Software Engineering
COMP433

Group Project
Group Name: OutOfIndex

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Phase One: Task 1.3
Business Outline for Group 2 (Project No.11, Sandwich Shop)

As our Sandwich Shop (Toasty) is growing day after day, we need a system that facilitates our services for both us and our customers.

We are thinking of a website where we can display our detailed menu which includes sandwiches and beverages. For Sandwiches, we have 6 categories at the moment: classical, meat, chicken, vegetables, fish, and Toasty Special sandwiches. Also, some extra toppings may be ordered in some sandwiches (extra cheese, sauce, etc...). As for beverages there exist 5 types: soft, hot, fresh, cocktails, and Toasty Special drinks. Furthermore, we have a daily meal with a special offer every day of the week. Customers may ask for a special/new meal as well. The contents and price must be outlined along with each sandwich/beverage. It is highly preferable to make this menu aesthetic and eye-catching for the customers.

Customers can order meals online by selecting what they want from the menu or they can ask to have a special request as mentioned above, and our customer service will reply to them if it is possible along with the price if possible. Customers do not need to sign in to the website to order a meal, they can just request a meal, then fill a form which contains their names, phone numbers, e-mail addresses, location, and a way to pay. Payments may be done using a credit card, master card, or PayPal. After submitting the form, our customer service will approve the order and send the customer an estimated time for delivery then receive the payment. However, customers are able to sign in to the website. Signed-in customers can have their information saved for easier future orders and can leave reviews about orders, they also receive a discount of 10% of the next meal after every 30$ purchase in total, and any single order higher than 50$ gets 5% discount. As well as, signed-in customers can see the details of their past orders. The website can be accessed outside working hours but no orders can be placed at that time.

Obviously, the website can be accessed by our customer service employees to take customers' orders and reply to them accordingly by email if not registered, or by the website messaging platform if registered.

One last thing, the manager can access the website and check for some statistical figures about the business such as the number of orders and profit gained at any time interval.