



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

Student Name	IBRAHIM MUTASIM IBRAHIM MOHAMED	اسم الطالب
Students I.D	2021200134	الرقم الجامعي

Section

Master

Date

Thursday

18 / 03 / 2021.

Course Code

(PMG510)

Project Risk Management

Flower Restaurant

Online Restaurant Management System" is a web application. This system is developed to automate day to day activity of a restaurant. Restaurant is a kind of business that serves people all over world with ready made food. This system is developed to provide service facility to restaurant and also to the customer. This restaurant management system can be used by employees in a restaurant to handle the clients, their orders and can help them easily find free tables or place orders. The services that are provided is food ordering and reservation table management by the customer through the system online, customer information management and waiter information management, menu information management and report. The restaurant menu is organized by categories (appetizers, soups, salads, entrees, sides and drinks) of menu items. Main objective build the system this is to provide ordering and reservation service by online to the customer. Each menu item has a name, price and associated recipe. A recipe for a menu item has a chef, preparation instruction sand associated ingredients. With this system online, ordering and reservation management will become easier and systematic to replace traditional system where are still using paper. To resister a meal online, the customer has to become a member first then he can access the later part of the site. this project to facilitate customer for make online ordering and reservation. The option of becoming member was only an attempt to avoid (to some extent) placing the fake bookings.

The project is developing because; many restaurants have a lot difficult to manage the business such as customer ordering and reservation table. If the customer book an order and later wants to cancel the order, he is permitted to do this only within a specific time period. By using manual customer ordering is difficult to waiter keep the correct customer information and maybe loss the customer information. The customer is also given with the facility to view the status of the order and if the order is ready then he can go and get it.

B- Literature review:

1- Accounting for Flexibility and Efficiency: A Field Study of Management

Control Systems in a Restaurant Chain(2010)

While some field studies have suggested that management control systems can be used simultaneously to make organizations more efficient and more flexible, the contingency literature has found it difficult to address this issue in the absence of a clear and comprehensive typology for analyzing more processual uses of management control systems. This paper distinguishes between enabling and coercive (Adler and Borys 1996) uses of management control systems. Coercive use refers to the stereotypical top-down control approach that emphasizes centralization and preplanning. In contrast, enabling use seeks to put employees in a position to deal directly with the inevitable contingencies in their work.

2-Service failure and recovery strategies in the restaurant sector: An Indo-US comparative study (2007)

The purpose of this research is to explore the reasons for service failure in restaurants. The paper aims to give insights into customers' perceptions and response regarding service failure and recovery and to try to draw a parallel between consumers in a developing economy like India and the same in a developed society, such as USA. **Design/methodology/approach** -

3- Biomethane production potential from restaurant food waste in megacities and project level-bottlenecks: A case study in Beijing (2015).

A large amount of food waste in Chinese megacities goes to waste each year. In the Chinese context, “food waste” collectively refers to restaurant waste (the focus of our research), household kitchen waste and discarded expired food. The research aims to calculate the theoretical [biomethane](#) potential of restaurant food waste in our megacity case study, Beijing, and to evaluate project-level bottlenecks in [anaerobic digestion](#) facilities that treat food waste. The findings are as follows: (1) Beijing’s estimated 2015

Methodology:

This research follows the descriptive approach. We concern study risk management through collecting data from previous studies and literature. We will give further application risk management applied on a project in the discussion. Result and Discussion:

Risk management strategy

The launch approach (flower restaurant) involved talking to stakeholders (interviewing) based on

brainstorming, and discussion among the various employees to determine the maximum risks that should

be taken into account when completing the project plan. All risks were identified and identified, and a

countermeasure was identified for each risk. Staff will make every effort to ensure that steps are taken to

mitigate risks, should they arise.

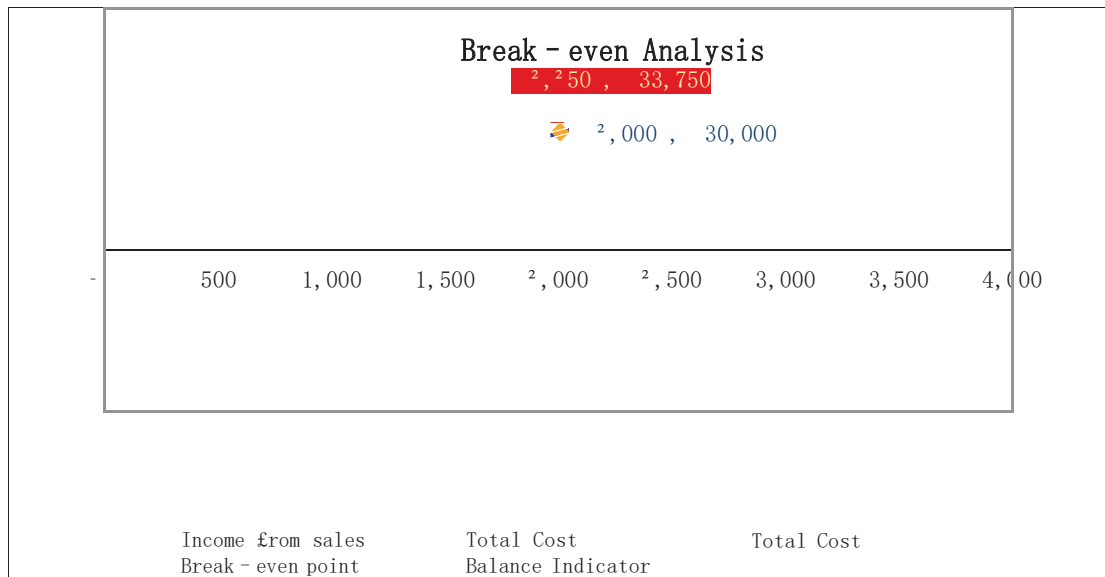
Appendix Questionnaire

1. Characteristics and function of Flowers

	Characteristic	Function
Plum blossom	It against freezing and blossom greatly in early spring.	Used for making sweetmeat, and some refreshing tea and beverage.
Rose	It enjoys sunlight and against cold.	It gives people a fresh feeling.
Chinese Rose	It enjoys sunlight, has a good drainage function.	For activating blood circulation and eliminating stasis.
Peony	It enjoys cold and dry. Cannot bear wet.	Make alcohol. Can be used in many dishes.

Honeysuckle	Its color can change.	Can be used to make tea and beverage ,and snacks.
Jasmine	It enjoys sunlight, warm and wet. It dislikes shadow	Used for making alcohol and many other tasty food.
Lotus	Grow in the water. It enjoys wet and hates dry.	All parts could be used for making dishes.
Lily	It is very bright. Give people good taste when making food.	It is nutritive. It can be used to make sweet food.
Chrysanthemum	It likes cool and against cold.	For hot pot, the tip is tender when making food.

Break level Analysis:



EMV:

No. risk	P	I	EMV
1	30%	10000	3000
2	20%	6000	1200
3	20%	8000	1600
4	20%	8000	1600
5	10%	6000	600
6	20%	4000	800

Total EMV= 4400

risk	source	prevention	response	impact
Fire	Unattended cooking	supervision	Fire alarm	Smoke inhalation and death
poisoning	Unhygienic workplace	hygienic terms and conditions	Manage expiry dates	Stomached or death
Insufficient materials	Suppliers do not fulfil their obligations of supplying	Make plan B or alternative list of suppliers	Use substitute products	It will stop working/ profit reduction
Disputes	Land owner	negotiations	friendly relationship	Loss of the store
Key staff resigns	maternity leave	training	Train other key staff	shortage

Risk description	Grade	Mitigation action
Fire damage to property and life	A	After the fire damages, the shop must immediately rebuild and re-operate the business as quickly as possible whilst waiting for insurance payments.
Suppliers amend their terms and conditions of supply	C	Opt for alternative suppliers or increase working capital via personal cash reserves.
Hygiene of food is not ensured or food is poisoning	B	Promptly investigate on the grounds of the food poisoning. Support the affected customers as much as possible. Enable the complaint handling process.

Suppliers do not fulfil their obligations of supplying	B	Make purchases from alternative suppliers or opt for suitable substitute products.
Disputes or agreements with the owner of the rented place.	D	Hire lawyer for advice or lawsuit.
Key staff resigns or takes maternity leave	D	Offer short-term contract for suitable replacement (until the permanent staff can do the job).

A= Mitigation actions, to reduce the likelihood and seriousness, to be identified and implemented as soon as the project commences as a priority.

B= Mitigation actions, to reduce the likelihood and seriousness, to be identified and appropriate actions implemented during project execution.

C= Mitigation actions, to reduce the likelihood and seriousness, to be identified and costed for possible action if funds permit.

D= to be noted - no action is needed unless grading increases over time.