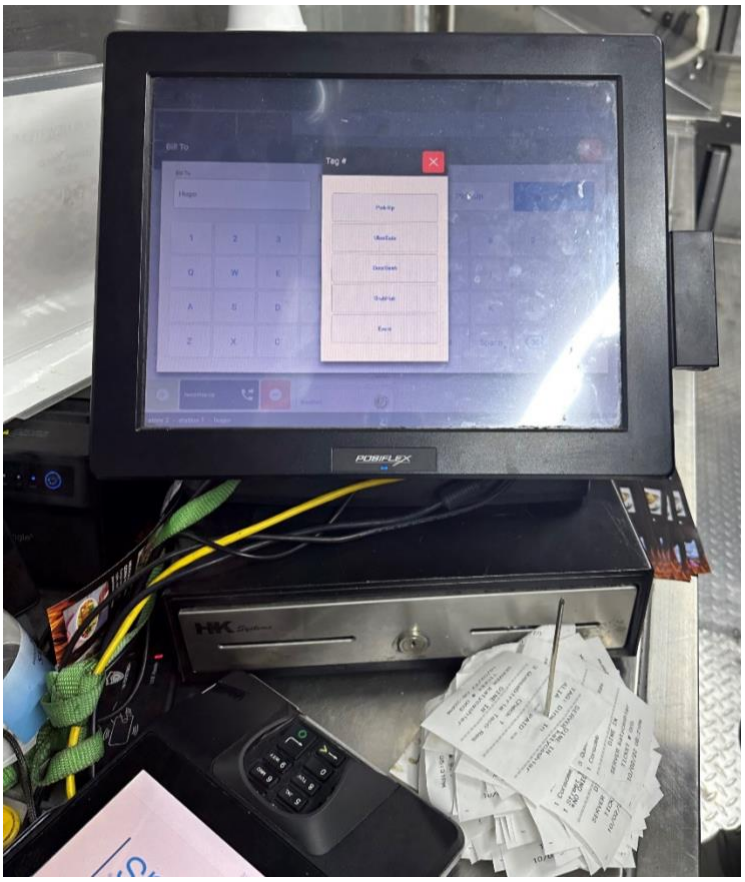
- Q: How's the work environment like?
    - Friendly
- Q: What are the weaknesses and strengths of the business?
- Q: Who are your competitors?
    - Dripped (Taco truck)
- Q: What threats has the company faced?
    - No serious issues or threats to business.
- Q: What are the company's opportunities?
    - TikTok marketing and online-ordering
- Q: When is your busiest day?
    - Thursdays-Sunday
- Q: When is your least busy day?
    - Monday-Wednesday
- Q: What would you say are the biggest threats to the business?
    - None come into mind, only small liabilities like food delivery apps
- Q: Why did you decide to start this business
    - Since I was in Highschool I would work part time jobs in different restaurants. I really enjoyed being able to see how successful restaurant chains ran their restaurants. I used this opportunity to learn as much about this industry that I could. Ultimately my passion for food inspired me to start this business and open a food truck with my vision to grow from there.
- Q: What systems have you used or currently use to record your inventory, sales, customers, etc.
    - Right now, I'm currently using KukiPOS. Which is an application that has 3 functions: Take orders, manage employee's schedules and hours, and view reports based on our store's performance
- Q: What's organizations objectives for the next 3-5 years where the client wishes for their business to be in the future.
    - My goal for my company is to grow and expand to multiple cities throughout the United States and international as well.

STROBE Analysis

Here in these pictures the Taco Fuego employees take orders from customers, while using transaction methods by either cash or card. Their food truck also includes advertisements on the trucks wrap as it is driven daily to destinations and cleanings.



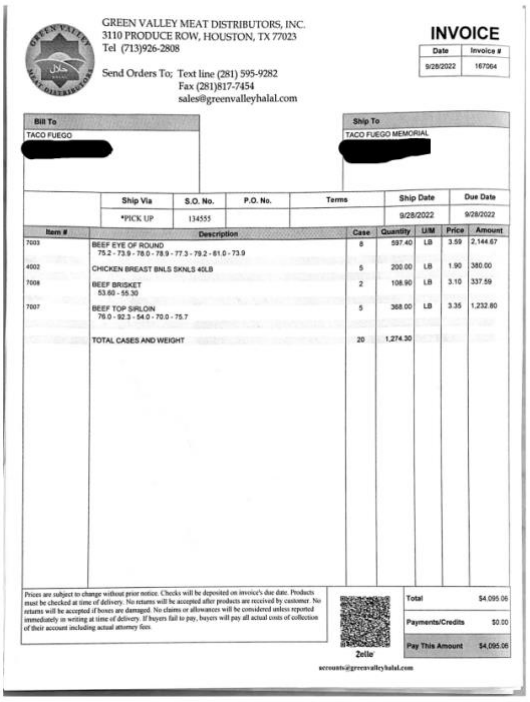
This is Taco Fuego's current POS system, in which employees take orders and record transactions on. This system also tracks the daily sales reports, receipts, tips, and attendance schedules. The system records daily, weekly, and monthly analytics for how much customers choose certain items.



On this system employees must manually record online food delivery applications. This also aligns with one of Taco Fuego's main problems. The problem is that the food delivery apps such as UberEats, DoorDash, and GrubHub may have an order cancellation in which the POS system isn't connected to those applications. This leads to an order being made but Taco Fuego receives no payment for it. Ultimately Taco Fuego loses money because of this.

Samples of Records

Green Valley Meat Distributers:



GREEN VALLEY MEAT DISTRIBUTORS, INC.
3110 PRODUCE ROW, HOUSTON, TX 77023
Tel (713)926-2808

Send Orders To: Text line (281) 595-9282
Fax (281)817-7454
sales@greenvalleyhalal.com

INVOICE

Date	Invoice #
9/28/2022	167064

Bill To
TACO FUEGO
[redacted]

Ship To
TACO FUEGO MEMORIAL
[redacted]

Ship Via	S.O. No.	P.O. No.	Terms	Ship Date	Due Date
*PICK UP	134555			9/28/2022	9/28/2022

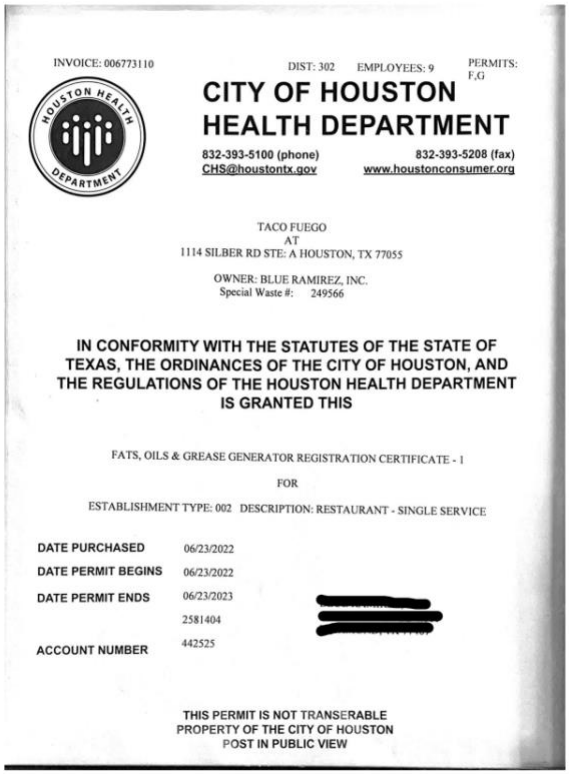
Item #	Description	Case	Quantity	U/M	Price	Amount
7003	BEEF EYE OF ROUND 75.2 - 73.9 - 78.0 - 78.9 - 77.3 - 79.2 - 81.0 - 73.9	8	597.40	LB	3.59	2,144.67
4002	CHICKEN BREAST BNLS SKNLS 40LB	5	200.00	LB	1.90	380.00
7008	BEEF BRISKET 53.60 - 55.30	2	108.90	LB	3.10	337.59
7007	BEEF TOP SIRLOIN 76.0 - 92.3 - 54.0 - 70.0 - 75.7	5	368.00	LB	3.35	1,232.80
	TOTAL CASES AND WEIGHT	20	1,274.30			

Prices are subject to change without prior notice. Checks will be deposited on invoice's due date. Products must be checked at time of delivery. No returns will be accepted after products are received by customer. No returns will be accepted if boxes are damaged. No claims or allowances will be considered unless reported immediately in writing at time of delivery. If buyers fail to pay, buyers will pay all actual costs of collection of their account including actual attorney fees.

Zelle
accounts@greenvalleyhalal.com

Total	$4,095.06
Payments/Credits	$0.00
Pay This Amount	$4,095.06

Fats, Oils & Grease Generator Registration Certificate | Food Dealers Permit 1-9 | Health Department:



INVOICE: 006773110

DIST: 302 EMPLOYEES: 9 PERMITS: F,G

CITY OF HOUSTON
HEALTH DEPARTMENT

832-393-5100 (phone) 832-393-5208 (fax)
CHS@houstontx.gov www.houstonconsumer.org

TACO FUEGO
AT
1114 SILBER RD STE: A HOUSTON, TX 77055

OWNER: BLUE RAMIREZ, INC.
Special Waste #: 249566

IN CONFORMITY WITH THE STATUTES OF THE STATE OF TEXAS, THE ORDINANCES OF THE CITY OF HOUSTON, AND THE REGULATIONS OF THE HOUSTON HEALTH DEPARTMENT IS GRANTED THIS

FATS, OILS & GREASE GENERATOR REGISTRATION CERTIFICATE - 1

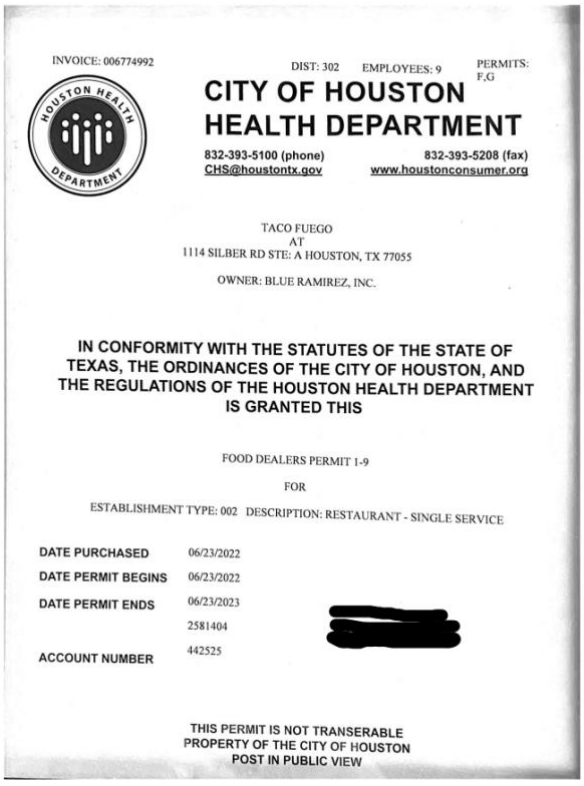
FOR

ESTABLISHMENT TYPE: 002 DESCRIPTION: RESTAURANT - SINGLE SERVICE

DATE PURCHASED	06/23/2022
DATE PERMIT BEGINS	06/23/2022
DATE PERMIT ENDS	06/23/2023
	2581404
ACCOUNT NUMBER	442525

[redacted]

THIS PERMIT IS NOT TRANSERABLE
PROPERTY OF THE CITY OF HOUSTON
POST IN PUBLIC VIEW



INVOICE: 006774992

DIST: 302 EMPLOYEES: 9 PERMITS: F,G

CITY OF HOUSTON
HEALTH DEPARTMENT

832-393-5100 (phone) 832-393-5208 (fax)
CHS@houstontx.gov www.houstonconsumer.org

TACO FUEGO
AT
1114 SILBER RD STE: A HOUSTON, TX 77055

OWNER: BLUE RAMIREZ, INC.

IN CONFORMITY WITH THE STATUTES OF THE STATE OF TEXAS, THE ORDINANCES OF THE CITY OF HOUSTON, AND THE REGULATIONS OF THE HOUSTON HEALTH DEPARTMENT IS GRANTED THIS

FOOD DEALERS PERMIT 1-9

FOR

ESTABLISHMENT TYPE: 002 DESCRIPTION: RESTAURANT - SINGLE SERVICE

DATE PURCHASED	06/23/2022
DATE PERMIT BEGINS	06/23/2022
DATE PERMIT ENDS	06/23/2023
	2581404
ACCOUNT NUMBER	442525

[redacted]

THIS PERMIT IS NOT TRANSERABLE
PROPERTY OF THE CITY OF HOUSTON
POST IN PUBLIC VIEW

Chef Mart Restaurant Supply Invoice:

Chef Mart Restaurant Supply, Inc.
8677 Southwest Freeway
Houston, TX 77074
(713) 776 0059
www.chefmart.net

INVOICE No.	Page
116601	1 of 1
Date	Originator
7/1/2022	ESR

INVOICE

Sold To
RICARDOO RAMIRAZ
TACO FUEGO
[redacted]

Ship To
RICARDOO RAMIREZ
TACO FUEGO
[redacted]

Order No.	Order Date	Customer #	Terms	Account	Customer PO
	7/1/2022	1012979	NO TERMS		

SKU	Description	Qty Ordered	Qty Shipped	Qty B/O	U/M	Unit Price	Disc	Extended Amount
EPBR2	Sandwich Prep Table, Mega-Top, two-section, 11.8 cu. ft. cap., (18) 1/6 PVC pan cap., (2) shelves, rear mounted refrigeration system, analog thermostat, front air breathing, stainless steel interior & exterior, adjustable self-closing doors, slide-out cutting board, (1) 1/2" thick insulated top lid, (4) 4" diameter swivel casters (front with brakes), 115v/60/1 NEMA 5-15P, 1/4 HP compressor, 4.2 amps, ETL-Safety, ETL_Sanitation Everest Refrigeration	1.00	1.00	0.00	ea	3,100.00		3,100.00
9999T	HACCP Probe Wipes, 70% isopropyl LIFE TIME BRANDS	1.00	1.00	0.00	bx	6.51	10.00	5.86
5256881	Infrared Thermometer, -58 to 71 LIFE TIME BRANDS	1.00	1.00	0.00	ea	53.17	10.00	47.85
9841RB	High Temp Thermometer, digital, LIFE TIME BRANDS	1.00	1.00	0.00	ea	12.46	10.00	11.21

Payment Details
Credit Card : $3,426.03
Total Received : $3,426.03

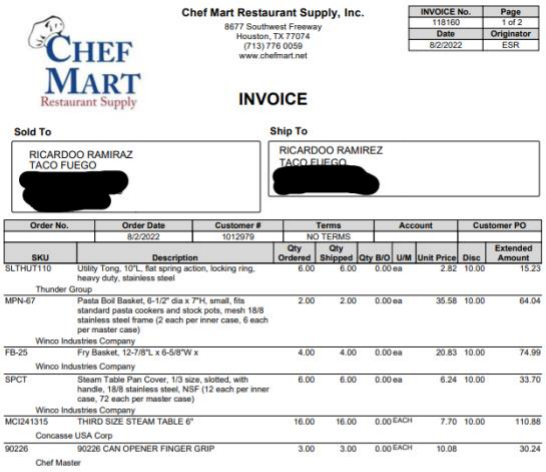
-No refunds or exchanges after 7 days.
-No refunds without original receipt.
-No returns on used items.
-No refunds on special ordered items.
-All returns subject to 25% restocking fee.
-Warranties are standard as offered by manufacturer

Sub Total	3,164.92
Sales Tax	261.11
Total	3,426.03
Amount Tendered	3,426.03
Change Due	0.00

Signature X_____

SALE **07/01/2022** **13:36:33** Merchant ID: **884300141650O5** Clerk ID: **ESR**
VISA ********** [redacted] Entry Method: **CONTACTLESS**
Invoice: **10057154** Reference: **9022** Auth Code: **08998G** Application Label:
Amount: **$3426.03** I AGREE TO PAY THE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER) AID:
Total: **$3426.03** TVR:
IAD:
TSI:
ARC:
CVM:

Page 1 of 1



Chef Mart Restaurant Supply, Inc.
8677 Southwest Freeway
Houston, TX 77074
(713) 776 0059
www.chefmart.net

INVOICE No.	Page
118160	1 of 2
Date	Originator
8/2/2022	ESR

INVOICE

Sold To
RICARDOO RAMIRAZ
TACO FUEGO
[redacted]

Ship To
RICARDOO RAMIREZ
TACO FUEGO
[redacted]

Order No.	Order Date	Customer #	Terms	Account	Customer PO
	8/2/2022	1012979	NO TERMS		

SKU	Description	Qty Ordered	Qty Shipped	Qty B/O	U/M	Unit Price	Disc	Extended Amount
SLTHUT110	Utility Tong, 10"L, flat spring action, locking ring, heavy duty, stainless steel Thunder Group	6.00	6.00	0.00	ea	2.82	10.00	15.23
MPN-67	Pasta Boil Basket, 6-1/2" dia x 7"H, small, fits standard pasta cookers and stock pots, mesh 18/8 stainless steel frame (2 each per inner case, 6 each per master case) Winco Industries Company	2.00	2.00	0.00	ea	35.58	10.00	64.04
FB-25	Fry Basket, 12-7/8"L x 6-5/8"W x Winco Industries Company	4.00	4.00	0.00	ea	20.83	10.00	74.99
SPCT	Steam Table Pan Cover, 1/3 size, slotted, with handle, 18/8 stainless steel, NSF (12 each per inner case, 72 each per master case) Winco Industries Company	6.00	6.00	0.00	ea	6.24	10.00	33.70
MCI241315	THIRD SIZE STEAM TABLE 6" Concasse USA Corp	16.00	16.00	0.00	EACH	7.70	10.00	110.88
90226	90226 CAN OPENER FINGER GRIP Chef Master	3.00	3.00	0.00	EACH	10.08		30.24

Page 1 of 2

Chef Mart Restaurant Supply, Inc.
8677 Southwest Freeway
Houston, TX 77074
(713) 776 0059
www.chefmart.net

INVOICE No.	Page
118160	2 of 2
Date	Originator
8/2/2022	ESR

INVOICE

SKU	Description	Qty Ordered	Qty Shipped	Qty B/O	U/M	Unit Price	Disc	Extended Amount
SST-16	Premium Induction Stock Pot, with cover, 16 quart, 11" dia. x 9.8", round, tri-ply heavy duty bottom, 18/8 stainless steel, NSF Winco Industries Company	1.00	1.00	0.00	ea	88.64		88.64

Payment Details
Credit Card : $449.69
Total Received : $449.69

-No refunds or exchanges after 7 days.
-No refunds without original receipt.
-No returns on used items.
-No refunds on special ordered items.
-All returns subject to 25% restocking fee.
-Warranties are standard as offered by manufacturer

Sub Total	417.72
Sales Tax	31.97
Total	449.69
Amount Tendered	449.69
Change Due	0.00

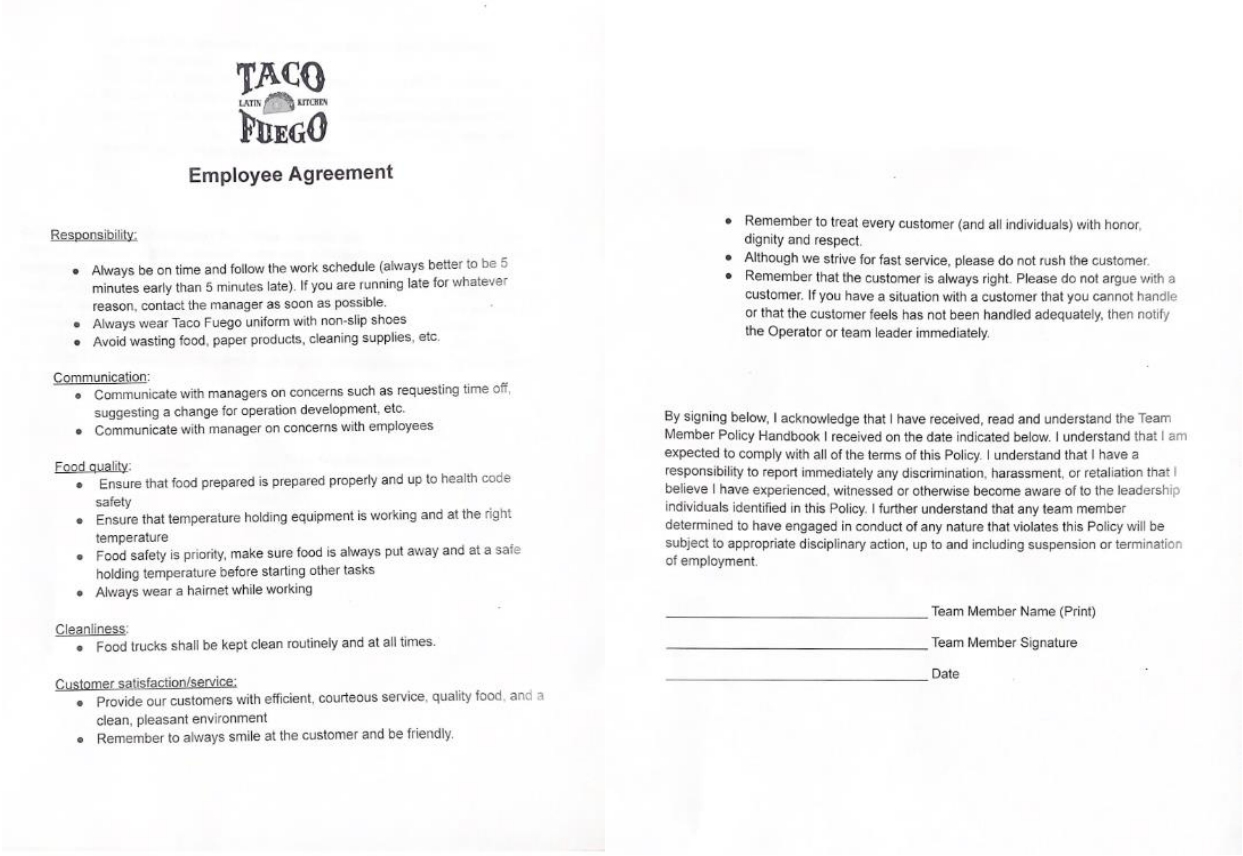
Signature X_____

SALE **08/02/2022** **11:53:42** Merchant ID: **884300141650O5** Clerk ID: **ESR**
VISA ********** [redacted] Entry Method: **CHIP**
Invoice: **10057788** Reference: **0012** Auth Code: **02612G** Application Label: CHASE VISA
Amount: **$449.69** I AGREE TO PAY THE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER) AID: A0000000031010
Total: **$449.69** TVR: 0080008000
IAD: 06021203A02002
TSI: E800
ARC:
CVM: SIGN

x_____

Page 2 of 2

Employee Agreement Form:



TACO LATIN KITCHEN FUEGO

Employee Agreement

Responsibility:

- Always be on time and follow the work schedule (always better to be 5 minutes early than 5 minutes late). If you are running late for whatever reason, contact the manager as soon as possible.
- Always wear Taco Fuego uniform with non-slip shoes
- Avoid wasting food, paper products, cleaning supplies, etc.

Communication:

- Communicate with managers on concerns such as requesting time off, suggesting a change for operation development, etc.
- Communicate with manager on concerns with employees

Food quality:

- Ensure that food prepared is prepared properly and up to health code safety
- Ensure that temperature holding equipment is working and at the right temperature
- Food safety is priority, make sure food is always put away and at a safe holding temperature before starting other tasks
- Always wear a hairnet while working

Cleanliness:

- Food trucks shall be kept clean routinely and at all times.

Customer satisfaction/service:

- Provide our customers with efficient, courteous service, quality food, and a clean, pleasant environment
- Remember to always smile at the customer and be friendly.
- Remember to treat every customer (and all individuals) with honor, dignity and respect.
- Although we strive for fast service, please do not rush the customer.
- Remember that the customer is always right. Please do not argue with a customer. If you have a situation with a customer that you cannot handle or that the customer feels has not been handled adequately, then notify the Operator or team leader immediately.

By signing below, I acknowledge that I have received, read and understand the Team Member Policy Handbook I received on the date indicated below. I understand that I am expected to comply with all of the terms of this Policy. I understand that I have a responsibility to report immediately any discrimination, harassment, or retaliation that I believe I have experienced, witnessed or otherwise become aware of to the leadership individuals identified in this Policy. I further understand that any team member determined to have engaged in conduct of any nature that violates this Policy will be subject to appropriate disciplinary action, up to and including suspension or termination of employment.

_____ Team Member Name (Print)

_____ Team Member Signature

_____ Date

Complete Requirements List

ID	Problem/Requirement Description	Current Level of Performance	Required Level of Performance	Key	Scope	Determined By	Rank	Solution
1	Website must be accessible through internet	Unsustainable	Efficient	M	In scope	TBA	M1	Connect and establish site to web host
2	No established payment method	Unsustainable	Efficient	M	In scope	TBA	M2	Connect to a host payment gateway
3	Company has many locations	Inefficient	Efficient	K	In scope	TBA	K18	Option to choose specific location
4	Record of transactions	Inefficient	Efficient	K	In scope	TBA	K5	Data Table section showing every purchase, assorted by date
5	Customer refund/return request	Unsustainable	Efficient	K	In scope	TBA	K6	Built-in refund function
6	Accidental or wrong purchase	Unsustainable	Efficient	K	In scope	TBA	K19	Cancel order option after purchase completion
7	Wrong item added to cart	Unsustainable	Efficient	K	In scope	TBA	K20	Ability to remove items from shopping cart
8	Tracking price of total order	Unsustainable	Efficient	K	In scope	TBA	K7	Calculation of price of total order + tax at checkout
9	First time customer using website	Unsustainable	Efficient	M	In scope	TBA	K35	Customers input first name, last name, email, phone no. Info stored in data table accordingly
10	Customer does not want to sign up	Inefficient	Efficient	K	In scope	TBA	K29	Guest checkout asks for input just once; info stored in guest data table
11	Customer wants to know when order is ready	Inefficient	Efficient	M	In scope	TBA	M7	System displays estimate order completion time
12	Possible repeat of online orders	Unsustainable	Efficient	M	In scope	TBA	M6	Option to clear or mark order as complete
13	Online order screen clutter	Inefficient	Efficient	M	In scope	TBA	M14	Show only 6 online orders at a time w/ ability to navigate

14	Managers want daily business statement	Inefficient	Efficient	K	In scope	TBA	K8	Website will generate total traffic reports daily
15	Change in item prices	Inefficient	Efficient	K	In scope	TBA	K21	High level employees or managers may update the prices on the website
16	Launching new food items	Inefficient	Efficient	K	In scope	TBA	K22	Ability to add new properties to existing menu display
17	Food item shortage or unavailable	Unsustainable	Efficient	M	In scope	TBA	M15	Display notice of shortage on menu item and remove prompt
18	Attempt to order during closed hours	Unsustainable	Efficient	M	In scope	TBA	K34	Display prompt to order next business day w/ ability to choose specific pickup time
19	Spanish speaking customers	Inefficient	Efficient	K	In scope	TBA	K28	Option to choose website display language between English or Spanish
20	Customer confused about food item	Unsustainable	Efficient	K	In scope	TBA	K9	Each menu item will have a picture(s) along with short description of ingredients, etc.
21	Website should be up and functional 24/7	Unsustainable	Efficient	M	In scope	TBA	M3	Website takes orders continually unless scheduled for upgrade or modification
22	Customer wants to know caloric/protein value	Inefficient	Efficient	K	In scope	TBA	K23	Small nutrition information on each item
23	Tracking of customer purchase order	Unsustainable	Efficient	K	In scope	TBA	K2	Integrate shopping cart onto website
24	Customers unfamiliar with menu	Unsustainable	Efficient	K	In scope	TBA	K1	Full menu display option on website
25	Additional comments/requests for order	Inefficient	Efficient	K	In scope	TBA	K10	Special orders/requests section in data table
26	Who ordered what?	Unsustainable	Efficient	M	In scope	TBA	M4	Unique order code/number for verification
27	Kitchen notification of order	Unsustainable	Efficient	M	In scope	TBA	M5	Kitchen system prompt to acknowledge order

28	Customer has comments/critiques	Inefficient	Efficient	K	In scope	TBA	K24	Comments section displayed after purchase; input recorded in database
29	Errors while ordering	Unsustainable	Efficient	M	In scope	TBA	M8	Online orders integrate directly into POS system
30	Restaurant wants to run a promotional discount	Inefficient	Efficient	K	In scope	TBA	K11	Implement discount code prompt at checkout
31	Restaurant promotional events	Inefficient	Efficient	K	In scope	TBA	K12	Banners or slides featuring news relating to the business
32	Rest	Unsustainable	Efficient	K	In scope	TBA	K13	Website will follow proper design principles and choices
33	Improper website color scheme	Inefficient	Efficient	K	In scope	TBA	K4	Website will be designed based on color scheme of brand logo
34	Lack of branding of business on the website	Inefficient	Efficient	K	In scope	TBA	K3	Business Logo/Name will be implemented into every page on website
35	Customers are restricted in the number of orders	Inefficient	Efficient	K	In scope	TBA	K26	System will have the ability to create unlimited orders
36	Company expands pickup options	Inefficient	Efficient	K	In scope	TBA	K14	Pickup options such as curbside or contactless delivery will be available
37	Additional customization options for orders	Inefficient	Efficient	K	In scope	TBA	K25	Add-ons and customization features are added onto each dish in database
38	Instant menu updates	Unsustainable	Efficient	M	In scope	TBA	K32	Menu automatically updates for any deletion or insertion of menu items
39	Customers want to schedule orders ahead	Unsustainable	Efficient	M	In scope	TBA	K33	Pickup time scheduling options are available
40	Customers want to add delivery notes	Inefficient	Efficient	K	In scope	TBA	K27	Website will allow customers to add notes when delivery option is selected
41	Manager wants items exclusively online	Inefficient	Efficient	K	In scope	TBA	K30	Website will show online-exclusive food items that aren’t available in-person

42	Restaurant wants to price differently for online ordering	Inefficient	Efficient	K	In scope	TBA	K31	Website will show exclusive online prices on ordering system than in-person
43	Lack of consistency across channel errors	Unsustainable	Efficient	M	In scope	TBA	M13	Website will ensure prices remain consistent, menu reflects current offers at each location and every interaction with consumer build brand value
44	Integration between in-house and third-party service	Unsustainable	Efficient	M	In scope	TBA	M9	Orders won't be repeated in POS system and drivers will possess the correct addresses
45	Manager wants database reports based on system to make decisions	Unsustainable	Efficient	K	In scope	TBA	K15	System will determine which dishes are selling better, which makes better money, control wastage and pilferage, offers to bring forth to up sales, etc.
46	Restaurant wants to organize online menu	Unsustainable	Efficient	K	In scope	TBA	K4	Menu on website will be divided by categories so customers' selection can be made easy
47	Multiple payment methods	Inefficient	Efficient	K	In scope	TBA	K16	Website will offer a plethora of payment options such as card, PayPal, Google Pay, Apple Pay
48	Lack automatic rate and fees for delivery costs	Unsustainable	Efficient	M	In scope	TBA	M16	Automatically integrate delivery fees along with the price before purchase
49	Address verification	Unsustainable	Efficient	M	In scope	TBA	M10	Automatically detects whether customer inputted wrong info by mistake. Won't proceed with order if not valid
50	Order verification	Unsustainable	Efficient	M	In scope	TBA	M11	Implement a "Thanks for ordering" screen after purchase to ensure customers the order has been received

51	Payment verification	Unsustainable	Efficient	M	In scope	TBA	M12	Won't proceed with order if payment details are wrong or declined to ensure authenticity
52	Customer wants to change delivery/pickup method	Inefficient	Efficient	K	In scope	TBA	K17	Change delivery/pickup option available after purchase before food is ready. After, it won't be available
53	Records of delivery agents in real-time	Unsustainable	Efficient	D	Out of scope	TBA		Out of scope requirement
54	App or responsive website for staff to check orders on the go	Unsustainable	Efficient	D	Out of scope	TBA		Out of scope requirement
55	Live tracking option on deliveries for customers	Unsustainable	Efficient	D	Out of scope	TBA		Out of scope requirement
56	Customers receive recommendations based on data ordering patterns	Unsustainable	Efficient	D	Out of scope	TBA		Out of scope requirement
57	Customer wants food delivered	Unsustainable	Efficient	D	Out of scope	TBA		Out of scope requirement
58	Customer wants to talk to support	Unsustainable	Efficient	D	Out of scope	NA		Out of scope requirement
59	Dedicated mobile version	Unsustainable	Efficient	D	Out of scope	NA		Out of scope requirement
60	Reward system for website purchases	Unsustainable	Efficient	D	Out of scope	NA		Out of scope requirement

Legends:

Keys: M – Mandatory

K – Key

D - Desirable

Levels of Performance: Sustainable – ability to meet company needs

Inefficient – listed activity is below standard

Critical Requirements Analysis Objective Tree

Critical performance area and their performance scale:
• An efficient and convenient online ordering system.
o Current performance on a scale of 1 to 10: **9**
o Desired level of performance on a scale of 1 to 10: **10**
• Online application that provides the ability to purchase items from the restaurant without need of being in the physical location.
o Current performance on a scale of 1 to 10: **9**
o Desired level of performance on a scale of 1 to 10: **10**
• Give customers the full selection of foods and drinks available at the physical location on their computer or on their phone.
o Current performance on a scale of 1 to 10: **9**
o Desired level of performance on a scale of 1 to 10: **10**
• Purchases and payments can be made online ahead of time.
o Current performance on a scale of 1 to 10: **9**
o Desired level of performance on a scale of 1 to 10: **10**
• Calculates accurate prices along with applicable taxes.
o Current performance on a scale of 1 to 10: **9**
o Desired level of performance on a scale of 1 to 10: **10**
• Delivering the online application of quality and on time.
o Current performance on a scale of 1 to 10: **10**
o Desired level of performance on a scale of 1 to 10: **10**

Current Business Rule List

- Manage all locations through close supervision as well as following up daily with management.
- Communicate with managers on goals, feedback, etc.
- Keep track of inventory being used at all locations.
- Recruit employees for all locations and always have enough employees to always work.
- Maintain healthy work environment while motivating employees
- Make sure managers/employees have food handlers
- Take responsibility of your mistakes
- Follow proper food procedures according to Health department standards, furthermore Personal Protective Equipment (gloves, hats/hairnets) must be worn all time during operation.
- Food trucks shall be kept clean routinely and at all time
- Provide exceptional customer service from managers/staff
- Make weekly schedules for all locations

Current Business Activity List

Business Owner

- As the owner, Hugo oversees every location and checks reviews to maintain 5-star ratings
- 1 meeting per month for higher-level managers
- Call food ordering and delivery platforms (Uber Eats, Grubhub, etc.) about canceled orders

Monday

- Commissary visits both locations to deep clean
- Afternoon: take work cars to car wash/ make sure they have gas and propane if needed
- Evening: help with unpacking and cleanliness of restaurant for Mondays load and delivery

Tuesday - Sunday

- Morning: Count cash drawers and have managers sign and co-sign on notes.
- Evening: head to one location and make sure procedures are being followed and make sure all health protocols are met, as well as relieve employees to go on break for 15 minutes each

Employees

- Prepare food with special attention to sanitation and order
- Attend to customers upon arrival
- Deal with complaints or problems with a positive attitude
- Issue bills and accept payment
- Give orders to designated customers and pick up person

Current Event Response Table

System Events

#	Event	Trigger	Outcome
1	Customer places order	Customer clicks on “Place order” button on website and select items.	After payment, the order is sent to the specified location, and then sent to the database once fulfilled
2	Customer Cancels Order	customer clicks “cancel order” on webpage	System detects this request and verifies if the order can still be cancelled, if yes the order is cancelled, money is refunded.
3	Chosen Store location runs out of required ingredients	Conflict in Supply Chain/unexpected surge in demand	Website updates affected menu items to show that they cannot be ordered at the present time.
4	Customer chooses to check out as a guest	Customer does not want to make an account	Customer is required to enter their full information just one time. This includes email and billing information. No account is made.

Employee Events

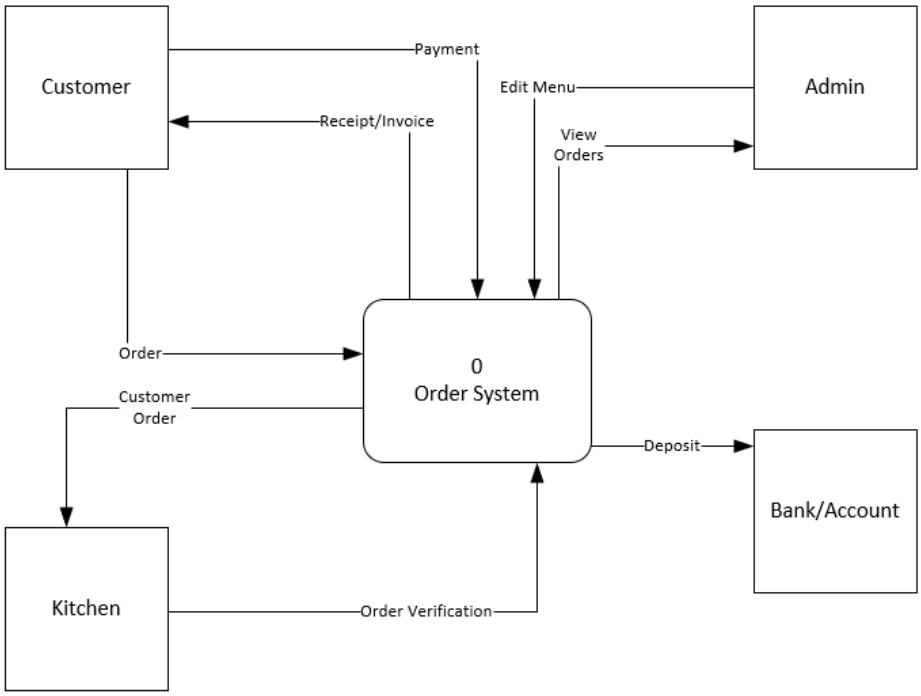
#	Event	Trigger	Reason	Outcome
1	Prepare food with special attention to sanitation and order	Possibility of a lawsuit for potentially causing health issues due to lack of sanitation	You want to avoid having any kind of health issues in your food and paying attention to sanitation will assist in that.	The food is not harmful to customers in any way and is edible.
2	Attend to customers upon entrance	Possibility of losing customers (and therefore profit) for not being attentive to them and/or wasting their time.	You must be attentive to a customers' needs and their time, otherwise they will walk away and you will lose profit.	Customers are more likely to leave good reviews for good service, and that will keep them coming back and will also attract more customers, therefore increasing profit.
3	Deal with complaints or problems with a positive attitude	Possibility of losing a customer if you don't make them feel heard when they have a complaint	If a customer has a problem you must listen to them closely and assist them, otherwise they will become disgruntled, never come back and leave bad reviews which may hurt business even more	The issue is resolved and the customer(s) are satisfied with the assistance provided, and there is no longer a threat of losing said customer.
4	Issue bills and accept payment	Payment is necessary to keep the business up and running	The business strives to make money first, without money the business cannot operate at all, therefore payment must be taken	Revenue is generated and the business can continue to operate.

Owner Events

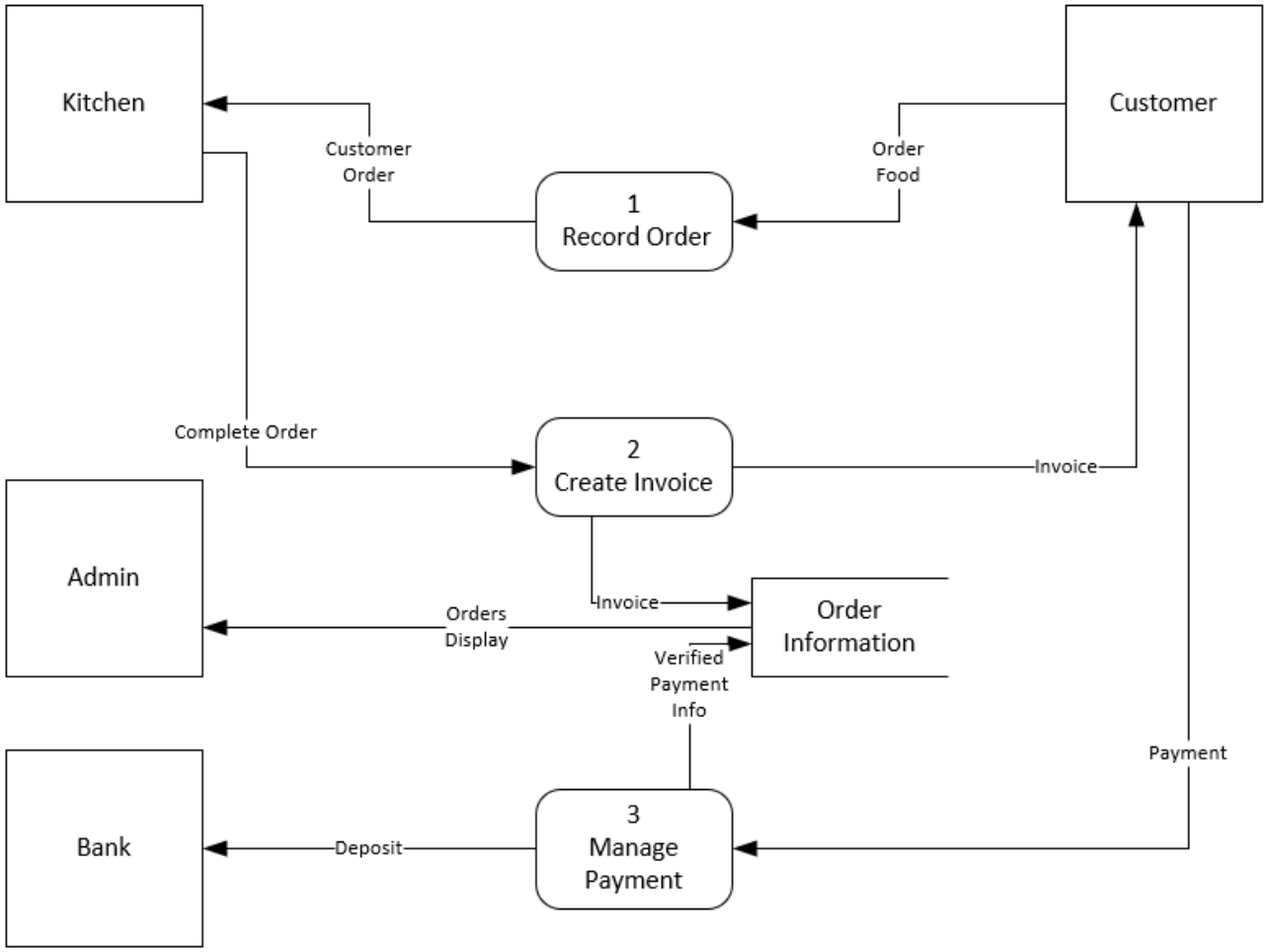
#	Event	Trigger	Outcome
1	Commissary visits both locations to deep clean	Owner gives the command that locations need to be cleaned	Both locations are cleaned and sanitized and ready for the day
2	Food trucks are taken to car wash to be washed, and have their gasoline and propane tanks refilled if needed	At the end of the work day, the managers or the owner instruct the trucks to be cleaned	Trucks are cleaned and re-fueled, the clean truck looks more appealing and can bring customers, and when fully re-fueled they can handle rush no problem.
3	Assist with the unpacking and cleanliness of the restaurant	As Owner, Hugo feels a need to assist a location with its food delivery organization, and also needs to know what's going on.	Unpacking is done faster thanks to Hugo's assistance and now he knows exactly the amount of supplies at that location
4	Count cash drawers every morning and have managers sign and co-sign notes	Cash on hand at the beginning of the day is important for accounting purposes.	Cash is accounted for so that any errors made during the work day can be accounted for. The sign and co-sign of the managers is kept as a log of who may
5	Head to one location to make sure procedure is being followed, health protocols are met, and individually release employees for their breaks	It's important to enforce procedure that way food quality, food service and customer service are always kept up to the expected standard	Establishment is kept up to standards, and in turn receives good reviews which brings more business and more potential profit.

Current System Data Flow Diagram

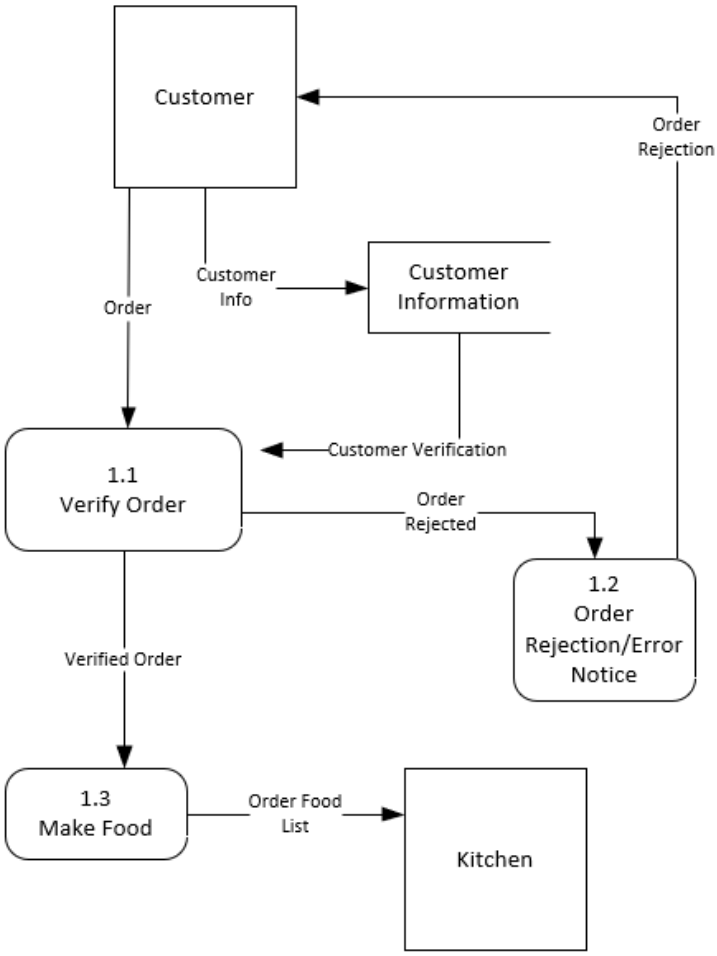
Context Level:



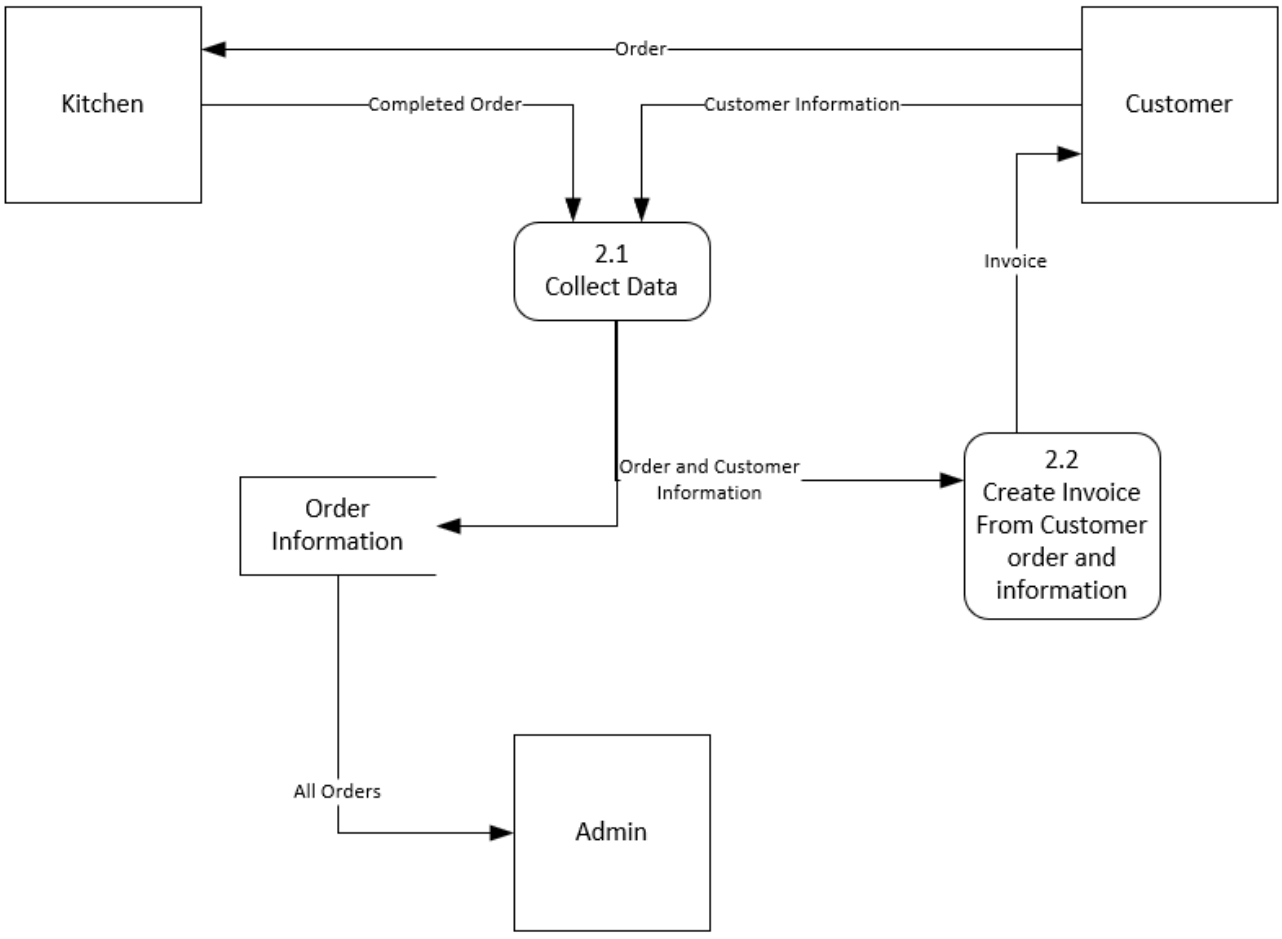
Level 0:


Kitchen
Customer
Customer Order
Order Food
1
Record Order
Complete Order
2
Create Invoice
Invoice
Admin
Invoice
Orders Display
Order Information
Verified Payment Info
Payment
Bank
Deposit
3
Manage Payment

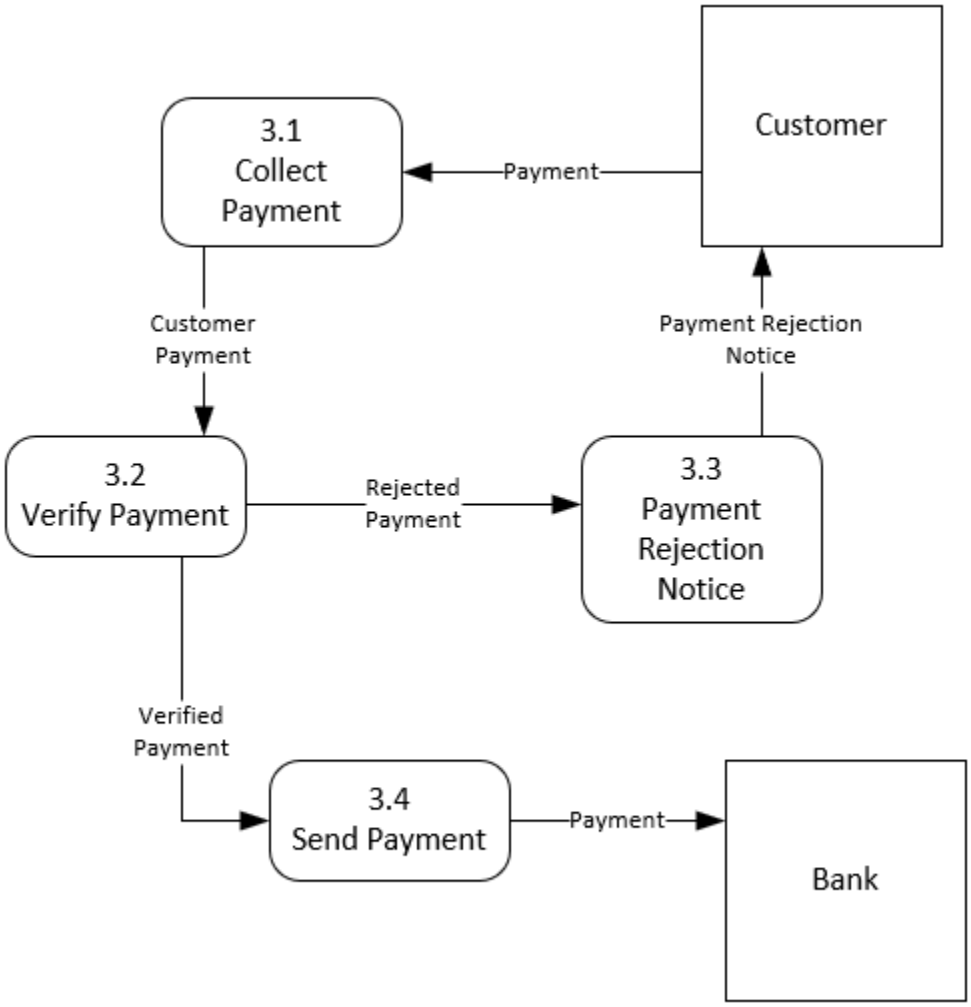
Level 1 (Process 1):



Level 1 (Process 2):



Level 1 (Process 3):



Client SWOT Analysis

Strengths

1. Great customer service and company core vales
2. Organized company documentation along with POS data.
3. Great food quality with solid employee rules.

Weaknesses

1. Unpaid orders through food delivery apps
2. No official website
3. Online orders cannot be made which creates long waiting lines

Opportunities

1. Looking for ways to get reimbursed for cancellation of food delivery apps
2. Online ordering cloud be more sufficient for customers.
3. Tik Tok marketing videos

Threats

1. Dripped Birria (Competitor) has online order pickups
2. No serious issues or threats to business

System Proposal with at least 2 or 3 options

ONLINE ORDER SYSTEM

Team Members: Hans Manda, Antwon Limbrick, Parth Lad, Saad Khan, Edwin Kurian, Mohammad Khan, Hannah Joseph

AUGUST 31, 2022
TITAN TECH
University of Houston

Executive Summary

We at Titan Tech plan to propose an online ordering system that will positively impact the daily functionality of Taco Fuego. Our system will satisfy our clients' needs while resolving issues that they are now experiencing. This system will also follow all current Taco Fuego business rules, as well as not interfering with any of the current business rules/regulations. We will provide Taco Fuego with two solutions which they can choose from. Along with the two alternatives we provide feasibility reports for each option. There will also be system analyst recommendations for selecting the system.

Systems alternatives with feasibility report of each option

Option 1:	***Option 2:***
Technical Requirements: • Accessible through internet • Host Payment Gateway • Website functional 24/7 • Unique order code • Online orders integrate directly into POS system • Prices remain consistent for each location • Integration between in-house and third-party service • Payment Verification	**Technical Requirements:** • Accessible through internet • Host Payment Gateway • Website functional 24/7 • Unique order code • Online orders integrate directly into POS system • Prices remain consistent for each location • Payment Verification
Operational Requirements: • First time customer using website • Notifies when order is ready • Possible Repeat of online orders • Display food item unavailable • Kitchen Notification of Order • "Thanks for Ordering" screen • Option to choose a specific location	**Operational Requirements:** • First time customer using website • Notifies when order is ready • Possible Repeat of online orders • Display food item unavailable • Kitchen Notification of Order • "Thanks for Ordering" screen • Customers wants to talk to support • Option to display language between English and Spanish
Schedule Requirements: • Online order screen clutter • Attempt to order during closed hours • Instant menu updates • Customer schedule orders ahead • Address verification	**Schedule Requirements:** • Attempt to order during closed hours • Instant menu updates • Customer schedule orders ahead • Address verification
Technical Feasibility: *Hardware:* Computers, Internet Router *Software:* Website designing software, MS Project, SQL **Operational Feasibility:** Staff will need to be trained on how the new website works as well as the operational requirements. **Schedule Requirements:** 16 weeks, by the end of spring semester. **Economic Feasibility:** No money needs to be spent by Taco Fuego regarding Hardware and software.	**Technical Feasibility:** *Hardware:* Computers, Internet Router *Software:* Website designing software, MS Project, SQL **Operational Feasibility:** Staff will need to be trained on how the new website works as well as the operational requirements. **Schedule Requirements:** 16 weeks, by the end of spring semester. **Economic Feasibility:** No money needs to be spent by Taco Fuego regarding Hardware and software.

Systems analysts' recommendations

- All Owner/Managing staff needs to have administrative access to the online ordering system.
- All staff members need to be taught how the online orders work.
- Apply Online ordering system one location at a time.
- Send word out to the customers that the online ordering system is up and running.
- Post the online ordering site on Taco Fuego's social media.

Summary

Titan Tech is proposing two online ordering systems that will improve Taco Fuego's day-to-day operations. The only technical requirement that differs between option 1 & 2 is that option one requires integration between in-house and third-party services. Option 2 has more operational requirements which adds customer support, and language change from English to Spanish. Option 1 also includes online order screen clutter for the schedule requirements. Overall, both options will require the same hardware and software resources. Likewise, this system will abide by all current Taco Fuego company regulations and refrain from conflicting with any of them. Additionally, the time frame will be the same for both. Neither option is superior to the other, they each will satisfy the problems of the business.

System Proposal Presentation

Full PowerPoint attached to Phase 1 folder

1

Titan Tech
Online Ordering
System

Phase 1

TEAM MEMBERS:

- HANS MANDA
- ANTWON LIMBRICK
- PARTH LAD
- SAAD KHAN
- EDWIN KURIAN
- MOHAMMAD KHAN
- HANNAH JOSEPH

2

Team roles/Responsibilities

Parth Lad

- Project Manager : Hans Manda
- Assistant Project Manager : Antwon Limbrick
- System Analyst : Mohammad Khan
- Communication Analyst : Hannah Joseph
- Developers : Parth Lad & Saad Khan
- Tester : Edwin Kurian

S.No.	Project Tasks	Project Manager	Developer
	Name	Hans	Parth
3	Identification of Team Members		
4	Team Name (Unique to your consulting team)		
5	Team Logo (Unique to your consulting team)		
6	Team Communication Plan	x	
7	Team Roles/Responsibilities Matrix	x	x

7		Team Roles/Responsibilities Matrix	This is a two dimensional table listing per person the various roles that each person will fulfill. In addition, you must describe in detail what are the various responsibilities of that person performing in that specific role. You also need to ensure that this is formatted to easily differentiate one person from another. Every person within the team MUST be given multiple roles. Assign all the deliverables between Team members.	5		Hans, done
8		Confirm Client Letter	1. A signed letter from your client stating that they have agreed to work with your team for the next two semesters. A copy of the letter needs to be turned in to your professor. 2. Do not submit without signatures (client & your team project manager) and without company's (client) information like name, phone number, email and office address. 3. Do not use a vague project description, like needs to build an application to grow business and increase profit. Write few lines to describe the business need and problem to be addressed, potentials pitfalls and challenges, approaches and execution methods.	20		Mohammad, Done

Updated Listing of Authors per Deliverable

S. No.	Deliverable	Authors	Editors
1.	Submission Files	NA	
2.	Overall Document Format	Hans Manda	
3.	Identification of Team Members	Edwin Kurian	
4.	Team Name	Hannah Joseph	
5.	Team Logo	Hannah Joseph	Hans Manda
6.	Team Communication Plan	Hans Manda	Hannah Joseph
7.	Team Roles/Responsibilities Matrix	Hans Manda	Parth Lad
8.	Confirm Client Letter	Mohammad Khan	
9.	Client Organization Chart and History/Background	Edwin Kurian	
10.	Project Selection Analysis	Antwon Limbrick	
11.	Current System Description & Problems	Saad Khan	Parth Lad
12.	Initial Project Work Breakdown Structure & Gantt Chart	Hannah Joseph; Parth Lad	
13.	PERT Diagram	Hannah Joseph	
14.	Client Organization Objective List	Parth Lad	
15.	Client Application (Online Order System) Objective List	Hans Manda	
16.	Data Gathering Goals	Antwon Limbrick	
17.	Data Gathering Methods	Edwin Kurian	
18.	Data Gathering Questions	Edwin Kurian	
19.	Data Gathering Results	Edwin Kurian	
20.	STROBE Analysis	Antwon Limbrick	Hans Manda
21.	Samples of Records	Mohammad Khan	Hans Manda

22.	Complete Requirements List	Hans Manda; Hannah Joseph	
23.	Critical Requirements Analysis Objective Tree	Edwin Kurian	
24.	Current Business Rule List	Parth Lad	
25.	Current Business Activity List	Parth Lad	
26.	Current Event Response Table	Saad Khan	
27.	Current System Data Flow Diagrams	Parth Lad; Mohammad Khan	Hans Manda
28.	Client SWOT Analysis	Edwin Kurian	
29.	System Proposal with at least 2 or 3 options	Antwon Limbrick ;Edwin Kurian; Hannah Joseph; Saad Khan	
30.	Systems Proposal Presentation	All	Hans Manda
31.	Update Listing of Authors per Deliverable	Hans Manda	
32.	Current System Study with References	Hans Manda	Parth Lad

Current Systems Study with References

Hugo Ramirez – Owner of Taco Fuego

"Online Ordering System for Restaurants - the Complete Guide." *Online Ordering System*, 9 Nov. 2021, https://orderingstack.com/blog/online-ordering-system-for-restaurants-the-complete-guide/.

"Post Market - Taco Fuego." *POST Houston*, https://www.posthtx.com/eat/taco-fuego.

Tilley, Scott. Systems Analysis and Design 12th Edition. Cengage, 2020

CIS 3343 Deliverable Templates

Software: MS Project, MS Word, MS Excel