Designing Management System 2nd Deliverable

Industry: Restaurants
Company: Indian Channel

Team - 2
Krish, Gabe, Johnson, David

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MEMO – PROJECT SCOPE & STATEMENT

To: Indian Channel Restaurant Owners
From: Krish, Johnson, David, Gabe
Date: 3/10/2024
Subject: Project Statement and Scope: Indian Channel Restaurant Food Management and Reservation System

As we strive to enhance the efficiency and customer experience at Indian Channel Restaurant, we have identified a significant opportunity to address the challenges in food management and reservation processes. The current manual system has led to errors, operational inefficiencies, and customer dissatisfaction. By implementing a comprehensive Food Management and Reservation System, we aim to streamline operations, improve accuracy, and elevate overall service quality, ultimately driving customer satisfaction and loyalty.

Project Scope:

The project scope encompasses the development and implementation of a customized Food Management and Reservation System tailored to the specific needs of Indian Channel Restaurant.

Key features and functionalities include:

- Online reservation system for remote table bookings.
- Order management system to streamline order processing.
- Inventory management system for efficient stock tracking and reordering.
- Integration with existing POS system for seamless transactions.
- Reporting and analytics dashboard for insights into sales and customer preferences.
- User-friendly interface for staff and customers.
- Comprehensive training and support for staff members.

Deliverables:

1. Requirements documentation outlining the specific needs and objectives of the Indian Channel Restaurant.
2. Design documentation detailing the architecture, interfaces, and functionalities of the Food Management and Reservation System.
3. Prototype or mockups demonstrating the user interface and key features of the system.
4. Fully developed and tested Food Management and Reservation System.
5. Training materials and user guides for restaurant staff.
6. Implementation plan outlining the steps for deploying the system and transitioning from the existing processes.
7. Ongoing support and maintenance for the system post-implementation.

Constraints:

- *Budget:* The project budget is set at Rs 12,00,000 (approximately $16,000 USD). This budget limitation necessitates careful resource allocation and cost-effective decision-making throughout the project lifecycle.
- *Timeframe:* The project must be completed by August 1st. To minimize disruption to regular operations and customer service, the implementation phase should be scheduled during the off-season when customer traffic is lower, ensuring smoother transition and minimal impact on revenue.
- *Staff Availability:* Limited staff availability, particularly during peak operational hours, poses a constraint on scheduling training sessions and system implementation activities. This constraint requires careful coordination and planning to optimize staff involvement without affecting daily restaurant operations.
- *Integration Challenges:* Integrating the new system with existing infrastructure may pose compatibility issues and data migration challenges, potentially leading to disruptions in service and operational inefficiencies. Efforts must be made to ensure seamless integration through thorough testing and contingency planning to mitigate any adverse impacts on restaurant operations.

The successful development and implementation of the Food Management and Reservation System will address the current challenges faced by the Indian Channel Restaurant, improve operational efficiency, and enhance customer satisfaction. Clear communication, collaboration, and adherence to project scope and constraints will be essential for achieving the desired outcomes.

Please feel free to reach out with any questions or concerns regarding the project.
Thank you.

Project Expected Durations (calculated):

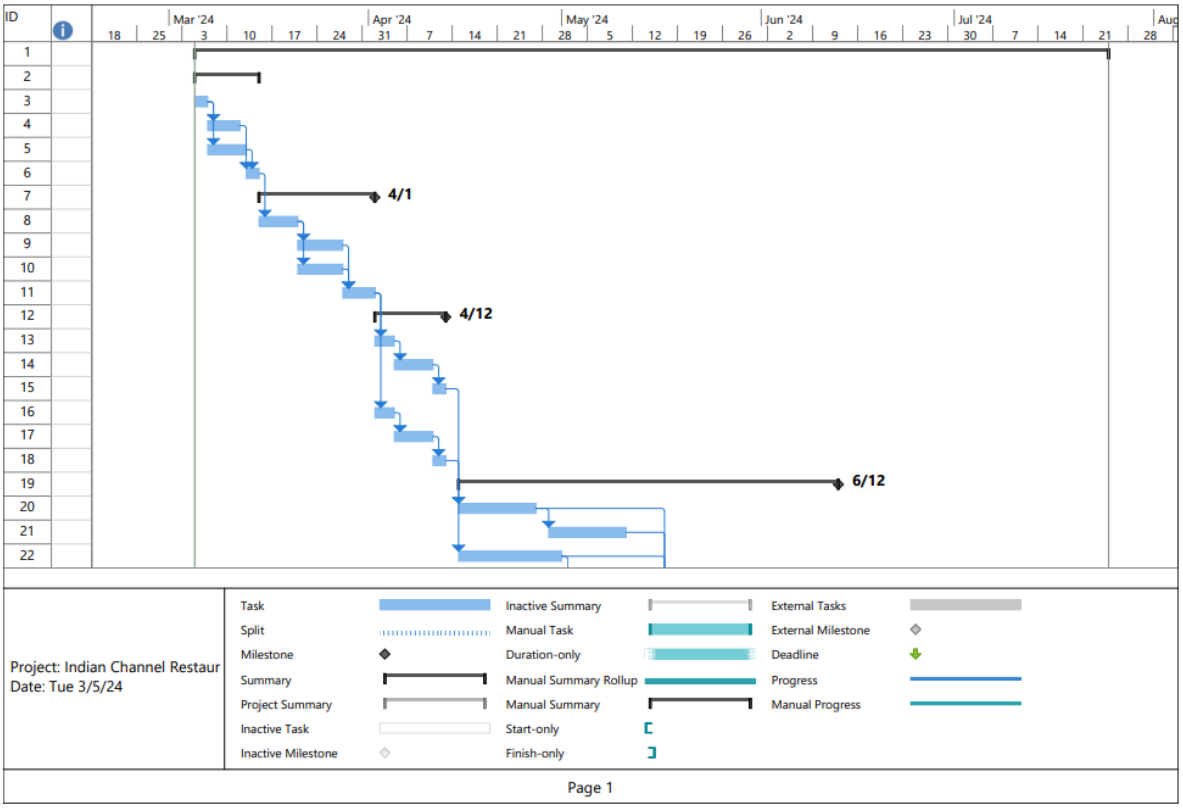
No.	Task Description	Predecessors	Best-case (days)	Most likely (days)	Worst-case (days)	Expected (days)
1	***Requirements Documentation***					
1.1	- Conduct stakeholder interviews		1	2	3	2
1.2	- Gather requirements for reservation system	*1.1*	2	3	4	3
1.3	- Gather requirements for food management system	*1.1*	3	4	5	4
1.4	- Document specific needs and objectives	*1.2, 1.3*	1	2	3	2
2	***Design Documentation***					
2.1	- Define system architecture	*1.4*	2	4	6	4
2.2	- Design UI for reservation system	*2.1*	3	5	7	5
2.3	- Design UI for food management system	*2.1*	3	5	7	5
2.4	- Document system functionalities	*2.2, 2.3*	2	3	4	3
3	***Prototype or Mockups***					
3.1	- Create wireframes for reservation system	*2.4*	1	3	5	3
3.2	- Create mockups for reservation system	*3.1*	2	4	6	4
3.3	- Review and refine reservation system mockups	*3.2*	1	2	3	2
3.4	- Create wireframes for food management system	*2.4*	1	3	5	3
3.5	- Create mockups for food management system	*3.4*	2	4	6	4
3.6	- Review and refine food management system mockups	*3.5*	1	2	3	2
4	***Fully Developed and Tested System***					
4.1	- Develop reservation system backend	*3.3*	4	10	16	10
4.2	- Develop reservation system frontend	*4.1*	4	10	16	10
4.3	- Develop food management system backend	*3.6*	5	12	19	12
4.4	- Develop food management system frontend	*4.3*	5	12	19	12
4.5	- Integration testing	*4.1, 4.2, 4.3, 4.4*	2	7	12	7
4.6	- User acceptance testing	*4.5*	2	7	12	7
4.7	- Bug fixing and refinement	*4.6*	1	5	10	5
5	***Training Materials and User Guides***					
5.1	- Create training presentation for reservation system	*4.6*	1	3	5	3
5.2	- Create user guide for reservation system	*5.1*	1	2	3	2
5.3	- Conduct staff training for reservation system	*5.2*	1	2	3	2
5.4	- Create training presentation for food management system	*4.6*	1	3	5	3
5.5	- Create user guide for food management system	*5.4*	1	2	3	2
5.6	- Conduct staff training for food management system	*5.5*	1	2	3	2
6	***Implementation Plan***					
6.1	- Stakeholders Meeting	*5.6*	1	2	3	2
6.2	- Plan deployment schedule	*6.1*	1	2	4	2
6.3	- Coordinate staff availability	*6.2*	1	2	3	2
6.4	- Execute system deployment	*6.3*	2	5	8	5
6.5	- Transition from existing processes	*6.4*	2	5	8	5
7	***Ongoing Support and Maintenance***					
7.1	- Establish support channels	*6.5*	1	2	4	2
7.2	- Address post-implementation issues	*7.1*	2	5	8	5

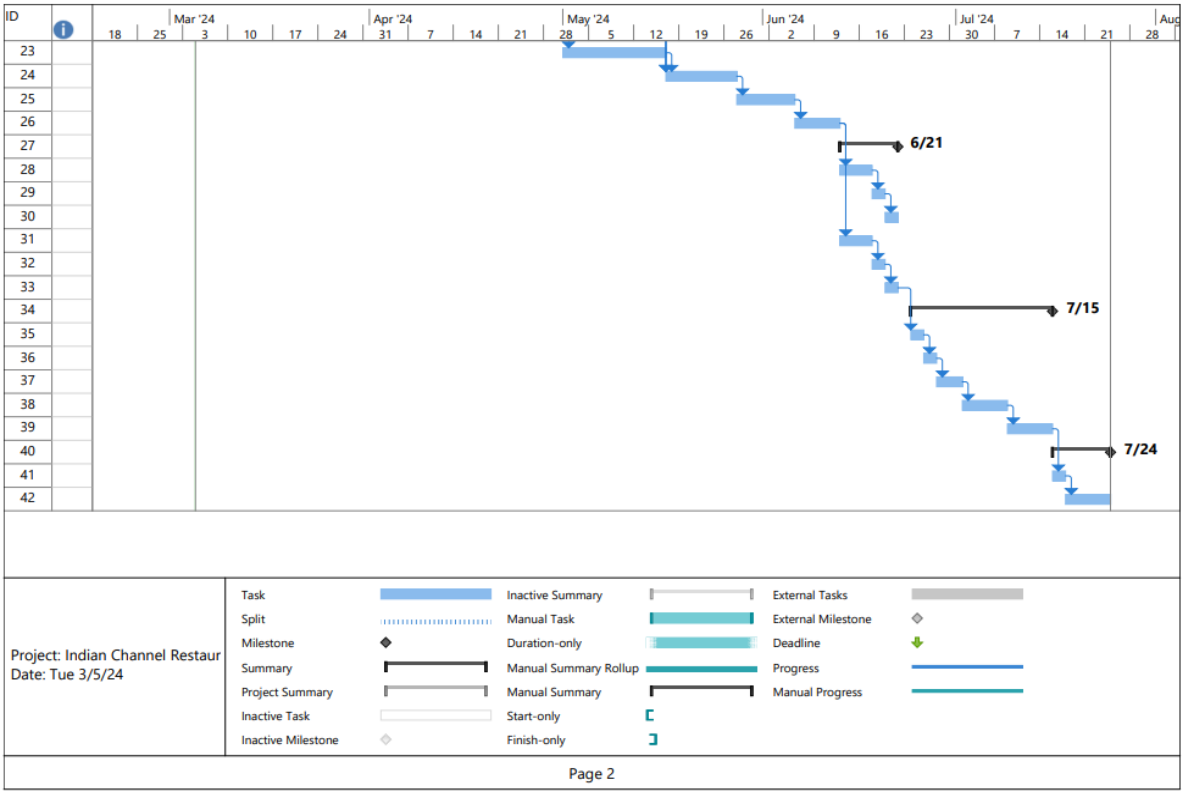
Project estimated Schedule on Microsoft Project:

ID	Task Name	Duration	Start	Finish
1	**Indian Channel System Design**	**102 days**	**Tue 3/5/24**	**Wed 7/24/24**
2	**Requirements Documentation**	8 days	**Tue 3/5/24**	**Thu 3/14/24**
3	- Conduct stakeholder interviews	2 days	Tue 3/5/24	Wed 3/6/24
4	- Gather requirements for reservation system	3 days	Thu 3/7/24	Mon 3/11/24
5	- Gather requirements for food management system	4 days	Thu 3/7/24	Tue 3/12/24
6	- Document specific needs and objectives	2 days	Wed 3/13/24	Thu 3/14/24
7	**Design Documentation**	12 days	**Fri 3/15/24**	**Mon 4/1/24**
8	- Define system architecture	4 days	Fri 3/15/24	Wed 3/20/24
9	- Design UI for reservation system	5 days	Thu 3/21/24	Wed 3/27/24
10	- Design UI for food management system	5 days	Thu 3/21/24	Wed 3/27/24
11	- Document system functionalities	3 days	Thu 3/28/24	Mon 4/1/24
12	**Prototype or Mockups**	9 days	**Tue 4/2/24**	**Fri 4/12/24**
13	- Create wireframes for reservation system	3 days	Tue 4/2/24	Thu 4/4/24
14	- Create mockups for reservation system	4 days	Fri 4/5/24	Wed 4/10/24
15	- Review and refine reservation system mockups	2 days	Thu 4/11/24	Fri 4/12/24
16	- Create wireframes for food management system	3 days	Tue 4/2/24	Thu 4/4/24
17	- Create mockups for food management system	4 days	Fri 4/5/24	Wed 4/10/24
18	- Review and refine food management system mockups	2 days	Thu 4/11/24	Fri 4/12/24
19	**Fully Developed and Tested System**	43 days	**Mon 4/15/24**	**Wed 6/12/24**
20	- Develop reservation system backend	10 days	Mon 4/15/24	Fri 4/26/24
36	- Plan deployment schedule	2 days	Wed 6/26/24	Thu 6/27/24
37	- Coordinate staff availability	2 days	Fri 6/28/24	Mon 7/1/24
38	- Execute system deployment	5 days	Tue 7/2/24	Mon 7/8/24
39	- Transition from existing processes	5 days	Tue 7/9/24	Mon 7/15/24
40	**Ongoing Support and Maintenance**	7 days	**Tue 7/16/24**	**Wed 7/24/24**
41	- Establish support channels	2 days	Tue 7/16/24	Wed 7/17/24
42	- Address post-implementation issues	5 days	Thu 7/18/24	Wed 7/24/24
28	- Create training presentation for reservation system	3 days	Thu 6/13/24	Mon 6/17/24
29	- Create user guide for reservation system	2 days	Tue 6/18/24	Wed 6/19/24
30	- Conduct staff training for reservation system	2 days	Thu 6/20/24	Fri 6/21/24
31	- Create training presentation for food management sy	3 days	Thu 6/13/24	Mon 6/17/24
32	- Create user guide for food management system	2 days	Tue 6/18/24	Wed 6/19/24
33	- Conduct staff training for food management system	2 days	Thu 6/20/24	Fri 6/21/24
34	**Implementation Plan**	16 days	**Mon 6/24/24**	**Mon 7/15/24**
35	- Stakeholder meeting	2 days	Mon 6/24/24	Tue 6/25/24

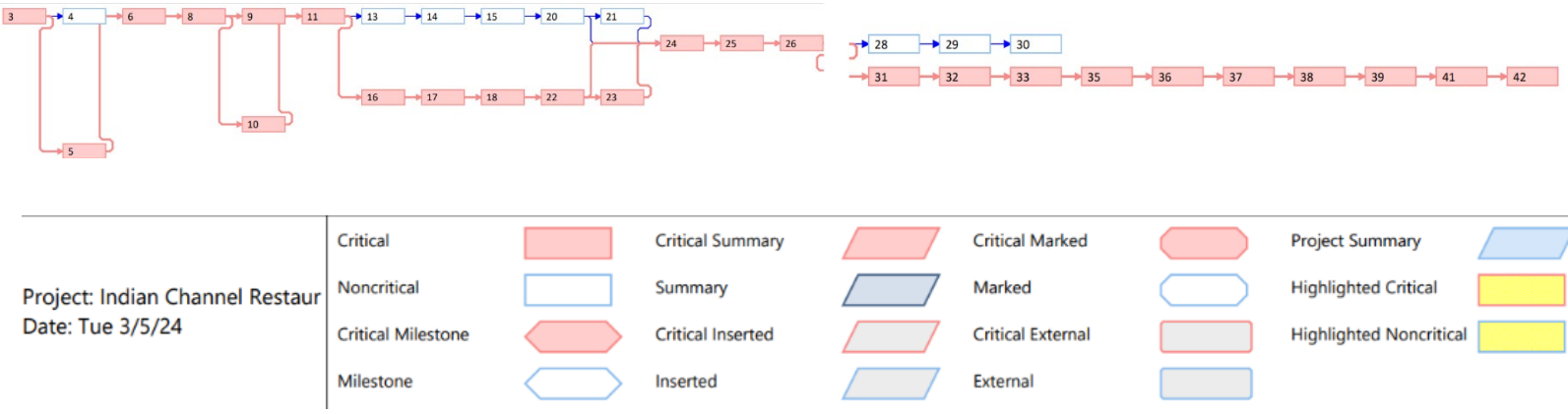
Project Start Date: 5th March 2024
Project End Date: 24th July 2024 *(Completes Before 1st August 2024)*
Project Estimated Duration: 102 days.

Gnatt Chart of Project Plan:





NETWORK DIAGRAM



Notes: Task ID is shown which resembles to the project estimated schedule table Ids (2nd table) as layout didn't fit but full layout attached with files. The critical path is highlighted in orange.

COST ESTIMATES

LABOR COST			
Labor Name	**Quantity**	**St. Rate (₹)**	**Std. Rate ($) (Approx)**
System Analyst	3	₹3375.00/hr	$45.00/hr
UX Designer	2	₹3000.00/hr	$40.00/hr
Software Developer	2	₹4500.00/hr	$60.00/hr
Trainer	2	₹2250.00/hr	$30.00/hr
IT Specialist	1	₹4125.00/hr	$55.00/hr
QA Tester	1	₹3375.00/hr	$45.00/hr

MATERIAL COST		
Material Name	**Cost (₹)**	**Cost ($) (Approx)**
Hardware	₹67500.00	$900
Printing Materials	₹15000.00	$200
Server	₹7500.00	$100
Software Tools	₹22500.00	$300

SYSTEM DESIGN PROJECT COST BREAKDOWN			
Resource Name with Tasks	**Work**	**Cost (₹)**	**Cost ($) Approx**
System Analysts	**176 hrs**	**₹594,000**	**$7,920.00**
- Conduct stakeholder interviews	16 hrs	₹54,000	$720.00
- Gather requirements for reservation system	24 hrs	₹81,000	$1,080.00
- Gather requirements for food management system	32 hrs	₹108,000	$1,440.00
- Document specific needs and objectives	16 hrs	₹54,000	$720.00
- Stakeholder meeting	16 hrs	₹54,000	$720.00
- Coordinate staff availability	16 hrs	₹54,000	$720.00
- Establish support channels	16 hrs	₹54,000	$720.00
- Address post-implementation issues	40 hrs	₹135,000	$1,800.00
UX Designers	**224 hrs**	**₹672,000**	**$8,960.00**
- Design UI for reservation system	40 hrs	₹120,000	$1,600.00
- Design UI for food management system	40 hrs	₹120,000	$1,600.00
- Create wireframes for reservation system	24 hrs	₹72,000	$960.00
- Create mockups for reservation system	32 hrs	₹96,000	$1,280.00
- Review and refine reservation system mockups	16 hrs	₹48,000	$640.00
- Create wireframes for food management system	24 hrs	₹72,000	$960.00
- Create mockups for food management system	32 hrs	₹96,000	$1,280.00
- Review and refine food management system mockups	16 hrs	₹48,000	$640.00
Software Developers	**536 hrs**	**₹2,412,000**	**$32,160.00**
- Define system architecture	32 hrs	₹144,000	$1,920.00
- Develop reservation system backend	80 hrs	₹360,000	$4,800.00

- Develop reservation system frontend	80 hrs	₹360,000	$4,800.00
- Develop food management system backend	96 hrs	₹432,000	$5,760.00
- Develop food management system frontend	96 hrs	₹432,000	$5,760.00
- Integration testing	56 hrs	₹252,000	$3,360.00
- User acceptance testing	56 hrs	₹252,000	$3,360.00
- Bug fixing and refinement	40 hrs	₹180,000	$2,400.00
Trainers	**112 hrs**	**₹252,000**	**$3,360.00**
- Create training presentation for reservation system	24 hrs	₹54,000	$720.00
- Create user guide for reservation system	16 hrs	₹36,000	$480.00
- Conduct staff training for reservation system	16 hrs	₹36,000	$480.00
- Create training presentation for food management system	24 hrs	₹54,000	$720.00
- Create user guide for food management system	16 hrs	₹36,000	$480.00
- Conduct staff training for food management system	16 hrs	₹36,000	$480.00
IT Specialist	**248 hrs**	**₹1,023,000**	**$13,640.00**
- Document system functionalities	24 hrs	₹99,000	$1,320.00
- Integration testing	56 hrs	₹231,000	$3,080.00
- User acceptance testing	56 hrs	₹231,000	$3,080.00
- Plan deployment schedule	16 hrs	₹66,000	$880.00
- Execute system deployment	40 hrs	₹165,000	$2,200.00
- Transition from existing processes	40 hrs	₹165,000	$2,200.00
- Establish support channels	16 hrs	₹66,000	$880.00
QA Tester	**152 hrs**	**₹513,000**	**$6,840.00**
- Integration testing	56 hrs	₹189,000	$2,520.00
- User acceptance testing	56 hrs	₹189,000	$2,520.00
- Bug fixing and refinement	40 hrs	₹135,000	$1,800.00
Hardware	**1**	**₹67,500**	**$900.00**
- Create wireframes for reservation system	1	₹67,500	$900.00
Printing Materials	**1**	**₹15,000**	**$200.00**
- Document specific needs and objectives	1	₹15,000	$200.00
Server	**1**	**₹7,500**	**$100.00**
- Establish support channels	1	₹7,500	$100.00
Software Tools	**1**	**₹22,500**	**$300.00**
- Develop reservation system backend	1	₹22,500	$300.00
TOTAL		**₹55,78,500**	**$74,380.00**

The Total Cost of implementing the system is **Rs 55,78,500** (Supporting MS project file for cost breakdown details attached).

TOTAL COST OF OWNERSHIP				
Year	**No.**	**Task Name**	**Cost (₹)**	**Cost ($) (Approx)**
Year 1	**1**	**Initial Investment**	**₹ 5,578,500**	**$ 74,380**
	2	**Maintenance Cost**	**₹ 282,000**	**$ 3,760**
	2.1	*Server Hosting*	₹ 90,000	$ 1,200
	2.2	*Security check*	₹ 66,000	$ 880
	2.3	*Hardware maintenance*	₹ 72,000	$ 960
	2.4	*Data Backups*	₹ 54,000	$ 720
	3	**Subscriptions**	**₹ 81,000**	**$ 1,080**
	3.1	*Software Licensing*	*₹ 45,000*	$ 600
	3.2	*Cloud Storage*	*₹ 36,000*	$ 480
	4	**System upgrades**	**₹ 22,000**	**$ 293**
	4.1	*Updating system, functions*	*₹ 12,000*	$ 160
	4.2	*Error Fixing*	*₹ 10,000*	$ 133
	5	**Workforce**	**₹ 5,670**	**$ 76**
	5.1	*Training Workforce (initial)*	*₹ 5,670*	$ 76
	6	**Intangible cost**	**₹ 27,000**	**$ 360**
	6.1	*Impact on Staff Learning & Adaptation*	*₹ 10,000*	$ 133
	6.2	*Productivity Losses during Transition*	*₹ 8,000*	$ 107
	6.3	*Impact on Customer Satisfaction & Reputation*	*₹ 9,000*	$ 120
		TOTAL YEAR 1 COST	**₹ 5,996,170**	**$ 79,949**
Year 2				
	1	**Maintenance Cost**	**₹ 282,000**	**$ 3,760**
	1.1	*Server Hosting*	₹ 90,000	$ 1,200
	1.2	*Security check*	₹ 66,000	$ 880
	1.3	*Hardware maintenance*	₹ 72,000	$ 960
	1.4	*Data Backups*	₹ 54,000	$ 720
	2	**Subscriptions**	**₹ 81,000**	**$ 1,080**
	2.1	*Software Licensing*	*₹ 45,000*	$ 600
	2.2	*Cloud Storage*	*₹ 36,000*	$ 480
	3	**System upgrades**	**₹ 12,500**	**$ 167**
	3.1	*Updating system, functions*	*₹ 8,000*	$ 107
	3.2	*Error Fixing*	*₹ 4,500*	$ 60

	4	**Workforce**	**₹ 4,500**	**$**	**60**
	4.1	*Training Workforce (initial)*	*₹ 4,500*	$	60
	5	**Intangible cost**	**₹ 18,000**	**$**	**240**
	5.1	*Ongoing Staff Learning & Adaptation*	*₹ 5,000*	$	67
	5.2	*Continuingly Transitions*	*₹ 3,000*	$	40
	5.3	*Opportunity Costs associated with Downtime*	*₹ 10,000*	$	133
		TOTAL YEAR 2 COST	**₹ 398,000**	**$**	**5,307**
Year 3					
	1	**Maintenance Cost**	**₹ 282,000**	**$**	**3,760**
	1.1	*Server Hosting*	₹ 90,000	$	1,200
	1.2	*Security check*	₹ 66,000	$	880
	1.3	*Hardware maintenance*	₹ 72,000	$	960
	1.4	*Data Backups*	₹ 54,000	$	720
	2	**Subscriptions**	**₹ 81,000**	**$**	**1,080**
	2.1	*Software Licensing*	*₹ 45,000*	$	600
	2.2	*Cloud Storage*	*₹ 36,000*	$	480
	3	**System upgrades**	**₹ 12,500**	**$**	**167**
	3.1	*Updating system, functions*	*₹ 8,000*	$	107
	3.2	*Error Fixing*	*₹ 4,500*	$	60
	4	**Workforce**	**₹ 4,500**	**$**	**60**
	4.1	*Training Workforce (initial)*	*₹ 4,500*	$	60
	5	**Intangible cost**	**₹ 27,000**	**$**	**360**
	5.1	*Ongoing Staff Learning & Adaptation*	*₹ 5,000*	$	67
	5.2	*Major updates/change*	*₹ 12,000*	$	160
	5.3	*Opportunity Costs associated with Downtime*	*₹ 10,000*	$	133
		TOTAL YEAR 3 COST	**₹ 407,000**	**$**	**5,427**

Note:

- Intangible Cost are estimates based on assumptions which change yearly.
- The workforce training cost is higher in the first year due to large training compared to other years as may take more time because all workforce needs to be trained.
- All other followings years after year one will have less updating error fixing cost.
- Every 2-3 years there will be a major update to the system so updates will cost more.

ROLLOUT PLAN

Testing:

To: Indian Channel
From: Krish, Johnson, Gabe, David
Date: 3/15/24
Subject: Software Testing Plan for Food Management and Reservation System
Dear owner,

We are writing to outline our plan for testing the Food Management and Reservation System that is currently under development. Ensuring the reliability and functionality of the system is crucial for providing a seamless experience to our customers and optimizing our operations. Below, we have detailed our approach to unit testing, integration testing, and system testing for both the food management and reservation systems.

Unit Testing				
Food Management System				
Function	***Description***	***User action***	***Expected Outcome***	***Testing Procedure***
Inventory Update Functionality	Test the inventory update function by simulating various scenarios such as adding new items, updating quantities, and removing items.	Enter different types of inventory updates through the system interface.	The inventory quantities should be updated correctly, and any changes should be reflected in real-time.	Verify that the system accurately reflects the changes made to the inventory.
Order Processing Functionality	Test the order processing function to ensure that orders are correctly received, processed, and updated in the system.	Place orders with different items and specifications	Orders should be successfully processed without errors, and order details should be correctly stored in the system.	Monitor the order processing flow and verify that orders are recorded accurately.
Reservation System				
Function	***Description***	***User action***	***Expected Outcome***	***Testing Procedure***
Reservation Booking Functionality	Test the reservation booking function to ensure that customers can make reservations without encountering any issues.	Attempt to make reservations for various dates, times, and party sizes.	Reservations should be confirmed and stored correctly in the system	Check that reservations are successfully recorded in the system and that conflicting bookings are detected

Integration Testing				
Food Management System				
Integration	***Description***	***User action***	***Expected Outcome***	***Testing Procedure***
Integration with Inventory Database	Test the integration between the food management system and the inventory database to ensure seamless data exchange.	Perform inventory updates and order placements through the system interface.	Inventory data should be synchronized between the two systems, and updates should be reflected in real-time.	Verify that inventory changes made in the food management system are accurately reflected in the inventory database.
Integration with Payment Gateway	Test the integration between the food management system and the payment gateway to ensure smooth transaction processing.	Process test orders and payments through the system.	Payment transactions should be completed successfully, and payment records should be accurately stored in the system.	Verify that payment transactions are securely processed and recorded in the system.
Reservation System				
Integration	***Description***	***User action***	***Expected Outcome***	***Testing Procedure***
Integration with Calendar System	Test the integration between the reservation system and the calendar system to ensure accurate scheduling and availability management.	Attempt to make reservations for different dates and times.	Reservation bookings should be reflected accurately in the calendar system, and conflicts should be detected and resolved.	Verify that reservation bookings are correctly synchronized with the calendar system and that availability is updated accordingly.
Integration with Notification System	Test the integration between the reservation system and the notification system to ensure timely communication with customers.	Make reservations and verify receipt of confirmation notifications.	Customers should receive confirmation notifications promptly after making reservations, and any updates or cancellations should be communicated effectively.	Confirm that customers receive timely notifications for their reservations via email or SMS.

System Testing				
Food Management System				
System function	***Description***	***User action***	***Expected Outcome***	***Testing Procedure***
End-to-End Order Processing	Test the entire order processing flow from order placement to delivery/pickup to ensure seamless operation.	Place test orders through the system interface and monitor the entire order lifecycle.	Orders should be successfully processed and fulfilled without errors, and all relevant data should be accurately recorded in the system.	Verify that orders are processed correctly, inventory is updated accordingly, and payments are processed smoothly.
Performance	Test the system's performance under different load conditions to ensure scalability and reliability.	Simulate high traffic scenarios by placing a large number of concurrent orders.	The system should maintain acceptable performance levels even under high load conditions, with minimal downtime or slowdowns.	Monitor system response times and resource utilization metrics.
Reservation System				
System function	***Description***	***User action***	***Expected Outcome***	***Testing Procedure***
End-to-End Reservation Management	Test the entire reservation management process from booking to confirmation to cancellation.	Make reservations and cancel.	Customers should be able to make reservations easily, receive timely confirmations, and modify or cancel reservations as necessary.	Verify that reservations are successfully booked, confirmed, and updated as needed. Monitor whole reservation cycle.
Usability	Test the system's user interface and navigation to ensure a user-friendly experience.	Interact with the reservation system interface to perform common tasks such as making reservations and updating personal information.	The reservation system should be intuitive and easy to navigate, with clear prompts and instructions for users.	Solicit feedback from Test users regarding ease of use, clarity of instructions, and overall satisfaction with the system.

By following this comprehensive testing plan, we aim to identify and resolve any issues or errors in the software before its deployment, ensuring a smooth and reliable experience for both our staff and customers. If you have any questions or concerns regarding the testing plan or the software development process, please don't hesitate to reach out.

Thank you,

Software Strategy:

To: Indian Channel
From: Krish, Johnson, Gabe, David
Date: 3/15/24
Subject: Software Testing Plan for Food Management and Reservation System

Dear Owner,

We are writing to outline the system rollout and changeover strategy for the implementation of our new Food Management and Reservation System. After careful consideration of various approaches, we have decided to proceed with the Direct Cutover method which involves transitioning from the old system to the new system in a single, abrupt changeover.

The direct cutover approach will allow for a swift and immediate transition to the new system, minimizing disruption to daily operations. This method is generally more cost-effective compared to other changeover strategies, as it requires fewer resources and less time for implementation. Also, as Indian channel needs this system early because of errors and mismanagement in previous system this approach is more beneficial than others for implementing the new system.

Here's how we plan to execute this strategy:

Preparation:

- Conduct comprehensive training sessions for all staff members who will be using the new system. Training will cover system functionalities, processes, and troubleshooting procedures.
- Transfer relevant data from the old system to the new system, including inventory records, customer information, and reservation details.

Testing:

- Perform rigorous testing of the new system to identify and resolve any potential issues or bugs.

Action:

- Determine a suitable date and time for the system rollout, taking into account factors such as customer demand in summertime as per our previous meeting.
- Assign dedicated support personnel to monitor the system rollout and address any issues or concerns that may arise during the transition period.

We believe that the direct cutover approach offers the most efficient and effective way to implement our new Food Management and Reservation System for Indian channel by following this strategy, we aim to achieve a seamless transition and maximize the benefits of our investment in the new system.

If you have any questions or concerns regarding the system rollout/changeover strategy, please feel free to reach out.

Thank you,

Manager Training Plan:

1. *System Overview:*
    - Provide an in-depth overview of the Food Management and Reservation System's features, emphasizing its capabilities in data analysis, reporting, and administrative controls.
    - Highlight key functionalities such as order management, menu updates, inventory tracking, and reporting tools.
2. *Utilizing System-Generated Reports and Data Analytics:*
    - Train managers on accessing and interpreting system-generated reports to gain insights into business performance and customer trends.
    - Showcase various types of reports available, such as order history, inventory levels, sales trends, and customer feedback.
    - Provide examples of how data analytics can be used to identify opportunities for menu optimization, cost reduction, and revenue growth.
    - Demonstrate the process of customizing reports to filter data, analyze trends, and generate actionable insights to make decisions for Indian channel.
3. *Addressing Common Issues and Troubleshooting:*
    - Identify common issues that managers may encounter while using the system, such as order, inventory, or system errors.
    - Provide step-by-step troubleshooting procedures for resolving these issues efficiently.
    - Encourage managers to maintain open communication with staff members to address any system-related concerns promptly.
4. *Scenario-Based Training:*
    - Conduct scenario-based training sessions to simulate real-world situations that managers may encounter while using the system.
    - Encourage managers to practice decision-making skills based on data insights and system-generated reports.

Front Desk Staff Training Plan:

1. *Making Reservations:*
    - Provide step-by-step guidance on how to make reservations using the system interface.
    - Demonstrate the process of searching for available dates, times, and tables.
    - Train staff on entering customer details, including name, contact information, and special requests.
2. *Modifying Reservations:*
    - Explain how to modify existing reservations in case of changes in date, time, or party size.
    - Train staff on accessing the reservation list, locating the desired reservation, and making necessary adjustments.
3. *Canceling Reservations:*
    - Guide staff through the process of canceling reservations when requested by customers or due to unforeseen circumstances.
    - Demonstrate how to locate the reservation to be canceled and initiate the cancellation process.
    - Highlight the importance of communicating cancellation policies to customers and handling cancellations with professionalism and empathy.
4. *System Interface Navigation:*
    - Familiarize front desk staff with the layout and functionality of the system interface.
    - Provide hands-on practice sessions for navigating through different screens, menus, and options.
5. *Scenario-Based Training:*
    - Conduct exercises to simulate various reservation scenarios, such as handling last-minute bookings, resolving double bookings, and accommodating special requests. Also, what to do when encounter an error, how to troubleshoot.

Kitchen Staff Training Plan:

1. *Order Processing:*
    - Demonstrate the process of receiving, processing, and fulfilling orders through the system interface.
    - Train kitchen staff on navigating the order queue, prioritizing orders based on urgency or time sensitivity, and managing order statuses (e.g., received, in progress, completed).
2. *Inventory Management:*
    - Provide guidance on inventory management tasks and updating ingredient quantities within the system.
    - Demonstrate how to access the inventory management module, view current ingredient levels, and track ingredient usage.
    - Train kitchen staff on updating ingredient quantities as ingredients are used or received, ensuring accurate inventory records.
3. *Scenario-Based Training:*
    - Conduct exercises to simulate various kitchen scenarios, such as handling rush hours, managing special orders, and coordinating with servers.
    - Encourage kitchen staff to practice using the system interface to process orders and manage inventory in a simulated environment.
4. *Troubleshooting and Support:*
    - Address common issues or challenges that kitchen staff may encounter while using the system.
    - Provide troubleshooting tips and solutions for resolving system-related issues quickly and efficiently.

Server Training Plan:

1. *Order Taking:*
    - Conduct simulated order-taking scenarios to practice entering customer orders accurately and efficiently into the system.
    - Train servers on navigating the order entry interface, selecting menu items, specifying customizations, and confirming orders.
2. *Table Management:*
    - Guide servers in assigning tables, seating guests, and managing table statuses using the system interface.
    - Demonstrate how to view table layouts, check table availability, and update table statuses (e.g., occupied, reserved, available).
3. *Payment Processing:*
    - Train staff on processing payments, splitting bills, and printing receipts through the system's payment processing interface.
    - Demonstrate how to access the payment processing module, select payment methods (e.g., cash, credit card), and enter payment amounts.
    - Provide guidance on splitting bills among multiple guests, applying discounts or promotions, and generating itemized receipts for customers.
4. *System Navigation and Efficiency:*
    - Familiarize servers with the layout and functionality of the system interface, including shortcuts and time-saving techniques for efficient navigation.
    - Encourage staff to utilize system features such as order history lookup, menu item search, and table status monitoring to streamline workflow and improve service speed.

USER DOCUMENTATION:

Kitchen Staff Manual

User documentation – The Indian Channel

Welcome to the user documentation for the Food Management and Reservation System. This document is designed to provide kitchen staff with guidance on using the system effectively to streamline kitchen operations and enhance efficiency.

System Overview

Overview: The Food Management and Reservation System is a comprehensive software solution designed to streamline kitchen operations, enhance menu management, and improve inventory tracking. It offers the following key features and capabilities:

1. Order Management: Receive, process, and fulfill customer orders efficiently.
2. Menu Management: Update menu items, add specials, and modify item availability.
3. Inventory Tracking: Monitor ingredient quantities, track usage, and generate inventory reports.
4. Reporting: Access reports on order history, inventory levels, and kitchen performance.
5. Security: Ensure data security and integrity through user authentication and access control.

Source of document content

The source document in the kitchen system comprises various elements essential for tracking and managing kitchen operations efficiently. Here's a detailed overview of the source document content:

Order Details:

- Includes information about customer orders placed through the system.
- Contains details such as order ID, timestamp, and customer name.
- Specifies the items ordered, quantities, special requests, and modifications.

Inventory Records:

- Tracks the inventory levels of kitchen ingredients and supplies.
- Records quantities on hand, units of measure, and reorder thresholds.
- Logs information on ingredient usage, receipts, and adjustments.

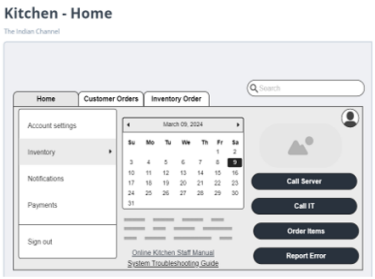
Supplier Information:

- Stores details of suppliers and vendors from whom ingredients are sourced.
- Includes contact information, delivery schedules, and pricing agreements.
- Tracks past orders, invoices, and payment terms for each supplier.

Order History:

- Maintains a record of past orders processed through the system.
- Tracks order status, fulfillment details, and customer feedback.
- Enables analysis of sales trends, popular menu items, and peak ordering periods.

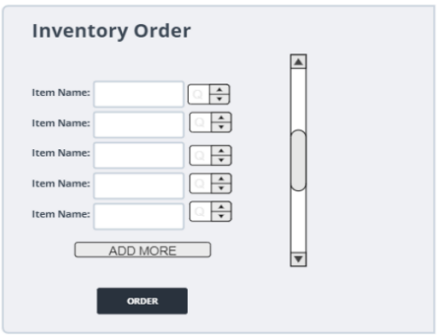
Home Interface: Start



Overview:

1. Calendar: View upcoming events and reservations.
2. Payment: Process orders and manage billing.
3. Account Settings: Customize preferences and update information.
4. Inventory: View inventory levels, reports
5. Notification: Receive alerts and messages.
6. Sign Out: Log out for security.
7. Call IT Button: Contact IT support for assistance.
8. Report Error Button: Report system issues.
9. Call Server Button: Communicate with serving staff.
10. Order Items Button: For ordering Inventories
11. Links for Online Manual and Troubleshooting: Access resources for guidance and troubleshooting

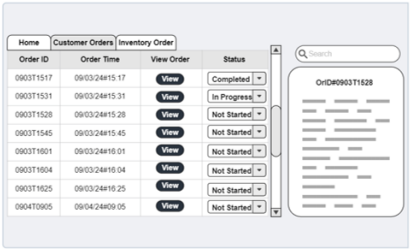
Placing Order for Inventory



Steps:

1. Check current stock levels and identify items that need replenishment.
2. Choose the items to order and specify the quantities needed.
3. Review the order details and submit the order to the supplier.

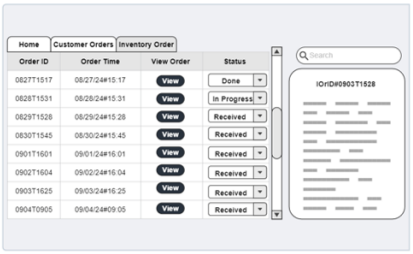
Reviewing Customers Order



Steps:

1. Access the order queue to see a list of incoming orders. (Orders are typically sorted by time of receipt or priority status).
2. Select an order from the queue to view its details.
3. Check the items ordered, quantities, special requests, and customer information.
4. Once the items are prepared and ready for serving, mark the order as completed.
5. Update the order status to indicate that it is ready for pickup or delivery.

Reviewing Inventory Order



Steps:

1. Log in to the system and go to the inventory Order section.
2. Check the list of incoming inventory orders.
3. Choose a specific order from the queue.
4. Review the order details, including items ordered and quantities.

Responsibility for Specific Input/Output:

Kitchen staff are responsible for:

- Inputting order details accurately into the system.
- Ensuring timely preparation and serving of menu items.
- Updating inventory levels and ingredient quantities as needed.

Responsibility for Specific Input/Output:

To request changes or report problems:

- First Please check the Manual Guide or Troubleshooting Guide to solve the established problem.
- If problem persists:
  - Contact the system administrator or designated support personnel by clicking button Call IT or by calling +91 82792829292.
  - Provide detailed information about the issue or change request.
  - Or click on report and error and enter details.

Frequently Asked Questions (FAQs):

Q: How do I access the inventory management module?

A: You can access the inventory management module by logging into the system and navigating to the designated section in the menu.

Q: What should I do if an ingredient is out of stock?

A: If an ingredient is out of stock, you should update its availability status in the system and notify the supervisor/ Kitchen Head to order inventory.

Q: What should I do if I encounter an equipment malfunction or breakdown?

A: If you encounter an equipment malfunction or breakdown, report it to the maintenance department or designated personnel immediately. Avoid using the equipment until it has been inspected and repaired to prevent safety hazards or further damage.

Getting Help and Updating the User Manual:

For assistance or further clarification:

- Refer to the user manual for step-by-step instructions.
- Contact the system administrator or IT support team for additional help.
- Procedures for updating the user manual will be provided by the system administrator.
- View: https://TheIndianChannel/Satff/Manuals/Kitchen.com Site.