RESTA-APP

half the way all the taste

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**Logo**

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**Slogan**

**Half The Way, All the Taste**

# Introduction

After some studies and questions for people we discovered that most find booking in the restaurant something tiring because it must go two days before to book and this is what makes people do not hesitate to restaurants like those that requested booking a while before and so we presented our program which will make it easier for people to book in the restaurant but also the process of ordering food so that the food is available to the customer and all of that only by pressing a button in the program the customer makes a choice The restaurant he wants, choosing the number of chairs for the people he's with, and choosing meals as well for each individual.

**Advantages:**

The program facilitates the customer's booking process in the restaurant and offers services such as booking the number of individuals and food for everyone.

# Planning

## Input

### 1-People:

***System Administrator:***

He is responsible for accepting and receiving the payments from the customers, He can check all customer’s reservations and the chosen food for each individual and how many seats to send it to the chosen restaurant and make sure that everything is under control, He also has access permission to enter the complaints area in the system so that he can know the customer complaints and work to resolve them and he is responsible also to check all cancelled reservations and make sure nothing wrong happen to the customer as well as the restaurant he was reserving.

***Customer:***

He is the person who enters the application to make a reservation in a restaurant from his choice, It all starts when the customer choose the rating , quality of the food , type of the food and prices of the restaurant then after this a list contains the results he is searching for and he choose the restaurant from the list then enters the number of seats he want to reserve and the dish of each individual he reserved with a unique number for each individual and then he has to confirm the reservation by paying the money through credit card.

***Restaurant Owner:***

Restaurants are the places the firm contracts to show them to the customer in their search requests as a result, The restaurants are heavily responsible in the process of contracting with the program because they are the ones who need the program more than the program because the gain will return to the restaurant from the fame of the software as it offers a lot of discounts so this attract customers to use it and will help the restaurant to gain more customers from this and help them with the reservations.

### 2-Money:

There is only one payment process, but it divides into many stages:

Payment includes everything even the food in its process, The customer is paying for each seat he reserved, for the food of each person(seat) and even the taxes of the catering service in the restaurant.

About taxes of the catering service the system preserves the rights of the individual in that he makes him pay tax on what he ate only, not on all the food that people ordered in the sense of tax, not for the totality of the whole food, but only for everyone, and this guarantees his rights and makes him pay only what he requested.

### 3-Raw Materials:

Availability of food required by customers in the restaurants they picked.

### 4-Machines:

Machines differs in terms of the place of vision so if we are talking in terms of the:

**Restaurant:**

-Oven

-Cooling System Machine

**System:**

-Computers

-Mobile Phone

## Planning Process

### Organizational Objectives:

At the planning stage, many people who have the right to vote must vote so that many objectives are available and choose the most appropriate for the system and specify when goals are expected to be achieved and state it clearly and simply.

The main and primary objectives of this application are customer engagement, customer service support and promotion and profit for the firm and attract as many customers as possible to use the application.

Restaurant reservation system, the objectives of the project are many, but the most important of which includes for the managers is the profit, it is the driving and motivating force and encouraging for the managers to complete.

The application aims by providing satisfactory service to customers by searching for the right restaurant and making it easier for them to book places in the restaurants and book meals until payment and all this services remotely.

The system also offers discounts to customers and price reduction to attract customers to use it, which helps to reach the goal of pleasing customers and attracting them.

The system want to facilitate everything for the customers from the start when the customer enters the application and chooses all the restaurant’s evaluation, prices, rating and quality of food that the customer wants, from which the application will display and show a list of restaurants to the customer as a result of his choices, from which he will choose for the restaurant he wants and then choose the number of individuals (number of seats) and the program put a limited numbers of individuals per table up to a maximum of 4 individuals per table and then the customer moves to the stage of selecting food for each individual and then moves to pay stage which is like a confirmation stage for the customer to confirm his reservation and it is through credit card.

One of the organization’s objectives for continuity is to respect the policies of the society in which it serves and its beliefs.

All objectives must be taken seriously by managers and not compromised out of respect for customers and for providing them with the best service for the restaurant’s reservation.

Some usual questions may be asked from the employees about the project like:

**Suggestion For Common Asked Questions:**

1-How to increase number of customers using the application?

2-How to increase the number of restaurants in the application to attract largest number of customers?

3-How to increase the profit?

4-What if the system went down, how to compensate the customers?

### List Of Alternatives to Reach Objectives:

The firm can depend on many alternatives like:

1-Reducing prices for new customers using the system and make discounts for customers to make them use the application instead of calling the restaurant they want themself.

2-Making giveaways that have a free dish from a specific restaurant or any restaurant chosen by the winner of the giveaway or a V.I.P table in a chosen restaurant for the winner.

### Develop premises on each Alternative:

For each alternative, the firm should discuss the pros and cons of each one.

-**1st Alternative:**

**Advantages:**

-This will attract many customers to use the application and will help the firm to gain profits.

**Disadvantages:**

-This will not stay long because this are just offers that happen from time to time as It is not also available for all restaurants just for specific ones and prices will back to its reality after this.

**-2nd Alternative:**

**Advantages:**

-This will make many customers participate in the giveaway and will attract customers to use the application for a chance to win the giveaways.

**Disadvantages:**

-For each giveaway there is only one winner so the ones who did not win will get upset and may not use the system again.

**Choosing Best Alternative:**

In such cases, the manager’s experience, and judgement play a significant role in selecting the best alternative.

The firm choose reducing the first alternate as it more powerful than the second one because it will help the firm to gain more profit and more customers using the system.

The firm choose this alternative as it is the most profitable plan and with minimum negative effects.

### Develop plans to pursue the chosen alternative:

Managers should develop and have a long-term and short-term objective.

***Short-Term Objectives:***

Our target is to make our customers reachable for all the restaurants around the country so that they do not need to call the restaurant themselves but just use the application and this is our target that we want to achieve in one year or less.

***Long-Term Objectives:***

Our target is to spread the program throughout the Middle East and contract with the largest restaurants to provide many services and this is what we aspire to reach in 5 to 7 years.

### Put The Plans into Action:

Entering Restaurants business anywhere would provide a great opportunity as the system idea is unique because they system focuses to help the customers to make up his mind and take a decision in choosing a restaurant and everything about it and this is what is special about the application as it provide and give you the control to choose the quality of food , type of food you wish to eat , rating of the restaurant and range of price.

The experience of the owner of this project and financial strength is great but must put in mind the law because it may not permit or may limit the way the application runs.

Customs, traditions, and surveys must be respected only within the area in which system operates.

The restaurant reservation system serves customers and restaurants too as they gain customers to their restaurant from our application, The system wants to facilitate everything for the customers this make our application unique and success rate is high.

## Output

**Organizational plans:**

What happen if the objectives are achieved?

-We have achieved the desired profit and more.

-We gained popularity and good reputation.

-We upgraded our application to make it reachable for more customers around different places in the world.

# Organizing:

## The main objective of the app

Here’s some of the questions that come in mind when we want to eat in a restaurant.

Will be there a free table in the restaurant?

What are the offers offered by the restaurant?

What are the prices?

Do they have a specific type of food?

Who is the chief?

That’s some of the questions that our app supposes to answer.

The user would satisfy all his needs by using the app. he would search easily for his type of restaurants. search for a specific rate, a specific chief, a specific type of food and even for a specific price.

That would make it easier to find the suitable restaurant for our customer.

## Major Tasks

* Getting Clients (app marketing)
* Software engineering
* app development
* app serves
* restaurants managing
* ads managing



## Who will do the Task?

* Getting Clients (the marketing team)

The only goal for this department is to get as most as posable of clients

* Software engineering (software engineers) this department is for designing the app and make it usable

* app development (the development team)

This department is responsible for implementing the app and handle any upcoming updates

* app serves (serves team)

The team that is responsible for the problems of the app and make sure that the clients is happy with the app and if there any complement the team must handle it as fast as possible to make sure that the app is sable

* restaurants managing (restaurants managing team)

This team is responsible for the restaurants that we are dealing with, they will keep in contact with the restaurant managers to know what every restaurant serves.

-ads managing (payment team)

This team is responsible for the ads that will appear in our app the team deals with the ad companies

## Departmentalizing

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Top Manager

Ad team

Marketing team

Restaurants

managing

team

App serves

team

Development

team

Software team

## Influencing

Influence: The ability or power of people or things to be a force majeure or to produce influences on the actions, behavior, opinions of others, etc.

Use family clout to secure the contract.

The influence can be through number of things, for example:

1. Empact of the work
2. Impact of the attitudes

Work Impact: Done with tact and respect.

Being polite costs nothing, but you'd be amazed at how much difference it makes in a world where so many nervous managers struggle with short stays and pretend, they deserve the loyalty and support of their teams. This leads them to want to follow you.

While people respect the quiet breakup and a realistic assessment of the situation, they are drawn to optimism.

So, if you find your own way to balance these two situations, you can gain respect and admiration.

The influence has several key factors that help regulate it:

1. Leadership
2. Motivation
3. Encouraging
4. communication

## Leadership

the work of the person who leads; guidance; direction; Leadership and that the person should be a leader, not a manager, and this is the role of the leader.

Authority comes from a position within a well-established organizational structure that includes specific tasks and roles.

And that the leader has many general tasks that are the pillar of the leader, and if he is distinguished by him, he is a subsidiary member and has no credibility in the mission.

The leader's duties: It is his participation in the time of good and bad.

All members are ready to produce creative ideas, motivate them and urge them to continue, raise their spirits, and set financial rewards due to the effort.

The exerted.

## Motivation

it is considered one of the important factors for any team and it shows the strength of the continuation of this topic, the extent of its cohesion, and the extent of the ties that bind them to each other.

Motivation can inspire, encourage, and motivate individuals and project teams to achieve great milestones.

Motivation can also create an environment that fosters teamwork and group initiatives to reach common goals or objectives.

The level of motivation an individual and / or team applies to project efforts can affect all aspects of the project's outcome, including directly influencing the triple constrained project success factors (i.e., on time, within budget, high quality, satisfactory scale / client expectations).

Knowing this, it is in the project manager's interest to understand why motivation is not encouraged to drive toward project success by creating and maintaining a motivational environment for all team members by offering rewards for completing work to the fullest and trying to get close to employees and trying to solve their problems.

## Communication

communication is the link between all the main steps related to influence.

Communication is considered the basis of any existing work between two or more individuals, whether the communication is face-to face or by technology using electronic emails or the use of emails related to meeting, such as Zoom, and so on and here.

The role of the leader lies in distributing the projects required of the company, where he tries to make the team cooperative and compatible with each other and makes the members of the team share their ideas and makes the team collaborative through the use of websites such as the Git Hub, as it enables the team to work together and share the parts among themselves when the company's engineers design The application, then one person uploads their part to the GitHub site, and then the other person can narrate these codes and do the rest of the work.

And that communication is an important role in all work, as it clarifies the image of the result that is to be reached, so that the task is not distracted.

As a result, it makes the task do the work more fully.

## Encouraging

creativity and innovation: Encouragement is considered one of the main factors in success, especially the beginning of a specific work.

The role of the leader comes in encouraging individuals to work and competed by setting material rewards such as bonuses, promotion, employee support, training fresh graduated students on that system, allocating time for sharing opinions, and joining newly graduated students with students with meeting staff assigned to discussion to make them gain experience and thus gain the company manpower a lot to do more than one project in a short time.

In this way, the company will sweep most of the market and make a decent profit.

# Influencing:

## Communication:

Communication has become very easy nowadays we all know that most people converse multiple times every day. This is also true in the workplace, as managers must effectively interact with others such as developers, designers, and even marketing personnel. Understanding how the communication process works is critical.

## Interpersonal communication:

There are three steps to interpersonal communication.

1-the source: the managers (project manager, SEO, etc.) who will formulate and distribute the information or message.

1. The signal: the message that will be communicated to others.
2. The destination: the message will be received and understood by the receiver or employees (programmers, marketers, reviewers, etc).

We must distinguish between them with a crucial point if we want to know whether our interpersonal communication is successful or unsuccessful.

Now that we wish to know how to communicate effectively, we will discover that there are six guidelines to follow:

* 1. Create a welcoming atmosphere.
  2. Engage people's interest actively.
  3. Be credible.
  4. Use your own voice to communicate.
  5. Make Effective Gestures.
  6. Always keep in mind that your knowledge is limited.

### Create a Warm Atmosphere:

The success of a conversation is determined by the atmosphere established by words and gestures.

Start with a positive tone and self-centered anecdotes.

Employees transmit the manager's general conduct; therefore, nonverbal signals are equally significant. Smiling at others shows that you are open and willing to listen.

### Engage people's interest actively:

Many of us use techniques to engage congregations that they believe are effective, but, disconnect them from listeners.

### Use your own voice to communicate:

A speaker who utilizes big words to impress his audience or who appears to pick terms for the goal of sounding good will lose listeners' attention.

It is a distraction if the listener is aware of the speaker's voice.

It's just as vital to choose phrases that are acceptable for the situation but not distracting.

The speaker's voice should be full of passion and conviction, and it should accurately reflect what's going on in their heads.

### Be credible:

Consider whether everything the manager says from the pulpit is credible. If the manager does not believe what he says, the audience will not believe it either.

When an audience does not believe a speaker or management, his or her credibility and motivation to listen fades.

Speaking authoritatively requires telling the truth.

### Always keep in mind that your knowledge is limited:

You could be inclined to give the impression that you know more than you do.

Always remember that someone in your audience may know more about your issue than you do. Tell the truth about what you know.

### Make Effective Gestures:

The use of gestures effectively emphasizes what a pastor says.

Gestures, like the speech, should convey what is going on in the mind. Looking at people while talking is also part of gesturing. As crucial as your voice are your eyes.

Make sure your eyes roam across the audience and make eye contact with everyone, not just the individuals in front of you.

## Successful communication:

The information that the sender intends to convey is the information that the receiver comprehends.

It is like a formula, but it's the truth. This is the most important aspect of effective interpersonal communication.

## Unsuccessful communication:

Just when the information the sender intends! = the information the receiver comprehends. Successful interpersonal communication is the polar opposite of this.

## Feedback:

The feedback process can be defined as the receiver's response to a certain message. It is critical for the (project manager) to focus on their employees' feedback; it is quite valuable for determining employee satisfaction.

There are two sorts of feedback now: Verbal and nonverbal communication

Verbal feedback is feedback that is expressed verbally or in writing. It is just the word said or written.

Nonverbal input includes tones, body language, and gestures, among other things.

Nonverbal Communication's Importance The total communication impact is calculated as follows: 7 words + 38 vocal tones + 55 facial emotions.

Nonverbal signals can also be used to supplement verbal communication.

## Leadership:

As the process of leading and persuading others to work voluntarily and enthusiastically toward achieving group goals

Leadership is regarded as both a process and a trait.

### Leadership is a process:

A superior's capacity to influence a subordinate's or group's behavior and persuade them to take a specific course of action is known as leadership.

### leadership is a property:

The set of attributes assigned to those who are regarded to be leaders is known as leadership.

As a result, leaders are persons who can influence others' conduct without resorting to force, or people who others regard as leaders.

Leadership is a trait that refers to a set of abilities or attributes assigned to persons who are thought to be successful at wielding power.

Ability to inspire others, understanding human behavior, linguistic aggressiveness, and willingness to take risks are examples of such abilities.

The nature of leadership is unique, as we will see in the following paragraphs.

* Leadership is derived from power, and it is comparable to, but not identical to, management. In truth, "management" and "leadership" are not synonymous. Leaders of disorganized groups can exist, but managers can only exist in organized groupings. As a result, a manager is always a leader, but a leader is not always a management.

* Management requires strong leadership. Because she or he must combine resources and lead a group to achieve objectives, one of the keys to becoming a good manager is the ability to lead effectively.

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* Leadership and motivation are inextricably linked. Understanding motivation allows you to better understand what individuals want and why they act the way they do. By creating a pleasant or negative working atmosphere in the firm, a leader can either stimulate or deter employee motivation.

* Leading is a physically and psychologically hard job. To satisfy the physical criteria, the leader must be strong, powerful, and capable; to meet the mental requirements, the leader must be zealous, energetic, and patient.

# Controlling

## Requirements for an effective control system

The control system is not an automatic phenomenon but was created intentionally. Although different organizations may design their control systems according to their unique and specific characteristics or circumstances, when designing a good and effective control system the following basic requirements must be considered:

### 1. Focus on goals and needs:

An effective control system should emphasize achievement of organizational goals. It must operate in harmony with the needs of the organization.

### 2. Immediate warning and timely action:

At the heart of control. An ideal monitoring system can detect laggards or people who are not working in the company and report them as quickly as possible so that the necessary corrective actions can be taken in a timely manner. This needs an effective system to evaluate information and its flow in a timely manner.

### 3. Focus on functions and factors:

Control should focus on functions, such as production, marketing, finance, human resources, etc., and focus on four factors - quality, quantity, utilization, and costs in time. Not one, but multiple controls should be adopted.

### 4. Control strategic points:

Control should be selective and focus on the company's key result areas. All details or things cannot be controlled to save time, cost, and effort.

### 5. Attention to the human factor:

Excessive control causes corruption. It should not evoke negative reactions but positive emotions among people by focusing on work, not on people. The aim of control should be to create self-control and creativity among the members by intertwining it in the organizational culture.

## The purpose of control

Drawing system control process the management control function is fundamental to the management process.

1. Reducing uncertainty in the production process and the management process.
2. Predictions and failure prevention.
3. Supporting successful work.

## Control function elements

### Administrative control function in four main stages:

### Define target values and methods for measuring results:

When providing services, on the other hand, indicators should include the number of customers who must wait for their role in Resta-APP to be served or the number of new clients that are being attracted because of a renewed advertising campaign.

Measurement process planner procedure chart, diagram outline of the project planning process or process stage. may be:

1. The beginning or end of the planning period - shift, day, week, or month.
2. The beginning or end of an important stage the completion of the pre-production stage, the beginning of the final assembly of the product, the shipment of the product to the customer.
3. Issuing a new product release or achieving the scheduled service volume.

***Measure results***

Results at monitoring points should be measured and compared with planned indicators based on a proactive approach, so that deviations can be detected as soon as possible or even predicted before they occur, thus avoiding or minimizing corrective actions. If the control points are properly planned and the means are available to determine what exactly the subordinates are doing, the evaluation of current and expected performance will be accurate and easy.

***Compliance with the results of the plan***

This is a very important stage in the monitoring process. Predetermined benefits. In this stage, the IT developed is in an important place. In certain circumstances. It is necessary to strictly follow this technique, otherwise the results of measurement and comparison with the plan will be unreliable.

***Corrective action***

This stage becomes critical if the indicators do not reach the planned level and the analysis shows the need for corrective actions. These corrective actions may include changes in one or more aspects of the daily business of the organization.

## Relationship of management functions

**Management functions:**

Motives and control are closely related to each other. To build an effective motivation system for a subordinate manager it is essential to access accurate and timely monitoring results.

1. Planned indicators 2. Quality standards

1. Corporate policies
2. Safety and labor protection requirements

## Monitor information

All organizations have confidential and sensitive information to be confidential. It is very important to control access to computer databases. This has become a major contemporary issue in control. Organizations monitor employee device usage in general and the Internet in particular.

## Production Control

To ensure the quality of production in the right quantity at the right time, economical production controls are required. There are two important techniques involved:

1. Through inspection, and statistical quality control.
2. For inventory control ABC analysis, economic order quantity, timely inventory control.