

To – Be Work System Snapshot

<div>Customers</div> <div>Remote customers Drive through customers Walk in customers</div>	<div>Products & Services</div> <div>Delivering the food Provide ordered food Collecting payment Receive feedback Quality assurance</div>	
<div>Business Process</div> <div><ul style="list-style-type: none">Customers walk in / drive thru / login to websiteView inspection report<ul style="list-style-type: none">-> If walk – in or drive thru customer, order or counter or by KIOSK-> If remote customer, order onlineRequest is processed in the system to check for the stock availability<ul style="list-style-type: none">-> If available, bill is generated-> If unavailable, the system prompts to choose some different orderPayment is made by the Customers<ul style="list-style-type: none">-> Want a quality check meter or machine?<ul style="list-style-type: none">- If Yes, Price of the machine is added to the actual price of the food- If No, only the bill for food is generatedMode of payment<ul style="list-style-type: none">-> Credit card / Debit card, payment authorization is asked from the bank and then receipt is generated-> Cash, receipt is generatedFood delivered<ul style="list-style-type: none">-> If walk – in, food is served on the table-> If Drive thru customer, food is served at the serving window-> If remote or online customer, the delivery boy delivers the food at the required placeTake feedback<ul style="list-style-type: none">-> Positive , wish them a nice day-> Negative, Replace order</div>		
<div>Participants</div> <div><ul style="list-style-type: none">CustomerEmployeeStore managerDelivery boyBank and financial department</div>	<div>Information</div> <div><ul style="list-style-type: none">Detailed menuBanking detailsCustomer information</div>	<div>Technology</div> <div><ul style="list-style-type: none">ComputerInternetPhone</div>