

## Savory Sauce, Alberta

Savory Sauce is a popular and successful All-Cuisine Restaurant chain which serves people of Alberta every day. With branches spread all over Alberta, it has headquarters in Edmonton. As of March 2020, the company has earned revenue of \$34 billion with 4300 employees to its exposure. The IT hierarchy of the company is as follows:

- 1 Chief Information Officer
- 2 Chief Technology Officer
- 1 Chief Information Security Officer
- 5 IT Project Manager
- 5 Zonal Heads (IT)
- 1 IT Zone Manager
- 20 IT employees (Helpdesk, IT support, Developers, SEO)

SavorySauce provides Online Ordering, delivery, takeout, mobile-app ordering, contactless payments and e-gift cards, so restaurant operators can adapt fast and take control of changing industry trends and customer expectations. It uses a POS software, Toast, which works on a cloud-based platform with constant feature updates and allows the employees to access restaurant data from anywhere, on any mobile device. Since, SavorySauce is a restaurant with table service mainly, server can easily process payments and take orders tableside using the software to improve throughput and efficiency. Bars can track tabs, as well as look up drink recipes, helping to improve overall client satisfaction.

Various departments and services:

1. Management Hierarchy (General Manager, Headwaiter, Group Chef)
2. Restaurant Level Executive Department (Restaurant Manager, Assistant Managers, Shift running Manger, Floor Manager, Staff Training Crew)
3. Restaurant Kitchen Hierarchy (Executive Chef, Sous chef, Chef de partie)
4. Front of House Hierarchy (Station Headwaiter, Waiter, busboys)
5. Marketing and Sales Department
6. Finance Department
7. Human Resources
8. IT Operations
9. Customer Service (Information, Order Tracking and Payments)
10. Supply Chain Department
11. Hygiene Inspection Department