Appendix

Restaurant Management System Meeting

3 messages

Jeffrey Tran <Email Hidden>   Wed, Sep 12, 2018 at 4:20 PM

To: Eddy Huynh <Email Hidden>

Dear Mr. Huynh,

I hope this email finds you well! We spoke last week over the phone about a meeting to start the process towards building an information system for Ma Ma Wok restaurant. During this meeting, I would like to confirm what we spoke about over the phone and go through a list of potential criteria for the restaurant management system. Do you happen to have two hours free this Saturday, September 22? I am free for the afternoon, and would be glad to meet with you anytime.

Best,

Jeffrey Tran

Rocket Solutions Inc.

Eddy Huynh <Email Hidden>   Fri, Sep 14, 2018 at 3:14 PM

To: Jeffrey Tran <Email Hidden>

Hi Jeffrey,

Yes, thank you for reaching out to my restaurant about building a new system for us! Tuesday afternoon will work wonderfully for me. Can you come it at 3 pm? I think this will give us enough time to discuss, and maybe you can even watch the kitchen in action for the beginning of dinner service. Please let me know what you think!

Thanks,

Eddy Huynh

Jeffrey Tran <Email Hidden>   Sat, Sep 15, 2018 at 5:55 PM

To: Eddy Huynh <Email Hidden>

Dear Mr. Huynh,

Thank you for your reply. That sounds great! Thanks so much for offering to show me the kitchen; I will be able to conduct some observation as well after the interview! See you on Tuesday!

Best,

Jeffrey Tran

Meeting Notes: Tuesday, Saturday, September 22

- Client agreed to all performance criteria except one. He wanted to delete the requirement that the restaurant system needed to pay the employees, because he personally signs all of the checks to pay the employees himself.
- Client expressed wishes for the information system to be easy to understand, as some employees are not proficient in English
- Client wanted the system to be able to store p to 60 dishes with their names and prices
- Client also stressed the importance of having the system calculate the bill for the customers, and take the burden of such off of the waiters

Observation Notes: Saturday, September 22

- There can be anywhere between 15 and 19 tables depending on the organization, and the sushi bar has 5 seats
- 5 Woks means 5 dishes can be cooked at a time
- 4 Chefs cook during dinner service
- 2 Waiters serve during weekday dinners, 3 waiters serve on the weekends
- 1 Cashier is always behind the register to take phone orders
- 1 Sushi Roller is always on staff to operate the sushi bar
- 1 Dishwasher is always on staff