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| **Project Scope Statement** | | | |
| **Project Name** | ChequeMeOut | | |
| **Project Sponsor** | notsirkApps | **Project Liaison** | Kriston Sanders |
|  |  | **Last Revision Date** | June 5, 2020 |
| **Executive Overview** | People do not like waiting. When dining out, we are forced to wait for tables, for orders to be taken, for checks to come, for payments to process, and for our cards to be returned before we can leave. Services such as Uber and Zipcar have demonstrated the consumer’s preference to avoid transaction activities.  The COVID 19 pandemic has necessitated limiting exposure to others in situations such as standing in line and waiting for a table at a restaurant. And even with the prevalence of check splitting apps—splitting the check when dining out with a group remains a great challenge-.  Over the next two months, a new solution will be developed benefiting diners, servers, and restaurant owners alike. | | |
| **Background** | Oftentimes diners are anxious to finish their meals and pay when they have somewhere else to be, such as a movie or Broadway musical, or simply when they are tired or are on a bad date. They also choose to dine elsewhere when there is a long wait for a table; however, if they do remain, they may have trouble distancing from others.  Restaurateurs have an interest in turning tables around to accommodate more paying guests, but the added wait times for ordering and settling the bill constrain this considerably.  When dining in groups, there can be quite a circus around splitting the bill and communicating that to the server. This requires calculators, cumbersome check-splitting apps, and attempts to split shared items, all of which can lead to bad calculations and the headache of writing this out or hoping the server remembers the numbers when cashing diners out. Often it is simpler to just split the check in half; however, some diners order more items or more expensive items that the other party(ies) must subsidize. | | |
| **Vision** | * Every restaurant, every city and town * No more credit card machines * No more letting your credit cards out of your sight * Painless payments and splits * Faster customer turnaround; more up-sales | | |
| **Mission** | Delivering the future of dining out | | |
| **Goals** | * Diners shall be able to order and pay from their phones * Check splitting shall be mostly automatic * Groups shall link to a table across their personal devices by scanning a QR code displayed at the table | | |
| **Problem / Opportunity** | The pain of waiting for service and payment is immense. Servers are often too busy to give their full attention to their customers. With a suite of mobile apps, the pain points can be removed. Users will be able to leave as soon as they finish dining, and restaurants can serve more customers at a higher level when servers are freed up to give diners their full attention and to upsell drinks, appetizers, etc. | | |
| **Guiding Principles** | * User experience is top priority * Superfluous steps should be removed * Embed training within normal operation * Consider all stakeholders in every decision to motivate buy-in | | |
| **Scope** | In order to be successful, the benefits must be clear and realized. There must be a pronounced improvement in wait times and table turnaround. The applications must be easy and intuitive.  Three applications will be developed: One mobile application is for diners to order and pay, where they can interact with other diners at the table for splitting items, and one application application is for servers, kitchen staff, and owners to track orders and initiate payments. Businesses will still be able to accommodate nonusers—even as part of a group of users—by leaving an open table pool that can be checked out in the traditional manner.  Apps will be developed in Visual Studio using Xamarin so that only one development team is required. Apps will leverage Square APIs to offload responsibility for collecting payment so development of a payment system will be unnecessary. The combination of waterfall and Scrum methodology will be used for a starting point that can be modified as new requirements emerge.  The problem of linking multiple users and nonusers to a table was solved by having a QR code displayed at the table, such as in a menu card or marketing holder, for ease of use. Higher-end establishments may find more classy ways to display this for users. Other options considered were having the code displayed on user devices or the servers device, or a punch-in code shared between users, but that seemed overly cumbersome and required closer contact between diners and their server.  It may be necessary for restaurants to purchase additional hardware such as tablets or laptops, though the solution will be designed to accommodate BYOD environments.  Assumptions:   * Most people carry a smartphone * Most people are willing to learn a new system if it saves time and hassle * Most restaurants have Wi-Fi and adequate cellular coverage   Remaining design details will be worked out during the Scrum sprints and in conversation with potential stakeholders. | | |