MIS Team Project

Petra's New Website: Online Reservation & Ordering System

Alexa Haverly, Nick Javens, Pamela Oduho

04/12/16
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Introduction

The purpose of this project report is to introduce our group’s conceptual designs for an online reservation and ordering system proposed for Petra Restaurant, in Erie, PA.

The aim of this project is to introduce software packages for the owner to consider in his effort to update his current software systems. We believe that these packages will enhance Petra’s current state of interacting with his locally based customers.

This report presents a storyboard for each proposed online ordering and reservation system; an activity diagram outlining current and proposed workflow; a newly redesigned website; and a cost benefit analysis estimating alternatives that satisfy transactions and functional requirements for Petra’s website. Moreover, this report includes a discussion of how the designs could best serve Petra’s owner, Kal Darres, in generating revenue and lessons learned.

Problem/ Opportunity

Problem:
Peta Restaurant is a boutique Eastern Mediterranean restaurant which lacks a functional website with an online ordering and reservation system. On busy nights, customer satisfaction decreases due to longer wait time. Phone reservations and walk-ins are neglected resulting in unhappy customers. Thus, we propose a functional website that allow customers to make online ordering and reservation (s).

Opportunities:
Redesigning Petra’s website will not only introduce a portal for customers to conveniently make a reservation and to conduct online ordering, but will also will bring awareness to other services currently offered such as Sunset Cafe, catering, and special events like Mother’s Day Brunch taking place at Tom Ridge Environmental Center in Erie, PA.
Organic Proposal:

Pamela and Kal communicated via text messages. Meetings were also arranged that way as it was the most convenient way to communicate with the owner.

Thursday, February 25, 2016:
Pamela: Hi, Kal, how are you? I'm in a System Analysis class this semester and one of our group projects is to pick a business and identify a bottleneck. A few students and I chose Petra so we were wondering if you have any suggestions for us to focus on as we are interested in tackling the Petra website.

Thank you,
Pamela

Kal: Hi, Pamela. Let me think about it and I'll get back to you.

Pamela: Okay. Thank you.

Friday, March 19, 2016:
Alexa and her family went to Petra for dinner and discussed the website idea with Kal.

Tuesday, March 22, 2016
Pamela: Hi, Kal. Just a reminder from the team I formed for Petra. We would like to meet with you on Monday at 7pm or Tuesday at 6 pm to discuss the project and the new menu with prices. Part of this project is due Thursday, 3/31, so we were hoping to meet before then.

Please let me know.
Thanks.

Monday, March 28, 2016:
Pamela: Hi, Kal. Sorry to pester you, but my teammates and I are still waiting on your confirmation to meet with you on our effort to help redesign Petra’s website and online reservation services to help improve some bottlenecks customers are voicing. If you would please let me know if tonight at 7 pm or tomorrow at 5:30 pm would work.

Thank you,
Pamela

Kal: Hi, Pamela. Tomorrow at 5:30 would work best for me.

Pamela: Okay. Thanks, Kal
Tuesday, March 29, 2016:
Group went to Petra’s to meet with Kal. Discussed ideas and he gave us feedback on our started work. He agreed to forward us images, revised menu and bio to be added on the website.

Wednesday, March 30, 2016:
Pamela: Hi, Kal. We’re working on the cost benefit analysis for the project on the website. We’re wondering if you could possibly provide us with some data to work with such as: Avg. Cost for dinner for 2 or 1; the average. reservation forecast walk-in vs. phone reservations so that we generate realistic numbers for the online reservations and ordering system we’re trying to propose.

Thank you,
Pamela

Tuesday, April 05, 2016
Pamela: Hi, Kal. Would it be possible to meet sometime this week at 5:30 so that we finalize our project for presentation next Tuesday, 4/12. If not, please forward us the items we discussed last week so that we are able to complete the website for you.

Thanks,
Pam

Friday, April 8, 2016
Team met with Kal to show him our results and to show him how we would transfer our new website and project to him. He said that he would send us some photos and the new menu this weekend.
# Team Project Spreadsheet:

Use this spreadsheet to a) **Plan** your project scope, b) **Review** the plan with me, and c) Include in final drop box to **Report** on actual scope.

Aim for a **Requirements** score of at least 42 for **team projects**. At least 20 for **individual projects**.

The **table of contents** of the project report must reflect all claimed **formal sections**.

<table>
<thead>
<tr>
<th>Category</th>
<th>Project Elements</th>
<th>Engagement</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ideas</strong></td>
<td><strong>Problem/Opportunity Identification, Definition &amp; Reframing, Analyze Alternatives</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Root cause Analysis, Fishbone Diagram (formal section), WHY, Brainstorming, SWIPED</td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td><strong>Requirements</strong></td>
<td><strong>Requirements Elicitation from users &amp; stakeholders</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Observations, Data Collections, Surveys, Study current Procedures &amp; Workflow</td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td><strong>Research Software Packages, Feature Mapping (formal section)</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td><strong>Functional/Non-Functional/Supplemental (FURPS+) Requirements (formal section)</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td><strong>User Goals, User Stories, Use Cases (formal section)</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td><strong>Storyboard (formal section)</strong></td>
<td>Significant</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td><strong>Process Models [As-Is, To-Be], Activity Diagrams (Signavio), Simulation (BIM)</strong></td>
<td>Very Significant</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td><strong>Data Model (ERD) (formal section), STOP&amp;C</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td><strong>User Interface Design, UX, Mockups (Balsamiq) (formal section)</strong></td>
<td>Very Significant</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td><strong>Output Design: Reports, Emails, Visualizations, Dashboards (formal section)</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td><strong>Business Rules (Decision Table/Tree), Pseudocode, State Transition Diagram (formal section)</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td><strong>Cost/Benefit Analysis (Economic Feasibility) using Excel (NPV, PBP, IRR) (formal section)</strong></td>
<td>Significant</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td><strong>Feasibility Analysis (Technical, Operational, Schedule) (formal section)</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td><strong>Manage &amp; Communicate</strong></td>
<td><strong>Communicate with Stakeholders (meetings, interviews, feedback, building consensus)</strong></td>
<td>Significant</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td><strong>Bridging the User &lt;-&gt; IT communication gap</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td><strong>Communicate Ideas, Present, Facilitate/Manage Meetings</strong></td>
<td>Almost None</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td><strong>Project &amp; Scope Management, 80/20, KISS</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td><strong>Implement &amp; Deploy</strong></td>
<td><strong>BI: spreadsheet models, reports, queries, dashboards, visualizations, data mining</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td><strong>Application Prototype (LightSwitch or any other RAD or App Development tool)</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td><strong>Testing, Procedures, Demonstrations, Training, Conversion, Deployment, Change Mgmt</strong></td>
<td>None</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td>52</td>
<td></td>
</tr>
</tbody>
</table>
**Requirements:** Research Software Packages, Feature Mapping:

Online Ordering Comparison to Outback Steakhouse:

<table>
<thead>
<tr>
<th></th>
<th>Outback Steakhouse</th>
<th>Orders by Wix Restaurants</th>
<th>Orders by Wix Restaurants Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show Active Total</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Show Additional Options</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Add Special Instructions</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Add Multiple Items at Once</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Show Pickup Time Before Checkout</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Show Pickup Time After Checkout</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*Figure 1:* The table above compares Outback Steakhouse's online ordering system to the proposed online ordering system by Wix.com. This comparison was made at Kal's request, as it was an online ordering system that he had found the best.
### Online Ordering:

<table>
<thead>
<tr>
<th></th>
<th>Orders by Wix Restaurants Basic</th>
<th>Orders by Wix Restaurants Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>Free</td>
<td>$9.08/mo</td>
</tr>
<tr>
<td>Commission Free</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Multiple Payment Options</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Split Payment</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Receive Notification of Order</td>
<td>Text, Email, Fax</td>
<td>Text, Email, Fax</td>
</tr>
<tr>
<td>Select Areas for Delivery</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Mobile Friendly</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*Figure 2: Online ordering comparison of Free vs. Premium online ordering system.*

### Reservation System:

<table>
<thead>
<tr>
<th></th>
<th>OpenTable Connect</th>
<th>OpenTable Guest Center</th>
<th>Wix Bookings</th>
<th>Yelp SeatMe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>$0/mo + $2.50 per seated dinner</td>
<td>$249/mo + $1/seated dinner</td>
<td>Free</td>
<td>$99/mo</td>
</tr>
<tr>
<td>Manage Tables</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Online Reservations</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Post Reservations to Google Calendar</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Automatic Waitlist</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Mobile Friendly</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Text Confirmation/Reminder</td>
<td>N/A</td>
<td>N/A</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Website</td>
<td>OpenTable Connect</td>
<td>OpenTable Guest Center</td>
<td>Wix Bookings</td>
<td>Yelp SeatMe</td>
</tr>
</tbody>
</table>

*Figure 3: Comparison of general reservation system vs. Wix.com online reservation system (s).*
**Customer Relations:**

<table>
<thead>
<tr>
<th></th>
<th>Birthday Club (Wix)</th>
<th>Give Coupons - Sell More</th>
<th>Give Coupons - Sell More Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost</strong></td>
<td>Free</td>
<td>Free</td>
<td>4.99</td>
</tr>
<tr>
<td><strong>Send Automatic Email on Birthday</strong></td>
<td>Yes</td>
<td>Yes - Requires Specific Setup</td>
<td>Yes - Requires Specific Setup</td>
</tr>
<tr>
<td><strong>Send Automatic Email for Rewards</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Display Daily Reports</strong></td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Offer Coupon to New Customer</strong></td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Social Media Integration</strong></td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*Figure 4: Comparison of customer relations systems offered by Wix.com.*
Storyboards:

User Story 1: As a married couple, we can preview the menu, to know what we want to order before going to the restaurant.

Before website update...

I WANT TO KNOW WHAT I'M ORDERING!

Well I can't fix this!

Lets go to Casablanca instead.

This website is so hard to utilize. Why is the menu so blurry?

After the new website...

Look at Peta’s menu online.

Oooo I know what I want!
User Story 2: As a couple with limited time, we can order online to save time.
**User Story 3:** As a restaurant with limited seating, we can use online reservations to forecast and to have better customer service every day.
Activity Diagrams:

Current Reservation System:

List of Assumptions:
- Worker records correct reservation information and calls the right number.
- All customers confirm call-back from restaurant worker.
- Tables are always available.

Suggestions for improving the process:
- A worker responds to each voice-mail recorded reservation(s) in a timely fashion.
- System or worker notifies the customer when all tables are booked.
List of Assumptions:
- Customer arrives on the day of reservation.
- Petra prepares the table after being notified of the reservation.

Suggestions for improving the process:
- Find the online reservation process that is the cheapest and the most efficient.
- Petra is notified when customer arrives.
Online Ordering Activity Diagram:

List of Assumptions:
- Petra checks at pickup to make sure customer has paid or not.
- Customer shows up to pickup and pay for food.
User Interface Design, UX, Mockups:

Website Redesign:  http://njavens.wix.com/petra-restaurant

Home Page:
Menu:

The menu can be updated at any time using Wix’s Menu editor.
Wix Menu Editor:

With the menu editor, it is very easy to edit menu items. This allows you to add/change items, note which ones are specials, add images, etc. After changing items here, the menu and online ordering pages will automatically update.
Online Ordering:

**STARTERS**

Get people excited about your menu and your food. Give your menu a brief description.

- **Raspberry Almond Brie en Filo**
  - Fillo pastry wrapped with brie cheese, raspberry sauce and almonds.
  - $6.95

- **Kibeh**
  - Freshly ground tile mixed with bulgur wheat and spices, fried to a golden brown. For 2
  - $10.90

- **Filet Mignon Fatayer ★**
  - Puff pastry filled with onions, beef, and pistachios
  - $6.95

- **Cretan Shrimp**
  - Shrimp sauteed in garlic, oregano, tomatoes, peppers, olives, mushrooms flamed with ouzo finished with feta cheeses served over flat bread croutons.
  - $8.95

- **Brie Crisped**
  - $7.95

---

**Subtotal**

$0

**Tax**

$0

**My Order**

(0 items)

---

**Browse our menu and start adding items to your order**

**Special requests**

**Pickup Only**

ORDER NOW
Contact Page With Reservation:

The customer can begin reservation process on this page. Step-by-step reservation process using OpenTable is on the next page.
Sample Reservation Process Using OpenTable:

**Step 1:** Select date, time, and number of people.

![Reservation Form](image)

**Step 2:** Find next available reservation based upon information entered in step 1.

![Reservation Availability](image)

(Note: This is a sample reservation. Petra’s Restaurant information would appear after registering for OpenTable)
Step 3: Choose from available times.
Step 4: Complete reservation registration.

Complete Your Reservation at John Ash & Co.
Sunday, May 8, 2016 at 1:30 PM for 2

Diner Name: Nick Javens (Not Nick?)
Phone:* Mobile United States +1
Email:* njavens@gmail.com
Dining points: This reservation is not eligible for OpenTable Dining Points.

This restaurant requests a credit card number to hold this reservation. View Terms

Credit Card Type:* Visa
Credit Card #:*
Expiration Date:* Month 4 Year 2016

☑ Yes, I want to receive email messages from this restaurant.

Is this your first time at this restaurant? ☐ yes ☐ no

Message from Restaurant: If you have made reservations between the hours of 7:00 AM - 11:00 Please note breakfast is served at Vinters Inn ...
Thank you ...

Message about reservations on this Day: Celebrate Mother's Day at John Ash & Co. Join us for BRUNCH or DINNER!

Special Requests: Please note that not all requests can be accommodated.

Complete Free Reservation

By clicking "Complete Free Reservation" you agree to the OpenTable Terms of Use and Privacy Policy
# Cost Benefit Analysis:

<table>
<thead>
<tr>
<th></th>
<th>Hourly Wage</th>
<th>Days</th>
<th>Hours/Day</th>
<th>Yearly Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website Manager</td>
<td>$8.25</td>
<td>5.00</td>
<td>8.00</td>
<td>$17,160.00</td>
</tr>
<tr>
<td>Hurdle Rate</td>
<td>6%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual Cost of Professional Photographer</td>
<td>$1,000.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly Website Cost</td>
<td>$89.95</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yearly Website Cost</td>
<td>$1,079.40</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Cost for Dinner for 1</td>
<td>$45.00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Increased Customers Through:</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Reservations</td>
<td>175</td>
<td>219</td>
<td>273</td>
<td>342</td>
</tr>
<tr>
<td>Online Ordering</td>
<td>140</td>
<td>168</td>
<td>202</td>
<td>242</td>
</tr>
<tr>
<td>Total Increased Customers</td>
<td>315</td>
<td>387</td>
<td>475</td>
<td>584</td>
</tr>
</tbody>
</table>

## Costs Assumed

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Cost of Professional Photographer</td>
<td>$1,000.00</td>
<td>$1,000.00</td>
<td>$1,000.00</td>
<td>$1,000.00</td>
</tr>
<tr>
<td>Yearly Website Manager Cost</td>
<td>$17,160.00</td>
<td>$17,160.00</td>
<td>$17,160.00</td>
<td>$17,160.00</td>
</tr>
<tr>
<td>Yearly Website Cost</td>
<td>$1,079.40</td>
<td>$1,079.40</td>
<td>$1,079.40</td>
<td>$1,079.40</td>
</tr>
</tbody>
</table>

## Benefits

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Reservations</td>
<td>$7,875.00</td>
<td>$9,843.75</td>
<td>$12,304.69</td>
<td>$15,380.86</td>
</tr>
<tr>
<td>Online Ordering</td>
<td>$6,300.00</td>
<td>$7,560.00</td>
<td>$9,072.00</td>
<td>$10,886.40</td>
</tr>
<tr>
<td>Total Costs</td>
<td>$19,239.40</td>
<td>$19,239.40</td>
<td>$19,239.40</td>
<td>$19,239.40</td>
</tr>
<tr>
<td>Total Benefits</td>
<td>$14,175.00</td>
<td>$17,403.75</td>
<td>$21,376.69</td>
<td>$26,267.26</td>
</tr>
</tbody>
</table>

### Net (Not reflecting time value of money)

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>$5,064.40</td>
<td>($1,835.65)</td>
<td>$2,137.29</td>
<td>$7,027.86</td>
<td></td>
</tr>
<tr>
<td>NPV</td>
<td>($4,777.74)</td>
<td>($1,633.72)</td>
<td>$1,794.51</td>
<td>$5,566.72</td>
</tr>
</tbody>
</table>

### MIRR

- **10.65%**
- MIRR Exceeds the Hurdle Rate of 6%
Cost Benefit Analysis Assumptions:

- Average cost for dinner of 1 includes drink, appetizer, entree, and dessert.
- Online reservations increase yearly by 25%.
- Online Ordering customers increase yearly by 20%.
- Cost of photographer is included for professional photos for the website, which will be gathered from Petra’s restaurant, catering, and other events.
- Yearly website cost includes Wix’s Restaurant Ordering.

Manage & Communicate:

Communicate with Stakeholders:
Correspondence via text messages with Pam and Kal. On Friday, March 19th, Alexa met with Kal to propose the idea. On Tuesday, March 29th, our group met with Kal to discuss ideas and to show him what we finished so far. On Friday, April 4th, we met with Kal for a final time before our presentation to show him our report and to ask some last minute questions.

Ideas, Present, Facilitate/Manage Meetings:
We met every Tuesday at 4:30 pm after we formed the group. We have been meeting whenever possible and texting whenever a new problem or idea comes up. Two weeks before the project was due, we started meeting every other day to finish the project.

Peer Reviewer’s Comments:

Word Document:
- Use Case:
  - They fixed a lot of grammar mistakes.
  - Deleted the instructions within the case brief.
  - Deleted words in the Main Success Scenario.
  - Added a step at the end of the Main Success Scenario.
- User Story:
  - Formatting tips with size, text, and items within the story such as the Iphone changing colors.
  - Suggested that we add a slide with them at the restaurant with the new website.
Google Forms:
- He suggested that we make it viewable without login.

Cost/Benefit Analysis:
- He was concerned that the NPV is all positive. Adam said, “I don't think that in quarter 2, you can turn a $5,000 profit.”

PowerPoint:
- Names should be in alphabetical order by last name.
- On slide, “Petra’s Problem”:
  - What do you mean by incoherent business?
  - What is the miss communication?
- On slide, “Old Website”:
  - “Get rid of this slide and put the link in the previous slide. Or combine the old and new website links to one slide."
- On slide, “New Website”:
  - Look at your scope again. According to the new website, we can only do pick up orders, when the tab states online reservations.
  - What is this link for Sunset Cafe on the new website?
  - For the events tab, consider adding in special occasions that can be created.
  - Make sure to fill in all of the paragraphs and floorplan, textboxes, etc.
- He was amazed that we met with him a few times.
- On slide “Lessons Learned”:
  - Suggestion that we put the main points through a bulleted list, rather than paragraphs of info.

With this feedback, we tried to incorporate all of their tips to make our project better. After then reviewing the Use Case, we felt like it did not add as much value to the project as we were intending so we got rid of it. We also scratched the Google Forms idea because we wanted to make managing reservations easier through other software such as OpenTable. However, we increased the significance of other requirements.
Observations & Lessons Learned:

Working with a group has positives and negatives, as expected. On the positive side, it was easier brainstorming ideas and fixing problems when in a group. However, it was much harder coordinating times to meet to work on the project. Oftentimes, we would work in different locations using Google Drive to communicate and work together.

Meeting with the owner of Petra had a positive and negative impact on our team. A positive aspect was that it gave us pressure to produce valuable and accurate work. We were able to tailor our work to his ideas and thoughts. It also helped us generate more intelligent ideas. It gave us experience with working with a “client” to propose ideas and to discuss our technological experience with Kal. This will be an important skill to practice and master before a company hires us to do that.

On a negative aspect, it increased our pressure to develop an extravagant website. Before meeting with Kal, he had an idea that he wanted his website to be comparable to Outback’s which would be very difficult for us to create. It was hard convincing him of our idea because of the idea that he already had in mind. The difference between his website and Outback’s is that Kal’s menu is extensive (complaint customers voice constantly) and it is hard to read on the website. Kal is also in the process of changing his menu so we were unable to use his updated menu on the new website. Also, it was hard getting in touch with him or having him reply back to us. Pam, who was texting him, persistently had to ask him for him to reply. Another problem that we came across was that it was hard to develop this project in such a short amount of time.