

### Must-Have:

- The client must have an IT solution that allows them to handle the increased workload efficiently, including automating the ordering process and increasing pizza production.
- They must have a system to handle communication between the front and back of the restaurant, replacing the outdated shouting method.
- Improving wait times and order accuracy is a must-have to satisfy customers.

### Should-Have:

- A mobile app for customers to place orders and view the menu.
- An automated system that alerts the kitchen when a pizza is ready.
- Implementing feedback mechanisms to gather customer opinions and improve service.

### Could-Have:

- Expanding the business to multiple pizza stores for long-term goals.

### Won't-Have (this time):

- Specific budget constraints were mentioned, indicating limitations on what features can be implemented immediately.