

## **Case Study: Restaurant Information System**

The Relaxing Koala is a café/restaurant on Glenferrie Road that has recently acquired the next-door property in order to expand its business. From a capacity of about 50 people, the expansion will now allow the Relaxing Koala to host approximately 150 customers.

The day-to-day operations of the Relaxing Koala were so far organized in a very low-tech, mostly manual fashion, in particular on taking orders from guests, passing the orders on to the kitchen, accounting etc. The owners of the Relaxing Koala, however, realise that the way the staff was working until now would not scale to the new capacity of the café/restaurant. Therefore, they are thinking of introducing an information system to assist in their daily operations.

Having talked to a number of restaurants of a similar size, the owners devised an initial set of ideas of what processes they would like to have covered with the new information system. In particular, the new system shall support reservations, taking orders from customers, informing the kitchen about these orders, creating invoices and receipts for customers, and handling payments. In order to get a better overview of the kind of menu items the customers are ordering, the new system shall also support basic statistics about ordered menu items etc. The owners also want to make the menus available online in order to better inform potential customers about the offerings of the Relaxing Koala and to allow customers to order from the take-away menus and possibly arrange delivery.

Other restaurants incorporated further features into their information system. The owners of the Relaxing Koala, however, decided not to consider any of these features for now, but this may be an option in the future.

In order to facilitate a tender process, the owners of the Relaxing Koala are now faced with the task of writing up a more detailed specification that clearly states the goals and requirements for the restaurant information system to be developed.

Note: This project is relatively small and well-defined, yet has several surprises.