

Business Modelling Notes for Task 1 CW1

Introduction:

In CW1 for CO457 Business Modelling the first Task states:

1. Employee Table for the Restaurant

Create an employee table that documents the following information: the employees job title; a description of their role; the department they primarily work in (Bar; Dining; Kitchen; Back Office) the items of equipment that they primarily use within their role; the title of the line manager they report to.

This first Task is asking you to conduct an analysis of the employees that are within the restaurant case study. However, the case study is limited and you should use your imagination to enhance the information provided with appropriate and logical adaptations in-keeping with the restaurant as a business. This means that you can embellish on the information provided to develop your Employee Table in a way that is unique to your own analysis i.e. differentiate your work from that of your classmates.

In the real world, as a Business Analyst, you would be able to talk to each employee directly and spend time exploring their role. We don't have that option for the module, so to practice our techniques for recording and diagramming our business models we are allowing you to embellish our case study with your own ideas on what would be logical within your version of the restaurant.

The key point with your embellishments is that they remain logical and appropriate in keeping with the style of restaurant you are presenting, so if you are presenting a fine-dining experience in the restaurant then you would expect certain behaviours from the employees that you would not expect from those working in a fast-food restaurant, and vice-versa.

What to consider when developing your model Employee Table

Business modelling is all about collecting, categorising and presenting information, so that it can be used to inform strategic and tactical decisions for the hopeful improvement to the business as a whole.

In terms of the Employee Table you need to try and capture the most detailed view of each employee that you can, as the more detail you capture here will help you when it comes time to model other aspects of the business.

You should include:

Include	Why?
The employees name	It helps to identify them, so that you know who other employees are referring to.
Their job title	The job title is normally a quick way to refer to what an employee does and will be helpful when you need to put their role into other models where you don't have much space for long descriptions.
A detailed description of their role	This allows you to unpack and present a much more detailed take on what this employee does, going beyond the simple job title above. Sometimes employees take on multiple responsibilities

	outside of those that are suggested in their job title, so this is a good place to capture those
The number of hours of they work per week	Here you can also note any shift patterns that they are involved with, or whether they only work part-time or odd hours etc.
Activities they are involved with on a day to day basis	This is more of a specific breakdown of tasks than you would put into the job description above. This will help you later on when you need to understand what the activities are within each department. Don't forget that some of these activities here will be shared between multiple employees and this is not a problem i.e. they don't have to be unique for each employee.
Length of service	Knowing this will help you to determine how much experience they are likely to have.
Code of conduct	Does the role carry any expectations for how the employee should interact with the restaurant customers or present themselves i.e. checking on customers at regular points and wearing a specific uniform?
Training requirements	Does the role require any special training? Are there any potential training needs that you might identify for each employee?
Transferable skills	What previous experience do they have and are there any skills that they can bring to this current role.
Salary	You should research typical salaries for each role via job search websites. You are trying to aim for an appropriate level of salary for each role.
The restaurant department they primarily associated with	In which department do they spend most of their time whilst at work? Most roles will involve working in other departments, but here you are trying to identify which is the most significant to them, so that you can understand who the key employees are per department.
The restaurant departments they have interactions with	These are the departments they also do jobs for. It would be a good idea to try to indicate what sort of interactions take place with these other departments.
Who is their line manager	Who is it they report to on a daily basis? Normally the manager of their primary department, but for the department managers it will either be the customer services manager or the general manager.
Equipment that they use on a daily basis	A list (if the equipment is outside their primary department then note the department name in brackets next to it)
Equipment description	A detailed description of the equipment is associated with their role and which activities they use the equipment with. Is the equipment portable or fixed i.e. can they carry the equipment with them or do they have to go to a specific place within the restaurant to use it.

Naturally, a lot of this detail is not in the case study, as that is only a starting point. This means that you are going to have to flesh out and create your own details to complete the model. However, you will need to keep it realistic, logical, appropriate, and focused, so that all your models make sense throughout CW1 and CW2. We are interested in the process of modelling out the business and presenting the models in the most detailed and comprehensive way we can, based on the case study.