

Opening a Vegan Restaurant

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1. Scope Statement

1.1 Introduction:

People in Sydney are very concerned about their health and fitness. So, keeping this in mind along with high demand for vegan/gluten free food, “Fit Health” company has offered to open a vegan restaurant that would follow all the necessary food standards and provide the best quality (vegan/gluten free) dish to the youth.

1.2 Project Objectives:

The ultimate objective of the project is to open a vegan restaurant in a Parramatta CBD within 7 months from 01 July 2021.

1.3 Deliverables

- A fully standard cafe (seating 50 people with providing delivery and takeaway options).
- A fully staffed restaurant (5 staffs excluding the head chef and kitchen hand)
- Customer or investors feedback; was the project a success to fulfill the targeted outcomes.
- Weekly progress report will be used as a primary method to track and permit for further modification.

1.4 Project Priorities:

The project has no financial limits. The project has to focus on the required time for the completion of the establishment of VegCafe’ and will be adaptable to any modulation occur while in the process of opening the café.

1.5 Milestones:

Milestones of the project are set to indicate the important control point of the project to ensure that the project is on track to meet the scheduled deadline of the project completion.

- Project planning to be completed by 18 August 2021.
- Property arrangement to be completed by 27 October 2021.
- Approval for all legal documents to be obtained by 10 November 2021.

- Final Inspection approval certificate to be obtained by 17 November 2021.

1.6 Technical Requirements:

- Registration of Business and ABN
- Council Registration
- Insurance
- Installation of Software systems
- Public Liability Insurance
- Application for Inspection

1.7 Limits & Exclusions:

- Potential legality issues that could threaten the timeline of the project.
- Record Keeping and financial statement.
- Restaurant Marketing Tactics and Standards
- Competition

1.8 Assumptions:

- The economy and the government are stable.
- No financial or inventory limitation. Investors will provide all the required funding.
- There is high demand of vegan/gluten free restaurant.
- The legal procedure shall finish in first 4 months.

2. Work Breakdown Structure

Work breakdown structure (WBS) for the Vegan restaurant has been created to identify the project deliverables and the successive work elements of the project of opening a Vegan restaurant.

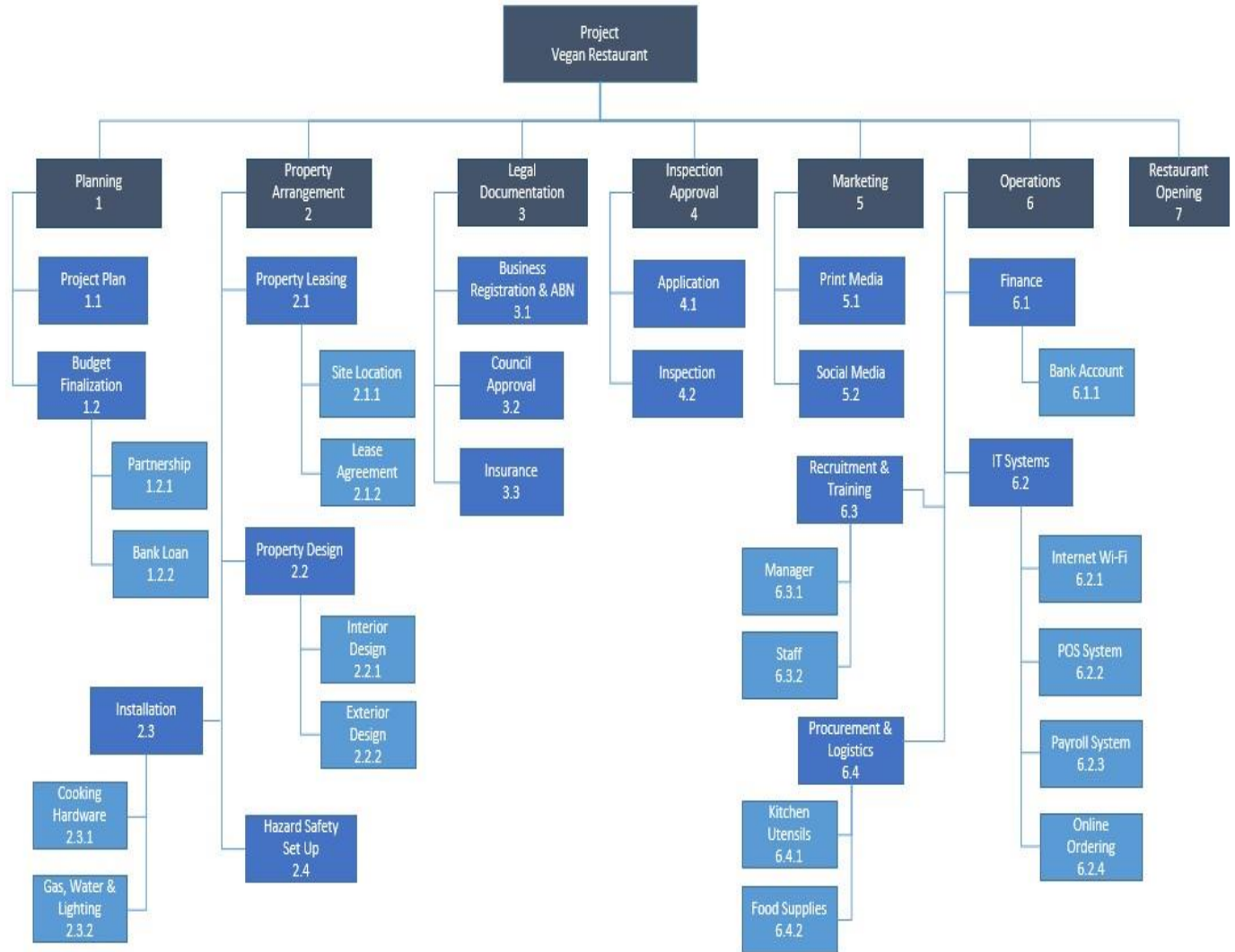


Figure 1: WBS

2.1 Table of Activities, Durations & Predecessors

The estimated lead time for the project was set as seven months from the initial project planning stage. The project will be commenced on 01 July 2021 and expected to be completed by 01 February 2022. Some activities have been scheduled parallel to other activities to complete the project on schedule.

We have used the Bottom-Up approach in estimating the time for the project based on the activities identified in WBS (Larson & Gray, 2018). Information for restaurant work packages was obtained through a consultation of a project team member with restaurant experience. Information on legal requirements, bank loan and inspection were gathered

from web search and the government department websites. Approximate values have been used for project duration and the time frames based on time estimates.

Information	Source
Bank Loan	Web search – moula.com.au/finance
Busienss Registration & ABN	Australina Busienss Register Website - abr.business.gov.au
Inspection	Food Authority Website – foodauthority.nsw.gov.au
Council Approval	Government Brochure – Planning.nsw.gov.au
Restaurant Insurances	Government Website – Business.gov.au
Property Leasing	Consultation with Curry Lovers restaurant, Westmead
Property Design & Installations	Consultation with Curry Lovers restaurant, Westmead
Marketing,	Consultation with Curry Lovers restaurant, Westmead
Recruitment & Training	Consultation with Curry Lovers restaurant, Westmead
Procurement & Logistics	Consultation with Curry Lovers restaurant, Westmead

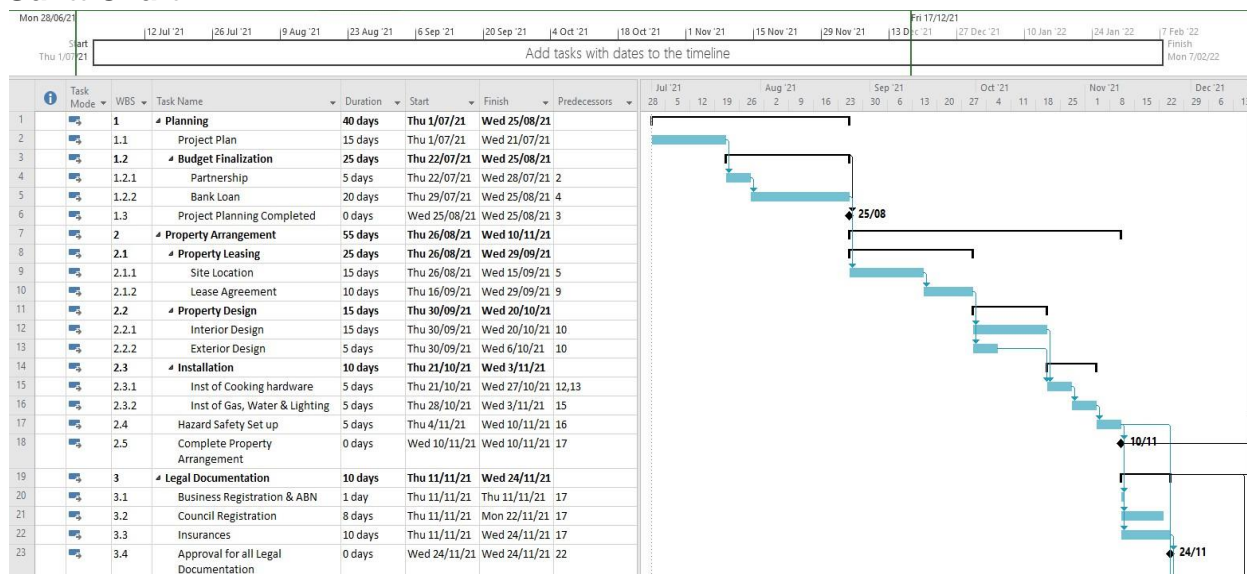
Table 1: Sources of Information

WBS ▼	Task Name ▼	Duration ▼	Start ▼	Finish ▼	Predecessors ▼
1	▸ Planning	40 days	Thu 1/07/21	Wed 25/08/21	
1.1	Project Plan	15 days	Thu 1/07/21	Wed 21/07/21	
1.2	▸ Budget Finalization	25 days	Thu 22/07/21	Wed 25/08/21	
1.2.1	Partnership	5 days	Thu 22/07/21	Wed 28/07/21	2
1.2.2	Bank Loan	20 days	Thu 29/07/21	Wed 25/08/21	4
1.3	Project Planning Completed	0 days	Wed 25/08/21	Wed 25/08/21	3
2	▸ Property Arrangement	55 days	Thu 26/08/21	Wed 10/11/21	
2.1	▸ Property Leasing	25 days	Thu 26/08/21	Wed 29/09/21	
2.1.1	Site Location	15 days	Thu 26/08/21	Wed 15/09/21	5
2.1.2	Lease Agreement	10 days	Thu 16/09/21	Wed 29/09/21	9
2.2	▸ Property Design	15 days	Thu 30/09/21	Wed 20/10/21	
2.2.1	Interior Design	15 days	Thu 30/09/21	Wed 20/10/21	10
2.2.2	Exterior Design	5 days	Thu 30/09/21	Wed 6/10/21	10
2.3	▸ Installation	10 days	Thu 21/10/21	Wed 3/11/21	
2.3.1	Inst of Cooking hardware	5 days	Thu 21/10/21	Wed 27/10/21	12,13
2.3.2	Inst of Gas, Water & Lighting	5 days	Thu 28/10/21	Wed 3/11/21	15
2.4	Hazard Safety Set up	5 days	Thu 4/11/21	Wed 10/11/21	16
2.5	Complete Property Arrangement	0 days	Wed 10/11/21	Wed 10/11/21	17
3	▸ Legal Documentation	10 days	Thu 11/11/21	Wed 24/11/21	
3.1	Business Registration & ABN	1 day	Thu 11/11/21	Thu 11/11/21	17
3.2	Council Registration	8 days	Thu 11/11/21	Mon 22/11/21	17
3.3	Insurances	10 days	Thu 11/11/21	Wed 24/11/21	17
3.4	Approval for all Legal Documentation	0 days	Wed 24/11/21	Wed 24/11/21	22
4	▸ Inspection Approval	15 days	Thu 25/11/21	Wed 15/12/21	
4.1	Application	5 days	Thu 25/11/21	Wed 1/12/21	17,22
4.2	Inspection	10 days	Thu 2/12/21	Wed 15/12/21	25
4.3	Final Inspection approval certificate	0 days	Wed 15/12/21	Wed 15/12/21	26

WBS	Task Name	Duration	Start	Finish	Predecessors
5	Marketing	10 days	Thu 16/12/21	Wed 29/12/21	
5.1	Print Media	10 days	Thu 16/12/21	Wed 29/12/21	19,26
5.2	Social Media	5 days	Thu 16/12/21	Wed 22/12/21	19,26
6	Operations	32 days	Thu 16/12/21	Fri 28/01/22	
6.1	Finance	5 days	Thu 16/12/21	Wed 22/12/21	
6.1.1	Bank Account	5 days	Thu 16/12/21	Wed 22/12/21	19,26
6.2	IT Systems	7 days	Thu 30/12/21	Fri 7/01/22	
6.2.1	Internet Wifi	2 days	Thu 30/12/21	Fri 31/12/21	18,29
6.2.2	POS Systems	3 days	Mon 3/01/22	Wed 5/01/22	35,33
6.2.3	Payrol Systems	3 days	Mon 3/01/22	Wed 5/01/22	35,33
6.2.4	Online Ordering System	5 days	Mon 3/01/22	Fri 7/01/22	35,33
6.3	Recruitment & Training	10 days	Mon 3/01/22	Fri 14/01/22	
6.3.1	Manager	5 days	Mon 3/01/22	Fri 7/01/22	19,35
6.3.2	Staff	10 days	Mon 3/01/22	Fri 14/01/22	19,35
6.4	Procurement & Logistics	10 days	Mon 17/01/22	Fri 28/01/22	
6.4.1	Kitchen Utensils	5 days	Mon 17/01/22	Fri 21/01/22	35,41
6.4.2	Food Supplies	10 days	Mon 17/01/22	Fri 28/01/22	35,41
7	Restaurant Final Set Up	5 days	Mon 31/01/22	Fri 4/02/22	24,28,31,40,41,44
8	Restaurant Opening	1 day	Mon 7/02/22	Mon 7/02/22	45

Figure 2: Table of activities

Gantt Chart 1



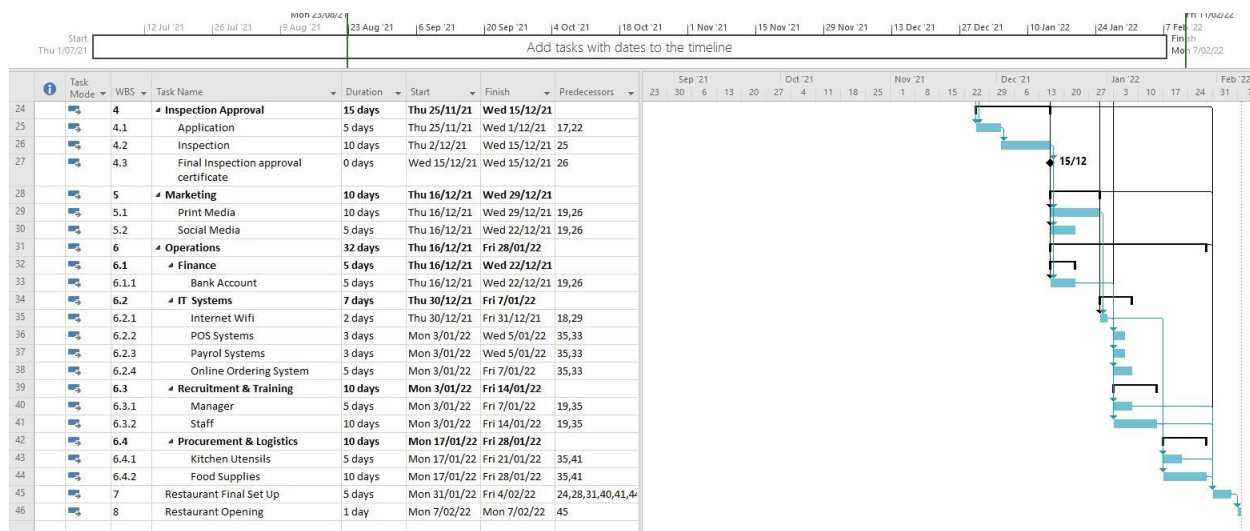


Figure 3: Gantt Chart_1

2.2The Critical Path

The Critical Path outlines the critical activities to be completed in order to fulfil the project.

Tasks/Activities on the Critical Path

ID	WBS	Critical Path Activities	Duration (days)
1	1.1	Project Plan	15
2	1.2.1	Partnership	5
3	1.2.2	Bank Loan	20
4	2.1.1	Site Location	15
5	2.1.2	Lease agreement	10
6	2.2.1	Interior Design	15
7	2.3.1	Installation of Cooking hardware	5
8	2.3.2	Installation of Gas, water & Lighting	5
9	2.4	Hazard Safety Set up	5
10	3.3	Insurance	10
11	4.1	Inspection Appliation	5
12	4.2	Inspection	10
13	5.1	Print Media	10
14	6.2.1	Internet Wifi Connection	2
15	6.3.2	Staff Recruitment	10
16	6.4.2	Food Supplies	10
17	7	Restaurant final set up	5
18	8	Restaurant Opening	1

Figure 4: Critical path activities

The critical path is indicated in 'Red' in below Gantt Chart 1.



Figure 5: Critical Path

3. Risk Management

3.1 Risk items and analyse:

1. **Unknown time delays**, work process of well-planned schedule for lease agreement and negotiations.
2. **Unforeseen circumstances**, such as climate or weather conditions and sudden pandemic situations.

3. **Delays in delivery of resources** or shortage of materials from suppliers, such as kitchen equipment and cooking needs from the suppliers might affect.
4. **Stakeholder's action** and delays project, Investors might find difficult in accepting complete vegan ranged restaurant.
5. **Council objection**, Complete setup of the restaurant should meet the requirements before the council inspection.
6. **Lack of communication** and clarity in subject or project progress.

3.2 Risk ranking:

I.D	Risks items	Ranking	Impact
1	Time delays	5	Very High
2	Unforeseen circumstances	4	High
3	Delay in resources	5	Very High
4	Stakeholder's action	4	High
5	Council objection	2	Low
6	Lack of communication	3	Medium

Table 2: Risk Ranking

3.3 Risk Register:

I.d	Risk description	Likelihood	Person who manages the risk	Mitigating action	Contingent action	Progress	s t a t u s
1.	Time delays	Medium					

			Project manager	Set a regular team meeting and catch the conflict. Review the stakeholder engagement plan for potential area of conflict.	When the following situation occurs, escalate to project team and gain assistance from project sponsor.	Project team meetings schedule	o p e n
2	Unforeseen circumstances	Low	Project Managers	Check all the insurance are covered and familiarise the cost effect and plan a backup system.	Notify appropriate authorities and stakeholders.	Insurance needs to be confirmed from the authorities.	o p e n
3	Delay in resources	Medium	Project manager	Ensure that all the resources are handed over timely and follow the Gantt chart to identify schedule slippery	Check alternate contractors who can provide resources.	Awaiting completion of schedule.	o p e n
4	Stakeholder s action	Low	Project manager	Create a stakeholder engagement plan	Notify appropriate authorities and follow internal	Stakeholder analysis in progress	o p e
				by identifying stakeholders, influencers and analyse power.	procedures.		n
5		Low					





































	Council objection		Project manager	Ensure all the requirements meet and rules followed according to the council	Set up a new deadline and start the paperwork for next immediate inspection date and recover the time within end date.	Contracts and paperwork must be issued.	open
6	Lack of communication	Medium	Project manager	Note down a communication plan where it must include goals, time frequency etc. identify the stakeholders early and include them.	Correct the mistakes immediately and clarify things appropriately using assistance from sponsor if needed.		open

Table 3: Risk Register

3.4 Risk management conclusion

In this project we have discussed the risks that are going to occur, and we have summarised and analyse the risks in provided methodology above. It has come to our notice that we need to create a back-up plan that if any of the risks to occur. We have a created a new Gantt chart, where we can follow the task schedule to recorrect the problems occurred and complete the project in according to the Gantt chart 2.

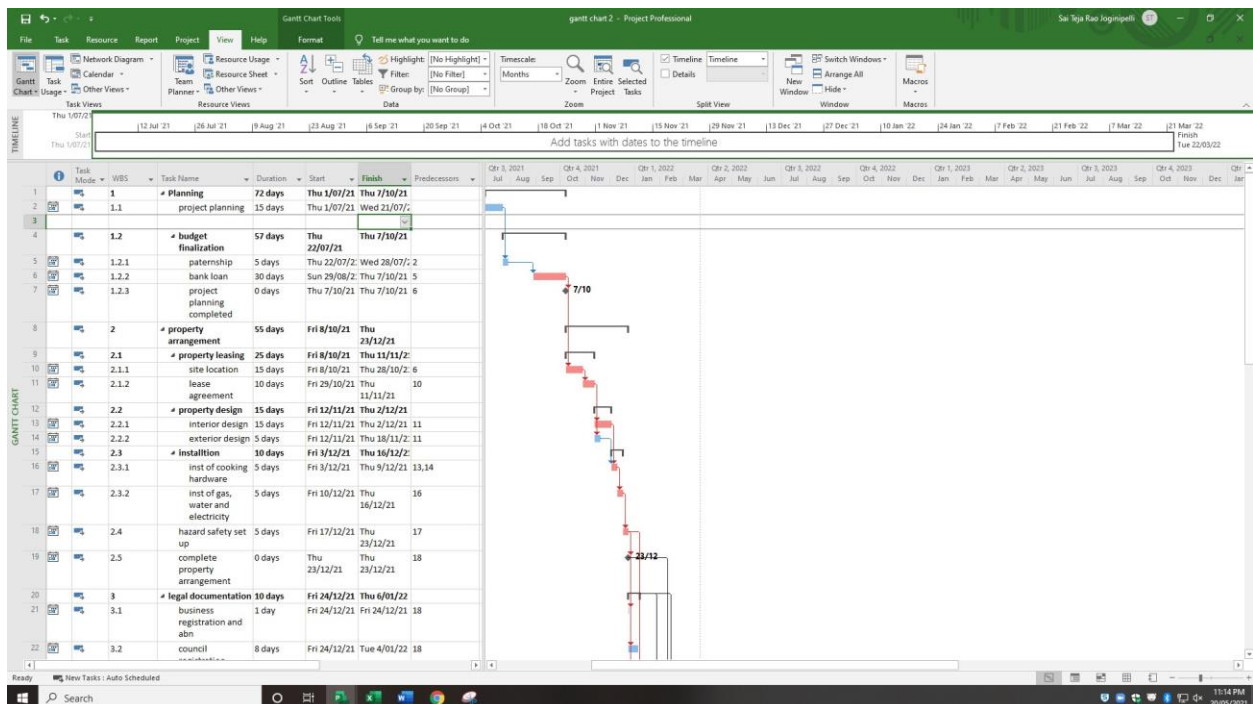
Gantt chart 2:

		Task Mode ▾	WBS ▾	Task Name ▾	Duration ▾	Start ▾	Finish ▾	Predecessors ▾
1			1	Planning	72 days	Thu 1/07/21	Thu 7/10/21	
2			1.1	project planning	15 days	Thu 1/07/21	Wed 21/07/21	
3			1.2	budget finalization	57 days	Thu 22/07/21	Thu 7/10/21	
4			1.2.1	paternship	5 days	Thu 22/07/21	Wed 28/07/21	2
5			1.2.2	bank loan	30 days	Sun 29/08/21	Thu 7/10/21	4
6			1.2.3	project planning completed	0 days	Thu 7/10/21	Thu 7/10/21	5
7			2	property arrangement	55 days	Fri 8/10/21	Thu 23/12/21	
8			2.1	property leasing	25 days	Fri 8/10/21	Thu 11/11/21	
9			2.1.1	site location	15 days	Fri 8/10/21	Thu 28/10/21	5
10			2.1.2	lease agreement	10 days	Fri 29/10/21	Thu 11/11/21	9
11			2.2	property design	15 days	Fri 12/11/21	Thu 2/12/21	
12			2.2.1	interior design	15 days	Fri 12/11/21	Thu 2/12/21	10
13			2.2.2	exterior design	5 days	Fri 12/11/21	Thu 18/11/21	10
14			2.3	installtion	10 days	Fri 3/12/21	Thu 16/12/21	
15			2.3.1	inst of cooking hardware	5 days	Fri 3/12/21	Thu 9/12/21	12,13
16			2.3.2	inst of gas, water and electricity	5 days	Fri 10/12/21	Thu 16/12/21	15
17			2.4	hazard safety set up	5 days	Fri 17/12/21	Thu 23/12/21	16
18			2.5	complete property arrangement	0 days	Thu 23/12/21	Thu 23/12/21	17
19			3	legal documentation	10 days	Fri 24/12/21	Thu 6/01/22	
20			3.1	business registration and abn	1 day	Fri 24/12/21	Fri 24/12/21	17
21			3.2	council registration	8 days	Fri 24/12/21	Tue 4/01/22	17

	Task Mode	WBS	Task Name	Duration	Start	Finish	Predecessors
22		3.3	insurance	10 days	Fri 24/12/21	Thu 6/01/22	17
23		3.4	approval of all legal documentaiton	0 days	Thu 6/01/22	Thu 6/01/22	22
24		4	inspection approval	15 days	Fri 7/01/22	Thu 27/01/22	
25		4.1	application	5 days	Fri 7/01/22	Thu 13/01/22	17,22
26		4.2	inspection	10 days	Fri 14/01/22	Thu 27/01/22	25
27		4.3	final inspection approval certificate	0 days	Thu 27/01/22	Thu 27/01/22	26
28		5	marketing	10 days	Fri 28/01/22	Thu 10/02/22	
29		5.1	print media	10 days	Fri 28/01/22	Thu 10/02/22	19,26
30		5.2	social media	5 days	Fri 28/01/22	Thu 3/02/22	19,26
31		6	operations	32 days	Fri 28/01/22	Mon 14/03/22	
32		6.1	finance	5 days	Fri 28/01/22	Thu 3/02/22	
33		6.1.1	bank account	5 days	Fri 28/01/22	Thu 3/02/22	19,26
34		6.2	it systems	7 days	Fri 11/02/22	Mon 21/02/22	
35		6.2.1	wifi setup	2 days	Fri 11/02/22	Mon 14/02/22	18,29
36		6.2.2	pos system	3 days	Tue 15/02/22	Thu 17/02/22	35,33
37		6.2.3	payroll	3 days	Tue 15/02/22	Thu 17/02/22	35,33
38		6.2.4	online order	5 days	Tue 15/02/22	Mon 21/02/22	35,33
39		6.3	recuirtment and training	10 days	Tue 15/02/22	Mon 28/02/22	
40		6.3.1	manager	5 days	Tue 15/02/22	Mon 21/02/22	19,35
41		6.3.2	staff	10 days	Tue 15/02/22	Mon 28/02/22	19,35
42		6.4	procurement and logistics	10 days	Tue 1/03/22	Mon 14/03/22	
43		6.4.1	kitchen utensils	5 days	Tue 1/03/22	Mon 7/03/22	35,41
44		6.4.2	food suppliers	10 days	Tue 1/03/22	Mon 14/03/22	35,41
45		7	restaurant final setup	5 days	Tue 15/03/22	Mon 21/03/22	24,28,31,40,41,44
46		8	resturant opening	1 day	Tue 22/03/22	Tue 22/03/22	45

Figure 6: Table of activities Risk management

The Critical Path for the new Gantt chart 2



renovation work we hired 2 local labours and an Electrician. The trio is famous for their low-cost renovating ideas which helped us in choosing them. For marketing, we hired a press agency for templates, and they also help small businesses in social media platforms. We also hired an accountant to take care of the payroll and cashflow of the restaurant.

While selecting the staff we hired 3 experienced staff and a manager who will take care of all the restaurant operations. As vegan food products are expensive compared to other food we booked two suppliers who will deliver 2 pallets every 10 days.

4.2 Gantt Chart 3:

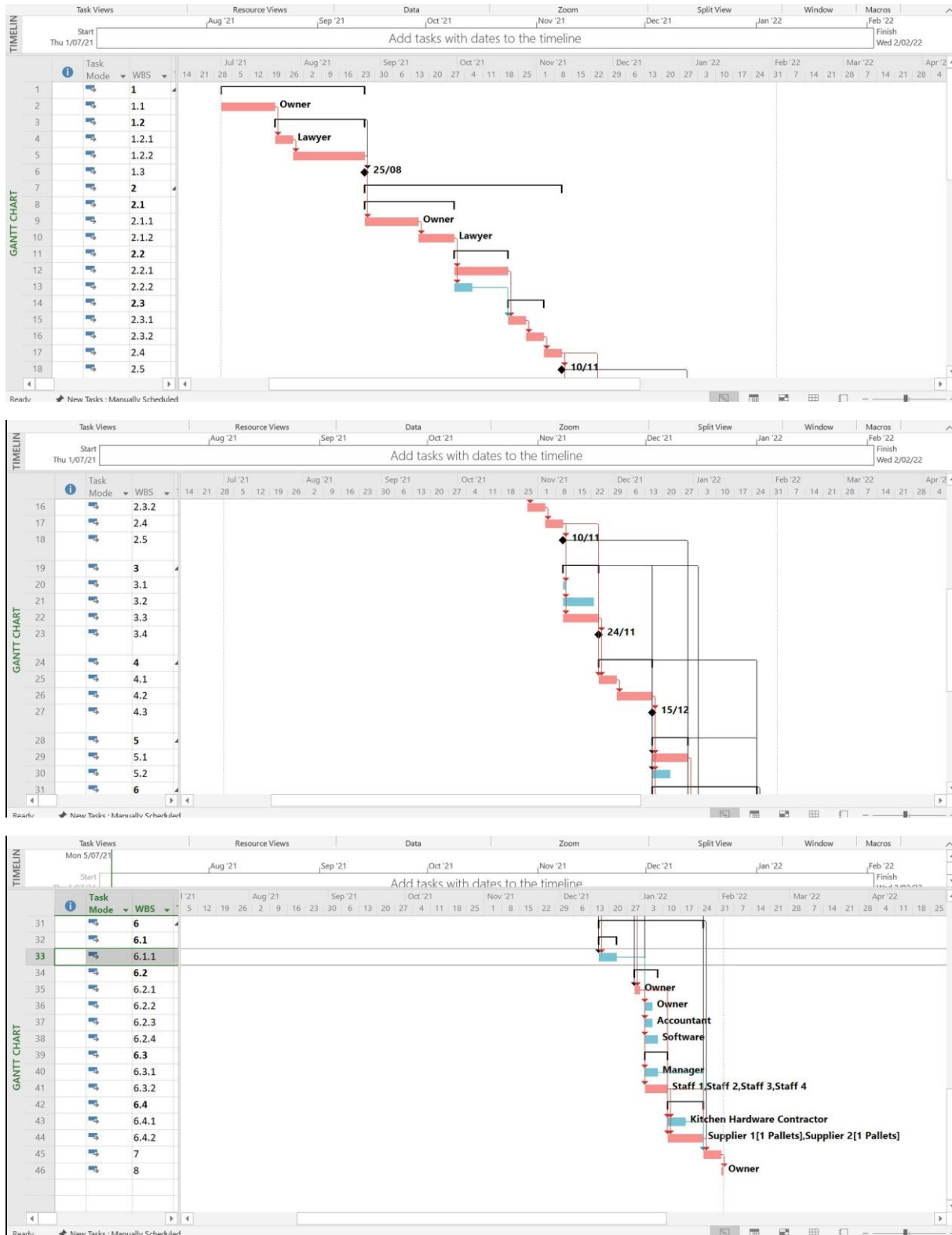


Figure 9: Gantt chart_3

5. Communication Plan

After the project deliverables and work is clearly identified, team believes that it is essential to coordinate project activities and follow progress which can be done through a Communication plan. A communication plan is a way of giving out information to stakeholders which not only helps keep high engagement with the stakeholders but also create transparency throughout the project objectives and constraints. This will help bring in new ideas, different opportunities and strong long-term relationships that creates paths for VegCafe's future expansions. Also, feedback from the stakeholders is of high value to VegCafe' as to gather market knowledge and have possibility of future expansion in short period of time.

Team has developed the following communication plan for the project:

Communication	Communication Tool	Target Audience	When	Provider	Purpose
Project Launch Meeting	Email, Face to Face, Meeting Minutes	Investors, Project Staff, Project Manager	Once	Project Manager	Roles and expectation of Stakeholder, Reviewing of the Project
Fit Out Meeting	Face to Face	Investor, Supplier, Project Manager	As Required	Design Department	Discuss and finalize the Restaurant Design
Budget	Conference call, Face to Face, Email, Hard Copy	Investor, Project Manager	Twice	Project Manager	Finalizing the Budget
Status Updates	Conference call, Email exchanges, Face to Face	Project Staff, General Manager, Project Manager	Monthly	Project Manager	Risk management, Project Status, Scope and Budget Updates

Figure 4: Communication plan

6. Stakeholder Management Plan

For the successful completion of project our team has followed power interest grid to communicate effectively and allocate project resources.

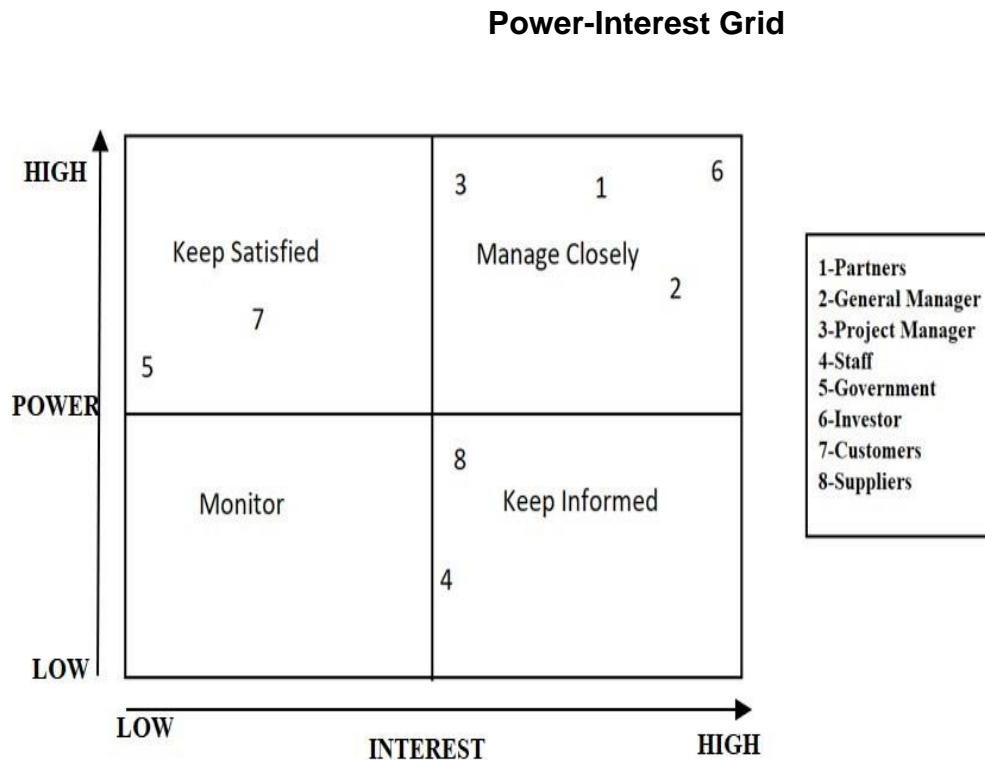


Figure 10: Power-interest Grid

The **government** have the power of providing the planning and licensing permission without which we are or will not be able to open our new restaurant. Therefore, the power is high. They are very interested in what we do as we are opening a restaurant will bring job opportunities but also need to protect local environment from any kind of pollution. So, they are going to be watching us quite carefully hence, there interest will be high. This makes them the key player who are one of the important characters of stakeholder. So, now we need to make sure that they are happy with our plan. We must meet with them

and consider their views and concerns and provide all the important document and based on their information might have to modify our plans regarding the restaurant.

Similarly, the **investors** are the precious stakeholder without which we cannot imagine opening the restaurant making them the ultimate power along with the partners. The investors along with our partners will have utmost interest in this project as they are spending their money. So, that means they are going to spend a lot of their money and invest time in this project. So, we need to make them happy and listen their issues and concerns with extreme care.

The **project manager** would have high power as he makes and plans the project and at the same time has great interest to finish this project in a successful manner. As a project manager we must make all the strategies to satisfy all the other stakeholders. Next is the **general manager** that we will hire after the establishment of the restaurant so unlike project manager he/she will have some power, but the interest will be quite less as compared to the project manager. The general manager should be given proper required information regarding the restaurant and the method of operation.

The power given to the **staff** would be very limited and so will be their interest. This is because staff work for money and there can be issue of conflict at times. So as a project manager, to resolve any conflict we need to convey information regarding any modulation and at the same time ask for their feedback and critique for further improvement.

Furthermore, **customers** are those people who have wholesome amount of power as they are the one who decide to make or flop the restaurant, so they are important. However, they have few interests regarding the project. Similarly, since there are handful of **suppliers** who provide only vegan product, so their power and interest is somewhat similar. So, we must make them satisfied and make good connections with them. For both customer, suppliers, we need to have good connection and is very critical to take their suggestions and feedback.

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