

Information for Learners

When customers make a reservation at a restaurant, they book a table and state how many people will be attending. Many restaurants offer a fixed list of meals from which customers may choose but also vary the meals they offer with weekly specials. The choices for meals are presented in a menu. (Scenario 1)

Many restaurants have a rota of staff to work each week. Staff are given set hours for the week but may be offered extra hours of work if a member of staff is absent. (Scenario 2)

Scenario 1

Felicity is a small restaurant that specialises in French and Italian food. The restaurant offers set meals and weekly specials and produces a new menu each week.

To order food, customers use a portable computer, which the restaurant provides, instead of giving their order to a waiter. Orders are placed by clicking on an image of the meal that is being ordered and then clicking on the submit button. When an order is placed, the order is sent to an output device in the kitchen.

The restaurant has a website with a booking form that customers can use to book tables.

The restaurant provides a free downloadable app that customers can use to pay their bills and, if they wish, upload images and reviews of their meals.

Scenario 2

Every month, the restaurant holds a themed party. This is a party with music, dancing and a finger buffet with no seating at tables. The parties are advertised in local newspapers and on flyers that are distributed via local shops. Next month's theme is 'Steam Punk'. Each month's flyer is a lavish production that combines graphics found on the web as well as some created by the restaurant manager. The manager would like to create an equally impressive flyer for next month's party and has been searching for suitable copyright-free graphics that could be used.

Entry to each party is by ticket only. Tickets are posted to customers one week before each event. After the last party, it was found that some tickets had been counterfeit and so the manager is looking at ways that can be used to identify forged tickets.

The manager uses a database to record how many people have booked to attend each month's party. The database has validation rules included.

A few hours before each party the manager checks which staff are available to work. Other staff are then asked for their contact details for use in an emergency should there be any problems with staff being unable to work through illness or other issues.

Preparation

To prepare for the examination, you should research the day-to-day workings of a restaurant.

This should include:

- the use of the hardware and software required to support the business function of the organisation;
- the use of online forms to allow customers to book tables at restaurants and how these forms should be structured;
- the content included in posters and the means by which these posters may be created;
- the benefits of restaurants using a creative commons licence;
- the differing methods by which individual staff can be contacted and the benefits and drawbacks of each method.

You should also research into:

- how portable computers may be used within a restaurant and the benefits and drawbacks of doing so;
- the benefits, drawbacks and implications of providing a free downloadable app for customers to use to pay their bills, as well as the motivation(s) for providing such an app;
- the validation methods used in a database;
- the methods that can be employed to increase the likelihood of door staff identifying forged tickets and how they work.

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