Specifications of the Requirement System [Tabernas Sevilla MadejaIR]

Versión 1.0

Fecha 02/11/2020

Preparado para:

?

Preparado por:

?

Handwritten notes (in red):

- Write Intro to P. Domain
- Move and improve the GoT
- Add an ID and a title to some elements
- Rethink current business processes
- Describe better the current IT environment, especially BDP-Net
- Improve the meeting minutes.

IR-ENG-ADT-01

- It needs extensive re-work !!

Índice

1 Introduction

Tabernas Sevilla is a well-known chain of restaurants in Seville that has been around since 2001. There are four establishments across the capital, which are usually visited by young adults and families. Its specialty are sevillian tapas and dishes. They also have a very large wine menu

Our system fulfils three fundamental functions for Tabernas Sevilla's business model. It is based on a web page that allows the ordering of commands on-line. Using a computerized web menu, users can select which dishes from Tabernas Sevilla's extensive menu they wish to order and which of the 4 restaurants available throughout Seville to collect them from, giving them an estimated time to collect the order on site or selecting delivery to the previously specified address.

In addition, it has the functionality implemented to manage the capacity of the bar's customers, being able to make table reservations in advance by agreeing on a time, and if desired, also agreeing on the dishes to be consumed. In this way, the client does not have to wait for his dishes when he arrives at the bar but can enjoy them in the best possible way. This helps to solve one of the basic problems of the business, the management of the waiting list, which is currently done by hand by the waiters.

1.1 Scope of the project

The project is directed to the Owner of "Tabernas Sevilla", Pablo Arenas, with whom we contacted thanks to one of the members of our project. In his organization, we can find different positions and users of the system to be developed.

1.2 Participants in the project

The following describes the people involved in the development of the software project and the roles they play:

1.2.1 Participating Organizations

Organización	Tabernas Sevilla
Dirección	Avenida de HYTASA nª12 Planta 3 Puerta 19 41005 Sevilla - España
Teléfono	954 622 164
Fax	tabernas@arengalia.es
Comentarios	None

1.2.2 Participating People

Participante	Arenas, Pablo
Organización	Freelance
Rol	Employer (es cliente)
Comentarios	Ninguno

Participante	Cabezas Díaz, Esteban
Organización	Freelance
Rol	Requirements engineer (es desarrollador)
Comentarios	Ninguno

Participante	de las Heras Cozar, Adrián
Organización	Freelance
Rol	Requirements engineer (es desarrollador)
Comentarios	Ninguno

Participante	Núñez Arenas, Carlos
Organización	Freelance
Rol	Requirements engineer (es desarrollador)
Comentarios	Ninguno

Participante	Zamudio Amaya, José Antono
Organización	Freelance
Rol	Requirements engineer (es desarrollador)
Comentarios	Ninguno

Participante	Rouichi, Adil
Organización	Freelance
Rol	Requirements engineer (es desarrollador)
Comentarios	Ninguno

1.3 Project goals

The following describes the main objectives that are expected to be achieved when the system to be developed is in production:

- Automate operational processes: In this way we can optimize the company's resources and achieve a more efficient management.

- Provide the information that supports the decision making process: the system will provide the organization with various relevant information about the business that can be used to make decisions that directly affect the organization.

- Achieve competitive advantages: optimizing resources, making processes automatically and obtaining information relevant to the business model will provide the company with strategic supremacy over the competition.

2 Information about the domain of the problem

[handwritten: Where are these items?]

3 Description of the current situation

Currently, the business is going through challenging times. The pandemic that we live in makes it hard for the hostelry sector to succeed and reach their business goals. However, Tabernas Sevilla is financially stable and mature enough to resist these challenges.

3.1 Advantages and disadvantages

[handwritten: Pros and cons - add an ID and a title]

3.1.1 Advantages

- The main advantage of Tabernas Sevilla is the age of the business. Since they started in 2001, they have had enough time to fix all the problems that have appeared during the business lifetime and to gain a good reputation in Seville.

- There are no significant issues to solve now, and that makes us able to make new improvements.

3.1.2 Disadvantages

- The ongoing pandemic makes it difficult to invest in new features and techniques.

- The current process to book a table in a restaurant is complex.

- There is no social media involvement to promote the business.

3.2 Models of the processes of the current business

3.2.1 Description of the actors of the current business

- Owner: Our client, who oversees the general management of the 4 restaurants and decision making of the business. The owner contacts and deals with providers and selects the menu for the restaurants. He delegates his functions to the foreman.

- Foremans: Skilled person with experience who is in charge of an establishment on behalf of the owner and also watches over a group of workers.

- Waiters: Person in charge of taking commands and bringing dishes to the diner.

- Chefs: Person in charge of preparing and cooking food for the diners.

- Diners: Customer who comes to the business to consume the services we offer.

[handwritten: Re-think current business processes]

3.2.2 Description of the processes of the current business

- To make a reservation, the client can call the number of the restaurant or fill a form to gather basic information about the reservation. Then, a foreman will send an email to the customer to pay the 25% of the price of the selected menu, or 3 euros per diner if there is no selected menu (in this case no tapas will be served, only full sized dishes, unless the only size of the dish is a tapa). This money will be refunded once the diners finish their meal.

- When a diner enters the tavern, a waiter must ask them if they would like to take a seat, and then ask them what they would like to drink. Then, after the diner or diners have decided what they would like to eat, the waiter will write it down in the electronic command, and immediately the chefs will start cooking the ordered dishes. Once the food is ready, the chefs will put the dishes in the kitchen window and the waiter will move it to the diners table. When a diner asks for the bill, the waiter will print it with the electronic command and put it in the diners table, wait for them to pay with cash or credit card and say goodbye to them.

- When a diner enters the tavern and the capacity of it is full, a waiter will ask them if they want to be in the wating list. If they do, the waiter will write the name and phone number of the diner in a paper. When a table is free, the waiter must call the diner to let them know that they can come already.
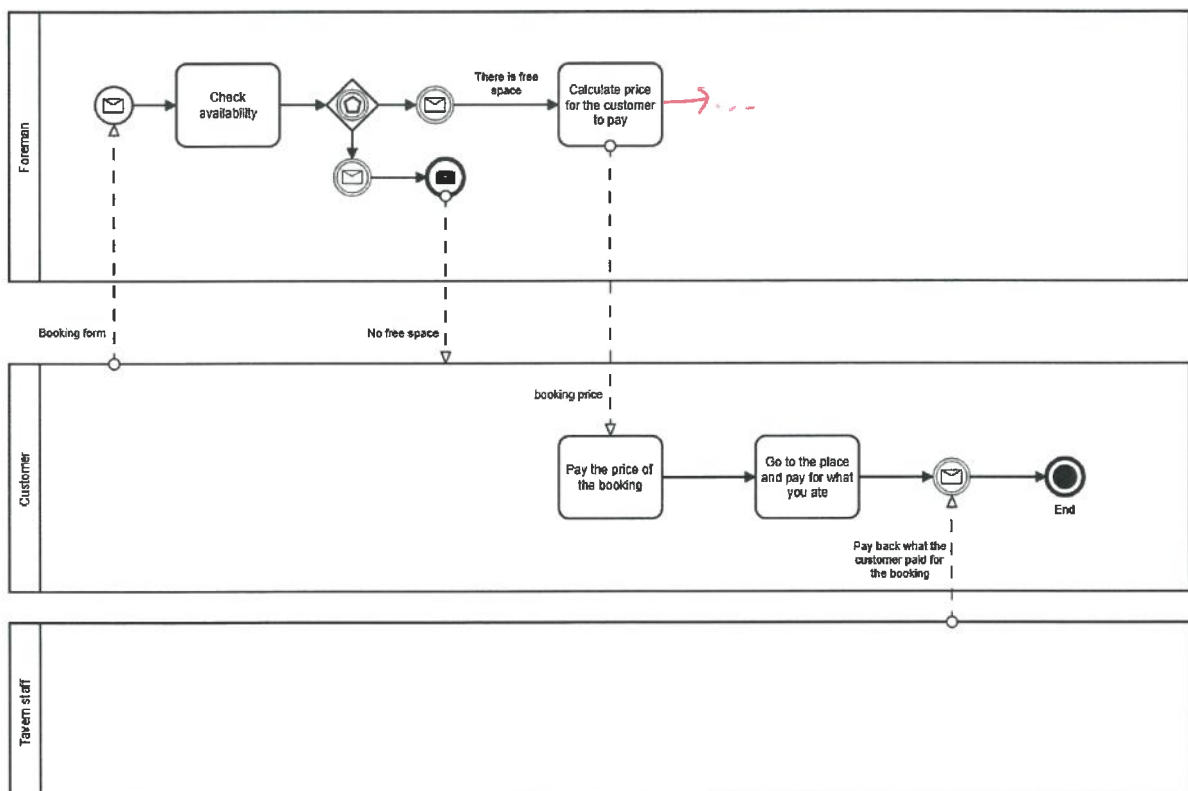

Figura 1: Process of booking
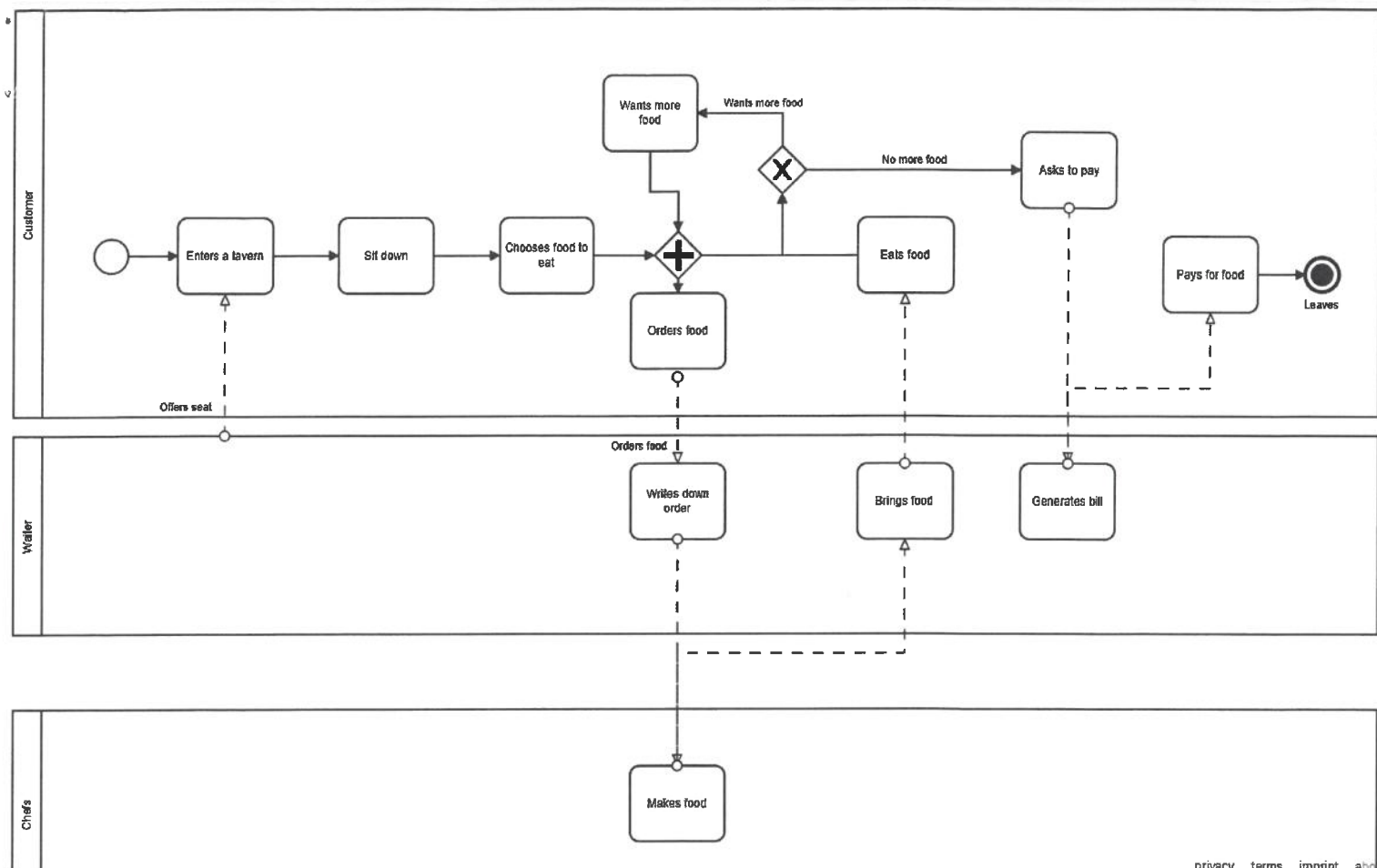
Figura 2: Customers enterns a tavern
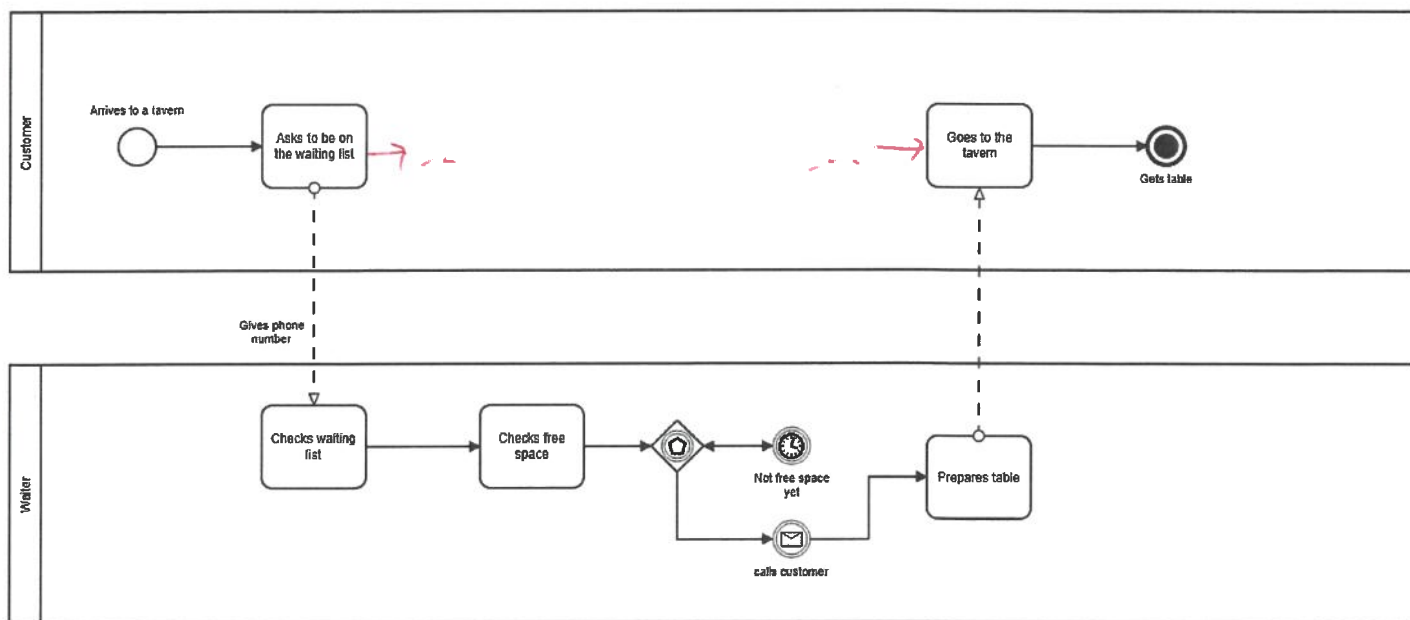
Figura 3: Waiting list process

3.3 Technological environment

3.3.1 Description of the hardware environment

- It is formed by all the working stations that all the four restaurants have, in which the waiters keep track of what the diners order. There is also wi-fi connection in all establishments and several computers in the office, where the owner accesses the general database.

3.3.2 Description of the software environment

- The current software environment is composed of an oracle 9 database, a website under the ".es" domain and an application called BDP-Net, which manages the terminals in the restaurants and connects it to the computer in the office.

4 Business needs

4.1 Business goals

S1 - Waiter's Opinion: As a customer I want to be able to rate the waiters in the restaurant so that other customers can have more opinions.

S2 - Order history: As a customer I would like to be able to see my order history so that I can repeat an order I have already placed.

S3 - Web Booking: As a client I wish to be able to book a table from the website and, optionally, the food I will eat to speed up the process and be waiting less time.

S4 - Promotions: As a customer I want to see the promotions available on the web to access the best offers.

S5 - Rate: As a customer I want to evaluate the different dishes I eat to give my opinion and serve as a reference to other customers.

S6 - Digital control: As a cook I want to see the details of the order to attend to them chronologically and guarantee customer satisfaction.

S7 - Online menu: As a customer I would like to be able to see the menu on the website with photos to have a proper preview of the dishes on offer.

S8 - User registration: As a customer I would like to be able to register on the website so that I do not have to give my details every time I place an order.

S9 - New workers: As an admin or manager, I want to be able to register new cooks or waiters into the system to give them the necessary permissions to be able to perform their functions.

S10 - Emergency Orders: As a manager I want to know the estimated time of delivery of the orders to prioritize those that require more speed.

S11 - Estimated time: As a client I would like to have an estimate of the time I will be able to be attended to if I have not booked in advance so as not to be waiting in vain.

S12 - Allergen filtering: As a customer I would like to be able to filter the menu according to allergens to avoid food poisoning.

S13 - Order status: As a customer I would like to be able to see the status of the order and the time remaining for delivery so that I can plan the collection.

S14 - Cancel reservation: As a client I would like to be able to cancel the reservation I have previously made so that I can be reimbursed on time.

S15 - Dishes ranking: As a customer I would like to see a ranking with the best valued or most demanded dishes to facilitate my choice.

S16 - Delivery preference: As a customer I wish to collect the order on site or selecting delivery to the previously specified address for my convenience.

S17 - Capacity: As a customer I would like to know the current capacity of the establishment so that I can go if it is not full.

S18 - New dish: As a manager or admin, I want to introduce a new dish to the system to expand the menu.

S19 - Unemployment: As a user I would like to be able to send my CV to apply for a job.

S20 - Subscribe to the newsletter: As a client I would like to be able to subscribe to the Tabernas Sevilla newsletter to keep up to date with the latest news.

S21 - Comment the review: As admin, I want to be able to leave a comment on a review written by a customer, to interact with customers.

S22 - Order Status Update: As a staff member, I want to be able to update the status on an order or reservation to archive orders and reservations that have been cancelled or already served.

S23 - Order denied: As a staff member, I want to be able to deny a customer an order and specify a reason so that they understand the impossibility of fulfilment

4.2 Models of the processes of the business to implement

4.2.1 Description of the actors of the business to implement ~~be developed~~

The business actors will remain the same as the current ones, with the novelty of User.

- **Owner:** maximum responsible of a restaurant or a chain of restaurants. He delegates his functions to the foreman.
- **Foreman:** skilled person with experience who is in charge of an establishment on behalf of the owner and also watches over a group of workers.
- **Waiter:** Person in charge of taking commands and bringing dishes to the diner.
- **Chef:** Person in charge of preparing and cooking food.
- **Diner:** Customer who comes to the business to consume the services we offer.
- **User:** Customer who has previously registered on the website to order food and/or to make a reservation

If they are the same, just say that.

4.2.2 Description of the processes of the business to implement

- **Place an order:** after you have registered on the website and logged in, fill in a form with the food you want to order and the time you want to pick it up locally. You can also select the option to have the order delivered to a home address.
- **Reserve a table:** after you have registered on the website and logged in, you fill in a form specifying which of the four venues you want to book, at what time you want to reserve a table and, optionally, you can choose what dishes you are going to eat so that when you arrive at the venue, those dishes are already prepared and you don't have to wait too long. You cannot book a table less than one hour in advance
- **Waiting list management:** after you have registered on the website and logged in, you can see the estimated waiting time based on the number of people currently in the venue and the bookings already selected.
- **Rate dishes:** after you have registered on the website, logged in and scanned the invoice for the products consumed, you can rate them. This will form a ranking in which the most ordered dishes and the best rated dishes will participate.

A Meeting Minutes

🗓 Reunión	First informal meeting
Fecha	21/10/2020
Hora	17:00
Lugar	"Tabernas Sevilla" Offices
Asistentes	• Arenas, Pablo • Cabezas Díaz, Esteban • de las Heras Cozar, Adrián • Núñez Arenas, Carlos • Zamudio Amaya, José Antono

Reunión	First informal meeting
Resultados	The day of the meeting we went to the offices of our client, Pablo Arenas. We met around 5pm and the meeting lasted about an hour and a half. He made it clear to us that his main objective is to sell, every improvement or new functionality that we create does not matter if he cannot sell more than now. First, we listened to our client how his company was working and the computerized system he was using ("BDP" it's the software's name) to better understand his business model and how we could improve it or design new functionalities. We asked him several questions, especially about better features. Finally, we chose between the customer and ourselves what we thought was best for his business, we thought four possible solutions: o The "take away" and "delivery" system (to fulfil the main goal: sell more). o Improvement of the restaurant's waitlist management. o Making possible the online booking without going to the restaurant. o Creating a software that manages face-to-face waiting list automatically.
Comentarios	Ninguno

B Relevant Documentation

C Glossary of acronyms and abbreviations

[handwritten: → Move these items to the GoT]

[handwritten: – Alphabetically ordered]

[handwritten: Expand]

Tapas :
Tapas are small Spanish savoury dishes, typically served with drinks at a bar. Tabernas Sevilla sells 60 different tapas classified in 8 categories:
dessert, meat, its own kitchen, salad, omelettes, its bar, boards, cheese and cold cuts.
These dishes are offered in 3 different quantities, in tapa, half ration and full ration.
Their prices range from 2 to 18 euros.
All of them can be find at this address : https://www.arengalia.es/carta-de-tapas

Wines :
Tabernas Sevilla offers 5 types of wines: The generous, cellar, rosé, white and red.
These wines are offered in bottles, and some of them are also available in glass.
Prices range from the cheapest glass at 1.8 euros to the most expensive bottle at 35 euros.
Guests can ask the waiter what the wine of the week is once on site.
They offer a total of 41 different wines.
All of them can be find at this adress : https://www.arengalia.es/carta-de-vinos

Establishments :
Tabernas Sevilla has 4 restaurants or taverns in Seville.
The one in Porvenir is the first to be opened.
The second is the one in Torneo, 3 years later.
Then came Nervión tavern.
And finally, the one in Arenal.

Review :
Our site will have a review system that will allow you to rate and leave comments about the different dishes offered by this restaurant. Thus, customers will be able to be informed of the success of a dish and have more details than a note thanks to the comments.

Delivery and take away system :
Our site will offer an online ordering system that can then be either delivered or picked up directly at the desired restaurant. In addition, the details of the order will be available as well as the invoice.
The delivery system will display in real time the status of the order with an estimated time of arrival.
An estimated time for order pickup will also be provided.

Customers :
Customers of Tabernas Sevilla are mostly families and young adults. We noticed that there were very few children when we went there.

Foreman :
The person in charge of an establishment, also called the manager. Each tavern has one single foreman.

Owner:
Tabernas Sevilla's owner is named Pablo Arenas. He is half owner of this business.

[handwritten: + Booking]
[handwritten: + probably others]