MGS Final Project: Cheng’s Cafe

Friday 1PM Group #1

Website URL: [Mgs351chengscafe.weebly.com](http://mgs351chengscafe.weebly.com)

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Cheng’s cafe is a family owned restaurant that is based in Edison, New Jersey. It is a small establishment that still uses old fashioned methods of ordering and tracking. We thought that there could be improvements to the order system currently used that could make things easier for the workers and customers and could ultimately help to create some business value. By speeding up order placing and delivery, customer satisfaction will increase and the business will be given the opportunity to propagate in the community. Within our database, we feature 4 main tables which users will interact with: Customers, Orders, Menu Items, and Order Items. All of these tables will be able to be edited and viewed by the workers each time an order was placed.

The Customers table will hold important information about each customer. Information fields included in the table includes customer name, phone number, home address, and email address. Once this information is stored, employees may search for customers using these fields and, in doing this, reduce the risk of making mistakes when handling their orders. Additionally, the business will be able to send out promotions and alerts to customers through mail or through e-mail, allowing customers to receive e-mail receipts and learn about special promotions held by the business.

The Orders table will be where each order will be recorded. Employees will have the ability to attribute an order directly to a customer and that specific order will be kept on record for that customer. The information fields included in this table are for the date, time, special instructions, delivery location, and method of payment. Allowing the employees to have this information on hand will help to speed up the order process and reduce the risk of mistakes when recording orders. Employees can assign menu items to each order by item name or by menu item ID, automatically adding the item and calculating a price to the order.

The use of this database can help to bring positive improvement to the business. By using our system, businesses can both speed up their ordering process significantly and ensure accurate order information is recorded. The business is also given the potential to save money by reducing the use of paper in recording orders.

The order tracking system that we want to implement is accessible and the effects of its use within the organization would be significant. Our goals in designing the tracking system are to reduce turnover time handling customers and reduce risk of error in recording customer orders. Customer satisfaction is the key to any successful business, as happy customers leads to more marketing and more revenue being brought in, and we aim to generate success for the business through the implementation of our database system.