

2.2 User Characteristics

The online pastry management system will cater to various users involved in pastry operations and management. The user characteristics can be categorized as follows:

Admin - Pastry Owner and Manager:

- The admin, as the pastry owner and manager, has privileged access to the system for efficiently managing overall bakery operations.
- The admin can utilize various features and functionalities across multiple modules to monitor and control business processes effectively.
- Inventory levels can be tracked by the admin, who can also manage stock and generate reports on ingredient usage and waste.
- Recording sales transactions, generating receipts, and tracking sales by product, customer, or date are tasks handled by the admin.
- The admin has the ability to create and edit recipes, store ingredient lists, and calculate ingredient costs and yields.
- Managing staff schedules, recording attendance and time off, processing payroll, and conducting performance evaluations are part of the admin's responsibilities using the system.
- Financial reports can be accessed by the admin to monitor expenses and revenues, manage budgets, and handle accounts payable and receivable.
- The admin can create and manage customer accounts, implement loyalty programs and discounts, and collect and respond to customer feedback and reviews.

Furnitor - Staff and Employee:

- Furnitor, as a staff member or employee, can use the system for recording attendance, managing schedules, and accessing work-related information.
- Furnitor will have access to relevant modules based on their specific roles and responsibilities within the bakery.

Customers:

- Interact with the system indirectly through features like loyalty programs, discounts, and feedback submission
- Provide feedback and reviews, which can be accessed and responded to by bakery owners and managers
- It is important to note that the specific user characteristics and access privileges within the system may vary depending on the roles and permissions assigned by the bakery owners and managers.