

# BUSINESS REPORT

**Subject:** Cake Orders That Need To Be Made

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## INTRODUCTION

With the proposed database system prototype, the ease of determining what orders need to be made has become substantially easier with the following features being implemented.

## REQUIREMENTS MET

The proposed database system includes features such as when an order is due. The order due feature includes the date and time of pickup. This allows for employees to be able to determine which cakes need to be made based on the orders due information. The inclusion of the time of the pickup ensures customized cake orders will be completed at least 4 hours before the customer has to pick their order up. Keeping track of the cake orders that need to be made has also been difficult due to not knowing the status of an order and if it has already been worked on. This can be time consuming and ineffective as it may lead to miscommunication and an incomplete order that is waiting to be picked up by a customer at the service area. By including the feature of the order status, it provides vital information about an order and the additional steps that must be taken based on the status. Cake orders that have the “confirmed” status marked by Emily or the Bakery Manager are the cake orders that need to be made. Database prototype allows a filtering feature that can filter cake orders based on the status of it.

## CONCLUSION

With the proposed database system, employees are able to determine what cake orders need to be made by using features that allow an employee to know when an order is due and the feature of showing the status of a customized cake order. Additionally, hours spent tracking customers orders have been reduced by 25% thus meeting one of the client's vital requirements.

# BUSINESS REPORT

**Subject:** New Customers

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## INTRODUCTION

The proposed database system contributes towards the tracking of new customers by using a customer management system that includes existing and new customers. The input of customer information such as their name, email, phone number, address(s), and their type has become substantially easier and useful for Emily Bakes Cakes with their business decisions.

## REQUIREMENTS MET

The prototype allows for new customers to create an account when they are placing their first order with us and the information being collected from the sign up will be inputted into a customer management system that holds their information. The customer management system allows Emily Bakes Cakes to have a masterlist of all customers and the date that they became a customer. The features that allow new customer information to be collected also allows Emily Bakes Cakes to analyze the overall data when they are viewing customer retention, average cake orders for new customers, and if a new customer comes back to place another order.

## CONCLUSION

With the proposed database system, employees are able to register and view the information of new customers. The information being collected from new customers can be used by Emily Bakes Cakes such as customer analysis to make valid business decisions. This contributes to the overall requirement of increasing customer retention as new customer data has to be tracked as well.