CO457 Business Modelling Notes for Task 5 CW2

Introduction:

In CW2 for CO457 Business Modelling the fifth Task states:

1. Eight Sets of Business Rules, Two for each Restaurant Department
Create a set of business rules for each of the departments within the restaurant (Bar; Dining; Kitchen; Back Office). You will create two sets of business rules per restaurant department, but you can choose which activities you create them for.

Below is an example of a set of business rules. Note, you should not use any of the examples provided within our presentations as one of your business rules. However, you should use the examples as a reference point for your own work i.e. if you are unsure of your approach see how it corresponds to the example provided below or elsewhere in our presentations.

Kitchen: Cuisine Branch: Receive Food		Rules		
		1	2	3
Conditions	Missing food items in package?	Y	Y	N
	Supplier has more food items and can ship them?	Y	N	-
Actions	Ask the supplier to ship the missing food items	X		
	Phone a different supplier and order items		X	
	Mark packing slip 'Received in Full'			X

A business rules table is composed of three parts; a list of possible conditions; a list of the actions to be performed; and a column for each rule.

Business rules tables are a combination of conditions and the set of actions to be performed, written as operative statements. They are essentially equivalent to many if-then-else statements in programming. X's mark the appropriate action to be taken whilst a hyphen in a condition entry can be used for a don't-care.

Your business rules should be clear, concise, and use consistent operative statements of fact about things and processes under the business jurisdiction of the restaurant case study. The operative statements themselves are written in a natural language sentence that specifies boundaries and constraints.

When creating your rules you should always use declarative statements, such as 'customers shall only be seated at tables that are set'. You should avoid procedural descriptions such as 'first set a table, and then seat the customers'.

Operative statements describe the decision points in a process flow.

Some examples of operative statements are:

- On arrival at the restaurant, all customers shall be greeted at the front entrance by the hostess
- If a customer is wearing a coat, the hostess shall offer to hang it up
- Customers shall only be seated at tables that are set
- The hostess must provide all parties with a wine list

Business rules tables are structured to represent a series of closely related operative statements.