Criterion A: Planning

The scenario

Who is the client/adviser?

The client will be the restaurant manager, who will benefit from the new system that I am constructing for them and their shop to operate on.

Is the choice of client/adviser appropriate?

The choice of client is appropriate because the manager of the restaurant will be the person overseeing the computer systems of the restaurant. The manager is responsible for paying and managing all employees of the restaurant, which will be managed by the system. The manager is also responsible for crafting and amending the menu, which is also managed by the system. Because the manager is responsible for all aspects of the shop, this system will assist them in their job by streamlining all salary payments and produce orders.

Why is the product being developed?

Currently, Ma Ma Wok Restaurant does not have an information system to manage customer orders, tips, and menu items. After orders are taken, they are manually carried into the kitchen, cooked, and then served. When the customer is finished dining, the waiters manually calculate the total, tax, and then hand the bill to the customer. Employees also are showing up late and leaving early due to the lack of accountability. All hours are also manually tracked by the employee, which may cause cheating.

A problem that arises is that waiters are often too busy to spend time calculating the bill. Errors may arise, which will irritate customers. My client has approached me and asked me to find a solution to this issue. The restaurant wants an information system to handle taking customer orders, sending them to the kitchen, calculating the bill, and keeping track of waiter tips. The goal of the new system is to speed up the process of the restaurant, and avoid mathematical errors such as bill calculating, tip calculating, etc.

Initial consultation with client and/or adviser

I met with one of the owners of Ma Ma Wok restaurant to discuss the problems that the restaurant is facing and how to improve them with a new information system. I conducted a short interview with the owner, and wrote my meeting notes. The interview is appended to the appendix of this exploration. After the interview, the owner gave me a tour of the kitchen, which I documented the number of woks, refrigerators, and chefs for my program.

Specific performance (success) criteria

- End users will be prompted for all information that is needed
- The interface is clear and all prompts to the end user are understandable
- System will store dish data, including names and prices
- System can assign and determine waiter assignments
- There is a payment processing menu in the system
- System can calculate the total revenue of the restaurant
- All employees are stored as objects of the Employee class