Payment Type Report:

The payment type report is used to quickly locate customer payments. There are three groups in the report; cash, credit, and both. The both category is used to identify customers who used both cash and credit in a single order. Using this report, we will be able to identify the preferred choice of recurring customers, allowing us to then set it as their default payment type. This will reduce time spent handling inquiries about payment type, allowing for quicker service.

Customers Report:

The customers report keeps a record of every customer record that has been entered into the database. This report serves multiple purposes for the business. One purpose is by allowing the restaurant to send promotional details to each customer, either by mail or by e-mail. The restaurant can also identify the geographical area in which the majority of their orders are coming from, which can help in collecting demographic information. For example, recognizing that there is high delivery traffic to college campuses would tell the employees that there is a strong market for college students. In addition, if there is ever an emergency where they need to let customers know about recalls on food, they can quickly pull up their contact information and call them to let them know about the situation.

Order Items Report:

The order item report allows employees of Cheng’s Cafe to view which items have been ordered in a chronological view, arranged by orderitemID. This report helps prevent restaurant from mishandling orders. The report also assists chefs, as they sometimes misunderstand what items been ordered, but this report can help prevent this due to the display of both item name and picture, making order items easier to identify. Quantity of items ordered is also listed on the report, which is helpful in that it allows restaurant employees to estimate when to place an order based on the quantity being ordered.

Average Price Report:

The average price report displays the average price of all menu items. This information helps the restaurant management to keep track of menu item prices in order to ensure the price point is fair and not underpriced or overpriced. Management can also edit the price with ease when they feel it to be necessary. According to the report, the average price is listed as $7.60. This price can be attractive to customers because it is a fairly low compared to other Chinese restaurants.

Orders Report:

This report includes features found on both the Customers report and the Orders report. The report displays each order that specific customers have placed, also allowing employees to view special needs and instructions for each individual customer. The report displays the fields for Date, Time, Order ID #, Special Instructions, Payment Type, and Delivery Address. This specific display of information which the report provides helps to simplify the view of each customer and their respective orders. In addition, the report allows the restaurant to track when and where the majority of their orders are placed. This can help them to prepare for busy times during the week, which can prevent potential complications in service.