

Paper Reference(s)

1185 3185

Edexcel GCSE

Information and Communication Technology

Case Study

Summer 2007

- The description overleaf will be used as the context for the systems design part of the written paper of the above specifications.
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CASE STUDY

Setting the Scene

Nevio's is a small chain of Italian restaurants based in the northeast of England. There are four restaurants in the chain and each restaurant employs a head chef, a sous chef, a bar manager, several waiting staff and a small number of kitchen staff. Nevio himself oversees the operation from an office based in the original restaurant, which was established in the 1970s.

Nevio has always tried to use ICT to help him in the administration and marketing of the business and he has two office assistants who help him carry out these tasks. There are currently three stand-alone computers in the office, one of which has internet access.

Administration

The information about staff is held centrally on a database in the STAFF_FILE. Part of the STAFF_FILE is shown here.

STAFF-ID	Surname	Forename	Date of Birth	Job Title
85SDI	DiGorgio	Stephano	10/06/75	Head Chef
96KSA	Sangha	Kulbir	15/12/69	Waiter
95SDA	Davison	Sue	12/02/63	Bar Manager
99SHI	Hills	Stacey	02/08/49	Waitress
05PJO	Johnson	Peter	29/06/79	Office Assistant
99KGI	Giodarno	Katrina	22/11/83	Sous Chef
83PNO	Notrianni	Paulo	12/07/63	Waiter

Each restaurant records the number of diners at different times of the day on spreadsheet software. At the end of each day this information is e-mailed to the office, where it is analysed to provide management information.

In each restaurant the waiting staff manually record on carbonised receipts the meals and drinks purchased. These are then passed to the bar manager, who is responsible for providing customers with their bills when they have finished their meals. The bar manager records prices and calculates totals manually. One copy of the receipt is then passed to the customer and the other copy is retained for the restaurant's records.

The bar manager in each restaurant is also responsible for maintaining information relating to sales of drinks. The information is stored in the DRINKS_FILE on spreadsheet software.

Part of the DRINKS_FILE is shown.

	A	B	C	D	E	F
1	PRODUCT	Cost Price	Selling Price	Opening Stock	Number Bought	Number Sold
2	Still water (bottle)	£1.50	£2.00	34	150	95
3	Fizzy water (bottle)	£1.75	£2.20	54	150	103
4	Cola (can)	£0.50	£0.75	45	200	180
5	Red wine (bottle)	£10.00	£14.50	49	200	196
6	White wine (bottle)	£11.00	£17.50	64	200	225

Menus

Appropriate hardware and software has been bought to allow menus to be created in-house. The menus are regularly updated.

Advertising

The office assistants regularly produce flyers and posters that contain information relating to special offers and descriptions of speciality dishes. The flyers are distributed in the area local to each restaurant.

As customers frequently use the restaurants to celebrate important events, such as birthdays and other anniversaries, Nevio's has purchased a digital camera for each restaurant. Using specialised software, the photographs are imported into pre-designed cards and given to the customers as mementos. Information relating to the customers is then stored in a database and on the appropriate day in the following year Nevio's send a further card.

Future Developments

It is Nevio's intention to expand the business in the near future by opening additional restaurants. He realises that he will have to expand the administration capability accordingly and make greater use of ICT in the restaurants.

Nevio is also planning to introduce a website giving information about the chain of restaurants, including background information, and showing how the restaurant chain has developed and the speciality dishes that are offered. The location and opening times of the restaurants will also be given. Nevio is considering the possibility of allowing customers to book tables on-line.

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