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| STAKEHOLDER | FUNCTION |
| Employees | To provide product for customers |
| Managers | To make sure every thing goes according to policy and rules, to ensure enough stock is available |
| RGM | To make sure that the store meet KFC starndards |
| Delivery | To ensure stock is available at store |
| Customers | To buy the product |
| MR D | To pick up orders for customers who buy online |
| Area Coach | To make sure that the store is at good standard to sell to customers |
| Trainer | To ensure that product is prepared according to procedure |
| Trade union | To follow good employement practices |
| Government | Have health rules of food preparation |
| Investors | The result of the project will increase or decrease their profit |
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| --- | --- | --- | --- | --- |
| Stakeholder | Impact and influnce | Support | Attitude | Tactics |
| Employees | High impact/High influence | High support among employees during the rush hour by taking more responibility | Good attitude cause it gve them strength to work under presure | To give bonus |
| Managers | High because to manage the store to the successful out come, and the powers they poses to aid them | High since they don’t want to receive complains from customers under the watch | Good cause they get good feedback from the RGM | To give bonus |
| RGM | Has managerial powers over evry one in the store | High cuase they want to be ranked on the top five of the blue flag | Good attitude becuasehe wants  the storer to be ranked high | Nothing to be done because he want the store to perform well |
| Delivery |  |  |  |  |
| Customers |  |  |  |  |
| MR D |  |  |  |  |
| Area Coach |  |  |  |  |
| Trainer |  |  |  |  |
| Trade union |  |  |  |  |
| Government |  |  |  |  |
| Investors |  |  |  |  |