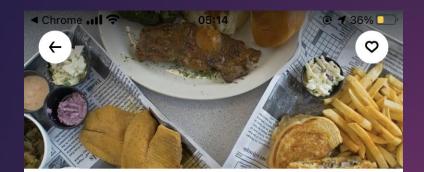


ILS Group Project

JIMMY'S KILLER FISH AND

- ▶ Jimmy's Killer Fish & Chips is a scaled down version of the Jimmy's Killer Prawns and is geared for the take-away & take-home market. Most of the stores also having seating available for the customer on the go. Our brand accommodates current customer trends, varied tastes & preferences. Furthermore, we cater for all sectors of the population & all income groups.
- Jimmy's mission is to provide affordable meals with excellent taste, superior quality, fast & friendly service, highest levels of hygiene & exceptional value to all customers.
- Restaurants involve much more than just making food for clients and Jimmy's is no exception. Successful restaurants design operations aimed at pleasing customers and generating profit and avoiding potential crises such as poisoning.
- In addition to handling the logistics of ordering and stocking ingredients, a Jimmy's Killer fish and chips must oversee the elements not related to food such as ambience and service

- Jimmy's specializes is fast foods which involve Fish, Chips, Burgers, and breakfast food. We open at 9am and close at 9pm daily. We operate out of Silverton; Pretoria and we also have a branch in Cullinan Pretoria.
- At each branch we have a manager and he responsible for planning menus and promotions. Organizing the structure and everything daily in a business. He also acts a director and leader to all the other subordinate staff. He oversees the coordination and drawing up of the business' budget which involves how money will be spent.
- They also have a supervisor whose responsibility is to communicate the needs of the organization as detected by the manager. They also oversee the daily operation of the restaurant and dictate how things should be done and according to standard.



#### Jimmy's Killer Fish & Chips, Norwood

Seafood • RR • 4.2 ★ (37)

Delivery • Pick-up Opens at 9:00 AM

#### Restaurant info

52 Grant Ave, Norwood, GT 2192

More info

Menu



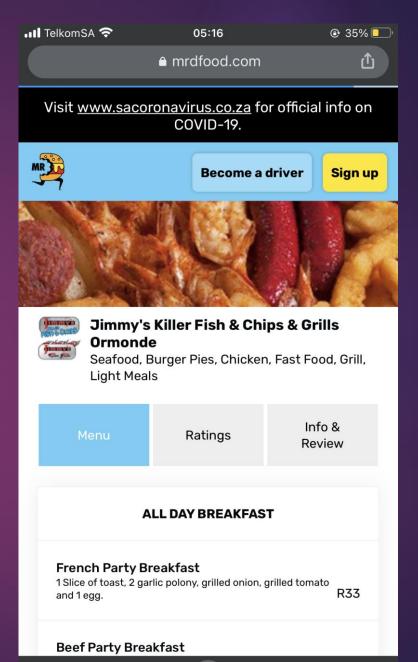
#### Picked for you

Legendary Hake and Chips

R 78,20

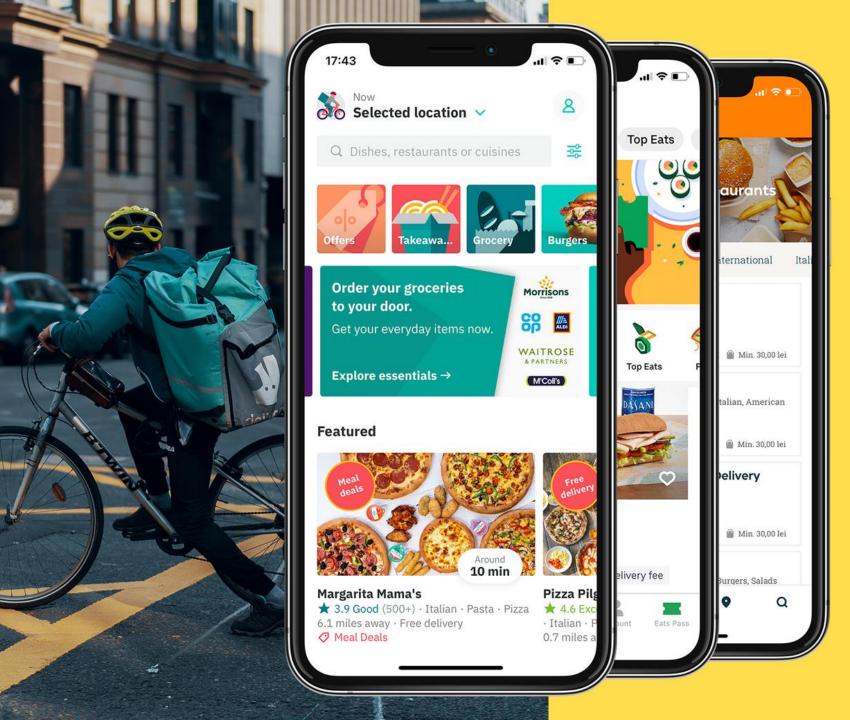
#### **Family Combo**

3 Legendary hake and chips.



47

•••



# Let's talk food delivery apps

- ▶ Jimmy's Killer fish and chips also have an app available for download where customers can order food from home and have it delivered to them. We also have our food on the internationally accredited delivery service Uber Eats.
- The process of ordering food for delivery on our app involves creating an account and selecting the order that suites you.
- ► Each chef also creates a profile for the reason of the user to see and know the chef who prepared their food.

# **Business Operations**

#### **Purchasing**

- Jimmy's Killer Fish and Chips always have inventory on hand to prepare menu items that customers order. These include, cooking oil, meat, vegetables etc.
- Taking care of a restaurant kitchen is a delicate procedure which involves making sure that it meets health standards for a safe place for the purchased food and ingredients.
- Another important thing to remember is that many ingredients are perishable, and you should avoid buying more than you will use before it spoils.
- Purchasing also involves keeping close track of how much stock the business has on hand and how quickly you typically use each item.



#### **Preparation**

- Food preparation operations involve developing systems for cooking and serving each item on the menu and making changes and adaptations for special requests or allergies.
- An efficient restaurant preps some ingredients in advance by cooking sauces or chopping vegetables, and then completes the final steps when a customer orders an item.
- Jimmy's also looks at special requests like Halal, vegetarians etc. Successful food preparation depends on knowing precisely how long it takes to cook each dish and planning tasks so the plates that each table orders will come out at the same time.
- We also specialize in accruing grade A meat because it is our main ingredient and everything else we use.



#### <u>Service</u>

- Successful restaurant service involves attentiveness as well as cognizance of customers' boundaries. A host/hostess greets customers as soon as they arrive and seat them as soon as possible, and servers aim for standards regarding timing to take orders and then follow up with subsequent parts of the service routine such as serving appetizers and taking orders for entrees.
- Our servers also specialize in being polite and kind to customers. Even when customer is making online orders for home delivery.
- We always have special promotions for online users as well like Free Delivery every Wednesday or a full refund if something goes wrong with the delivery.

#### **Delivery**

- We have our own delivery service where customers can call our free-toll number to order in food. We also in the early stages of our own mobile application for delivery and reporting anything else that is a problem.
- ▶ We also work with the internationally accredited delivery service, Uber Eats. We also have our food listed on the Mr D application. Our restaurants are also 4 star and 4.5 star rated on both apps respectively.
- Our delivery staff specialize in punctuality and being polite when we deliver food. Since 2018 our delivery section has vastly increased just as much as the order ins.

## Business Rules

- Appearance and Hygiene Hair should be secured at all times. This means that employees should wear hair nets or hats when working in the kitchen. Also, keep your hair neatly out of the way when preparing food.
- ► There are a few uniform standards that apply to every restaurant. These are uniform requirements that apply regardless of the job. They should be free of stains, no matter the occasion, and should be worn with an appropriate length.

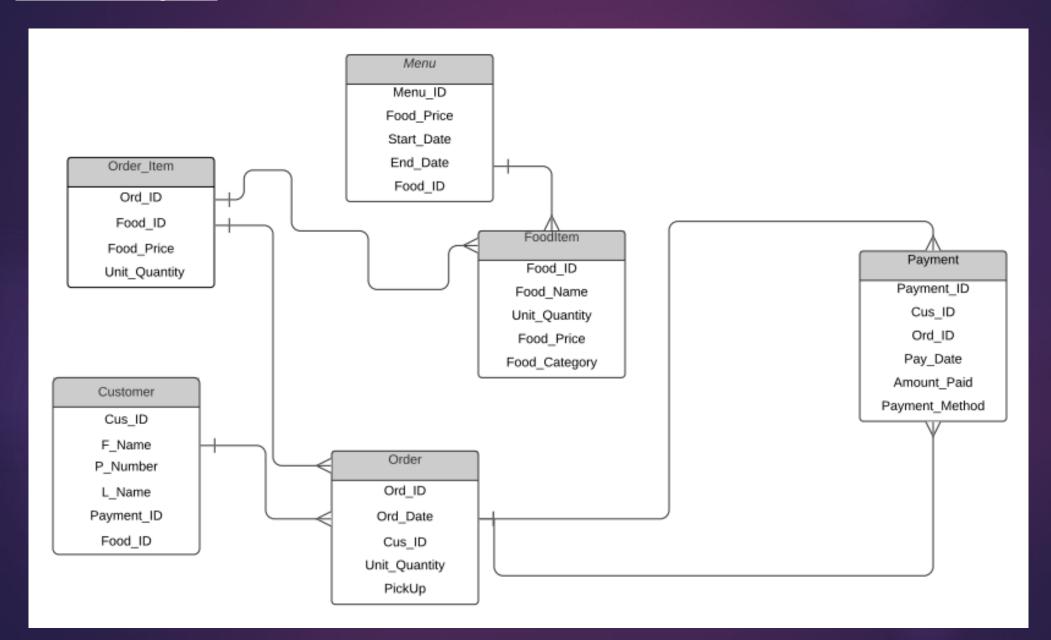
- Manners and Communications Skills Staff members should greet customers promptly when they enter the restaurant, and extend the same courteous promptness when they are seated, ordered, or asked for refills.
- Never interrupt a customer when they are speaking, and always look at them directly.
- Being cordial is very important to the employees. Good manners are also very important to the customers.

- Timely Performance and Time Off Employees should arrive for their shifts at a few minutes early to give themselves enough time to clock in and to hear any specials or information they need to know.
- Also, asking for time off is an important step to ensure the proper coverage.
- Every restaurant has different policies and procedures that employees need to learn. It's of utmost importance to know those policies and procedures well, but it's also important to have fun.
- Working in a restaurant isn't only about selling food but is an experience that will engage customers so they'll want to come back again and again to a clean, happy, mannerly staff, as well as to a restaurant's menu. Rules help make a restaurant a success for everyone.

# Business Rules for online orders

- The customer must supply a local telephone number and valid email address for online order.
- A valid credit/debit card must be available for online order confirmation.
- The online order must be confirmed by the head waitress via return phone call
- Preparation of the online order is not started until after the confirmation call.
- ▶ The credit/debit card number is held for online orders if the customer chooses to pay with cash or personal check.
- Payment for an online order is not processed until (failure of) customer pick-up.

#### **Initial ER Diagram**



# Relational Schema



```
✓ ✓ identifier.sqlite.Jimmy'sFishAndChips 1

✓ 

✓ main

✓ 

    tables 9

✓ III Admin

            ■ Admin_ID VarChar(50)
            Admin_Name VarChar(50)
            ■ Username VarChar(50)
            ■ Status bool
            Menu_ID int
             PK_Menu_Admin (Menu_ID)
             foreign-key #1 (Menu_ID) → Menu (Menu_ID)
             Ju sqlite_autoindex_Admin_1 (Menu_ID) UNIQUE

✓ III Chef

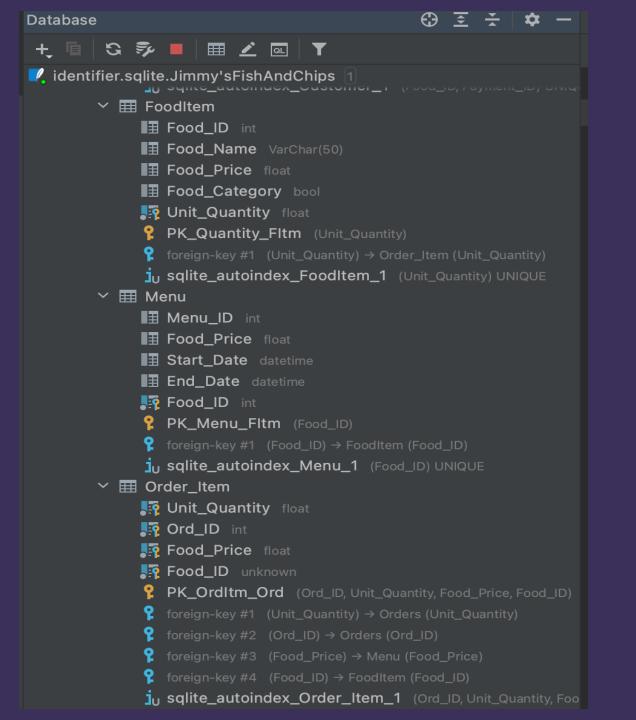
            ■ ChefID int
            First_Name VarChar(50)
            ■ Last_Name VarChar(50)
            ■ Username VarChar(50)
            ■ P_Number int
            Ord_ID int
             PK_Chef_Ord (Ord_ID)
             foreign-key #1 (Ord_ID) → Orders (Ord_ID)
             ju sqlite_autoindex_Chef_1 (Ord_ID) UNIQUE
       ■ Cus_ID VarChar(50)
            ■ F_Name Varchar(50)
            ■ L_Name VarCar(50)
            ■ P_Number int
            Payment_ID int
            Food_ID int
             PK_Cus_Fltm (Food_ID, Payment_ID)
             foreign-key #1 (Payment_ID) → Payment (Payment_ID)
             foreign-key #2 (Food_ID) → FoodItem (Food_ID)
             ju sqlite_autoindex_Customer_1 (Food_ID, Payment_ID) UNIQI
```

```
✓ III Orders

     ■ Ord_ID int
     ■ Ord_Date datetime
     ■ Unit_Quantity float
     ■ PickUp Bool
     Cus_ID VarChar
     PK_Ord_Cus (Cus_ID)
     foreign-key #1 (Cus_ID) → Customer (Cus_ID)
     ju sqlite_autoindex_Orders_1 (Cus_ID) UNIQUE

✓ ■ Payment

     ■ Payment_ID int
     ■ Payment_Method bool
     ■ Amount_Paid float
     ■ Pay_Date datetime
     ■ Ord_ID int
     Cus_ID VarChar
     PK_Payment_Cus_Ord (Ord_ID, Cus_ID)
     foreign-key #1 (Ord_ID) → Orders (Ord_ID)
     foreign-key #2 (Cus_ID) → Customer (Cus_ID)
     ju sqlite_autoindex_Payment_1 (Ord_ID, Cus_ID) UNIQUE
```



### **Revised ERD**

