

CO457 Business Modelling Notes for Task 3 CW1

Introduction:

In CW3 for CO457 Business Modelling the first Task states:

1. Activities Table with Transactions

Create a table of appropriate activities that take place within the restaurant departments (Bar; Dining; Kitchen; Back Office). Also, document the transactions that take place between those departments during each activity, within the same table.

This Task is asking you to conduct an analysis of the various activities and transactions that take place 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 Activities Table with Transactions 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 employees and observe what takes place within the business directly. 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 activities and transactions that you would not necessarily find occurring in a fast-food restaurant, and vice-versa.

You are expected to capture a minimum of 5 activities per area (Bar, Dining, Kitchen and Back Office) within the restaurant.

What to consider when developing your model Activities Table with Transactions

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 Activities Table with Transactions you need to try and capture the most detailed view of each activity 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:

Headings to Include	What each entry should contain
Activity Title	The title of the activity should a short sentence that captures the essence of what is taking place within the activity i.e. Serving cocktails from the Bar, to tables in the Dining area.

Activity Type	For this section you need to indicate the type of activity. You can select from the following three options: Customer Service; Restaurant Management; Restaurant Maintenance.
Activity Breakdown	The activity breakdown is a detailed breakdown of what is involved in the activity, so it is a list of steps that are undertaken when the activity is performed. You should use a number list here, with the steps arranged in a logical order from the start of the activity to its completion. By using numbers for the steps within the activity it will make it easier to refer to individual steps later on.
Activity Timescale	Taking the steps from the activity breakdown you will indicate an estimate for how long each step takes to complete and the total time for the activity as a whole.
Activity Frequency	The activity frequency should indicate how often the activity takes place. In the case of activities that take place many times during a day you should estimate an average frequency.
Activity Transactions	The activity transaction is what is passed between stakeholders involved in the activity. For example in the activity for serving cocktails from the Bar to the Dining area there are two key transactions: the waiter receives the prepared drinks from the bartender; the waiter serves the drinks to the customers.
Departments Involved	This section of the table simple lists the departments involved in the activity, so in the case of the activity for serving cocktails from the Bar to the Dining area there are two key departments involved: the Bar; the Dining Area
Stakeholders Involved	This section of the table simple lists the stakeholders involved in the activity, so in the case of the activity for serving cocktails from the Bar to the Dining area there are three stakeholders involved: the Bartender; the Drinks Waiter; the Customer
Equipment Used	This section of the table simple lists the items of equipment involved in the activity, so in the case of the activity for serving cocktails from the Bar to the Dining area there are three pieces of equipment involved: a cocktail shaker; a glass or glasses; a carrying tray
Activity Documentation	This is the section to record any documentation that might be generated by the activity. In the case of the activity for serving cocktails from the Bar to the Dining area a receipt will be generated at the Bar, to be added to the customer's final bill later on.
Links to Other Activities	In this section you should record the activity titles of any activities that directly link to the current activity. In the case of the activity for serving cocktails from the Bar to the Dining area, there must be a link to the activity in which the drinks being served were originally ordered.

Impact on Restaurant	In this section you need to record any impact on the restaurant that will occur whilst the activity is being undertaken. In the case of the activity for serving cocktails from the Bar to the Dining area, whilst the drinks are being prepared the Bartender is unable to undertake other tasks; whilst the Waiter is serving these drinks they are unable to serve anyone else. The glass or glasses that are in use will be unavailable until they have been collected, washed, dried and placed back in the Bar area.
Activity Limitations	In this section you should list anything that would limit the completion of the activity or prevent it from happening entirely. In the case of an activity for clearing a dining table, one possible limitation is that all of the customers at that table need to have finished the current meal course.

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 make up 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, without having access to a real business.