**MGS 351**

**Group 2**

[**http://www.mgs351lf.weebly.com**](http://www.mgs351lf.weebly.com)

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**Report 1: Group Customers By Order Date**

This report will be used to keep track of the different customers and their specific orders on each day. This will help determine the daily revenue inflow and production levels. It can determine what days of the week have a higher demand than others. Therefore this data can be used to create specials of the day or incorporate other promotions according to the average daily demand for types of orders.

It can also help management determine how well they are doing as a restaurant on a daily business, keeping track that they aren't losing sales. They can determine their average productivity per day and make sure their business isn't declining. This means staying on top of over ordered ingredients or pizza left out at the end of a business day.

**Report 2:Group Order By Employee**

This report will be used to keep track of which employee handles each of the different orders. By doing so, any incorrect orders or any other inefficiency can be tracked down to who was in charge of taking that order. The owner can also see who is taking more orders and therefore being more productive. This can lead to employee compensation or to help determine the ‘Employee of the month’, which will improve worker satisfaction.

**Report 3: Order Type**

This report can be used to easily access specific order types. Therefore a specific pizza type can be entered in to find out how many orders were requested for it. It can assess how popular the pizza type is in the event that certain pizzas need to be removed from production or if the pizzeria wants to focus on the most popular types.

By having this report, the business is able to continually make changes and improvements on the different types of pizza they serve. Therefore it can be linked to any customer feedback to enhance the business.

**Report 4: Payment Type**

This report will be used to quickly look up the different forms of payment a customer uses. A cash or credit payment can be identified easier in case there was a problem with one of those specific payment types. The business can keep track of both credit transactions that have gone through the system as well as cash that has been dealt with manually by employees. Therefore there is a valid system in place to keep a trail of revenue coming in from orders.

**Report 5: Sort Order Time By Customer**

This report can determine the frequency of orders at certain times of the day. It can help figure out how many employees need to be working around those times or see if less people are needed. This can help solve the problem of idle workers who are hired when there is a lower demand for orders. It can also help in case the restaurant wants to change their hours of operation. They may desire to close at certain hours based on their demand levels that they can determine from this report.

**Our System**

Our system helps employers and the owners of La Famiglia keep track of their employees and how much work they are getting done and if it is efficient or not. By looking at how many orders they are delivering, where they are delivering and what specifically they are supposed to deliver. Not only that but the system also helps out with bringing in new employees and getting rid of old ones of the database so there are less mistakes. Also this system makes it very easy to see what the customer is ordering, when he or she ordered it, and as well as add or go through the ordering records. By having all of this they flow of the pizzeria is much better off from where it was with the paper system before and hoping that no orders were lost in the process. That’s the other added bonus with this system, if something were to go wrong and someone didn’t get their order or something wasn’t right on their order we can go back and see where that might have gotten wrong, which ultimately cuts back on customers having to wait longer for lost orders and or being disgruntled. Not only that but the system also makes it easy to see the order details of every order and connect it to which employee is delivering it to which customer.

For future enhancements we were thinking of added more sections into the order details so we can get more specific and have even less problems. Not only will those added sections help the employees and pizza makers in the pizzeria but it also helps a lot with the customer not having to repeat him or herself about what they want on their pizza. Other future enhancements go along the lines of staying up to date on our order choices and what you can get, so expanding the order possibilities is another huge enhancement in the foreseeable future.

As for a backup strategy, if anything ever went wrong with the system or there is a power outage and the computer system is down, could always go back to the old method with the paper and putting it above the cook after each order. As for maintenance, if there were any problems we would just call a technician.