



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section	Course	Code	Date
Master		Thursday	18 / 03 / 2021.
(PMG506)			

Advanced project Management

Instructions:

- اخر موعد للتسليم هو يوم الخميس 2021-05-20 8:20 في تمام الساعة 9 مساءً.
- الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الإنجليزية.
- يتم تسليم المشروع في صيغة ملف pdf مع الالتزام نموذج الجامعة ولن تقبل أي مستندات أخرى.
- يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion ، وأخيراً المراجع References. وان كان هناك ملحقات Appendices يتم إضافتها)
- يجب الالتزام بـ Theme موحد كما يلي:
- حجم الخط 12.
- نوع الخط Arial.
- لون الخط أسود.
- المسافة بين الأسطر 1.5 line spacing

• عدد صفحات البحث (لا يقل عن ثلاث صفحات ولا يزيد عن ست صفحات).

Instructor's Name: ~~Eng. Amaal Aburumman~~ **Eng. Dr. Akram M. S. Ali**

Project:

You are required to document your role in administering a project. The project may be set in a business, social, sporting, or family environment but must be of a significant size and scale. If you do not have an actual project to write about you may complete the project hypothetically.

This report will be between three to six pages in length. This is a significant research project.

Your report must address ~~each~~ **ONE** of the following issues:

1. Identify and describe the purpose, scope, and objectives of the project. **Display this information using an appropriate tool.**
2. Describe how the team is given an outline of the project.
3. Describe the strategies that are going to be set up to maintain communication with the team members.
4. Describe the tools that are going to be used to monitor the goals, time frames or milestones.
5. Identify project milestones and activities. **Display this information using an appropriate tool.**
6. Create a budget and link the costs to the key milestones for a project.
7. Describe how you are going to divide tasks and resources amongst a project team. **Display this information using an appropriate tool.**
8. Briefly describe how the progress will be monitored.
9. How are current project records maintained? Who has responsibility for this? provide some recommendations on how this process could be improved.
10. Describe the current procedure for finalizing projects. Create your own procedure and identify how you will evaluate the success of the project.
11. Legislation that may affect the project including health and safety, and anti-discrimination legislation.

Best of luck...

المشروع:

مطلوب منك توثيق دورك في إدارة مشروع. قد يتم تعيين المشروع في بيئة تجارية أو اجتماعية أو رياضية أو عائلية ولكن يجب أن يكون بحجم مناسب. إذا لم يكن لديك مشروع فعلي لتكتب عنه ، فيمكنك إكمال المشروع افتراضياً. سيتمكن هذا التقرير من ثلاث إلى ست صفحات.

يجب أن يعالج تقريرك ~~كل~~ **احد** القضايا التالية:

1. تحديد ووصف الغرض والنطاق والأهداف من المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
2. صف كيف يتم إعطاء الفريق مخططاً تفصيلياً للمشروع.
3. وصف الاستراتيجيات التي سيتم وضعها للحفاظ على التواصل مع أعضاء الفريق.
4. صف الأدوات التي سيتم استخدامها لرصد الأهداف أو الأطر الزمنية أو المعالم.
5. تحديد معالم المشروع والأنشطة. اعرض هذه المعلومات باستخدام أداة مناسبة.
6. إنشاء موازنة وربط التكاليف بالمعالم الرئيسية للمشروع.
7. صف كيف ستقوم بتقسيم المهام والموارد بين فريق المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
8. صف بإيجاز كيف سيتم رصد التقدم.
9. كيف يتم الاحتفاظ بسجلات المشروع الحالية؟ من المسؤول عن هذا؟ تقديم بعض التوصيات حول كيفية تحسين هذه العملية.
10. وصف الإجراء الحالي لإنهاء المشاريع. قم بإنشاء الإجراء الخاص بك وحدد كيفية تقييم نجاح المشروع.
11. التشريعات التي قد تؤثر على المشروع بما في ذلك الصحة والسلامة ، وتشريعات مكافحة التمييز.

مع تمنياتي بالتوفيق..

Opening New Restaurant

1- Introduction:

The success of opening new restaurant is highly influenced by the project team tasked with delivering it. Even the best planned projects may fail to meet their objectives if the project team does not perform to the best of their ability. The effective development and integration of the project team is essential in the successes of a project, as it is the project team who will be responsible for delivery of the scope throughout the project life cycle.

business plan will be the road map from which your new restaurant develops. No matter how much thought you've put into your concept or how many trusted colleagues have assured you of its greatness, you absolutely must write a business plan. It will prove the viability of your concept to potential investors and provide them with a clear and engaging answer to the question: "Why does the world need this restaurant?"

"The point of a business plan is to show that you've done your homework," says Charles Bililies, owner of Souvla, a fine casual Greek restaurant in San Francisco that has received national acclaim since opening in the spring of 2014.

"You have to show any potential investor that you have an actual plan, you know what you're talking about, it looks professional, and you're not just screwing around."

The strongest business plans always include all or most of the components described below. Charles advises that first-time restaurateurs read a bunch of different business plans for other restaurants and technology and retail companies to get a better sense of layout options, writing styles, and clarity of concept. Put the sections that you feel would be most compelling to someone who's never met you first: the "Management Team" section if you're coming from high-profile establishments, for example. The goal is for the reader to keep turning the page.

2- Literature Review:

The restaurant reviews have changed the style of consumers purchasing among the restaurant industry. For this reason, many scholars study the implication of online reviews in the restaurant industry (Schindler & Bickart, 2012). When their expectations are met, consumers only have indirect information about the quality of a service or product until they have been purchased, and so they look for mediators to reveal this information (Parikh, Behnke, Vorvoreanu, Almanza, & Nelson, 2014). The restaurant reviews present a variety of information which help the restaurant's consumers to make selections. By reading the restaurant reviews, consumers can get more detailed information about previous consumers' overall food and service experience (Z. Zhang, Ye, Law, & Li, 2010). Also, with online reviews, the customers are aware of the restaurant before dining (Titz, Jd, & Y Cruz, 2004). This study conducts to assess the role of consumer value within the existing aspects of restaurant selection and selecting restaurant via online reviews. Study focuses primarily on a looking at restaurant through the steps of online reviews. The study examines the relationship consumer value with price, service quality, food quality, atmosphere, and the role of online reviews in evaluation, and intentions to patronize the restaurant. In this way, the purpose of study is understanding the consumer restaurant choice and selection.

According to an article "Technology's Effect on Restaurants: Building a Strategic Competitive Advantage", Kountromanis who is the author highlighted that internet is being used by majority of the world's population therefore information posted on the web regarding the business service provided by an organization is significant. Not only that, any organization can gain competitive advantage by structuring into a customer-centered focus organization allowing the companies to know their own strengths and make further improvement to their weaknesses. In addition, companies will be able to extract information regarding customers with the help of network sites such as LinkedIn, Facebook, Twitter, Instagram and Snapchat.

An efficient system will increase the level of satisfaction of customers therefore the restaurant will be rewarded with customers' loyalty.

Online ordering system not only bring benefits to customers but then also to the restaurants. Efficiency of labors will increase because labors that were previously in charge of taking orders through phone calls can now be instructed with another job task since the system can be done by customers and also there will be advanced notice of orders ensuring the restaurants have sufficient time to prepare.

3- Methodology:

STEP ONE – Establish the Team

The first step is to establish the project management team. The best project teams include stakeholders at all levels, from executives to those individuals at the front line. These individuals have the inside knowledge that will be critical to the success of technical experts from external organizations.

The most important element about team composition is having a team that is effective working together. Collaboration and communication skills are two of the most critical personal skills demanded of all members. The ability and willingness to recognize and value the different roles and contributions of team members is essential. Every team needs problem solving, influence, process and compliance behaviors and values if it is to be successful. People possessing those different requirements for group success have very different behaviors and conflict can be a product of their interactions. Team development at the very start of the project should include training in communication skills, and the recognition and valuing of the different behaviors, values and personal skills needed for team success.

STEP TWO – Facilitate Effective Communication

Accurate, useful, timely and credible communication is crucial to maintaining a cohesive team environment and achieving project success. All project information should be communicated consistently throughout each stage of the process so all team members are equally informed. Open sharing of information should be encouraged and a no surprises attitude must be adopted to create a trusting work environment. A variety of communication mediums should also be used. Team members will respond differently to

written (email, text, memo etc), verbal (telephone, radio, face to face etc) methods of communication.

Busy schedules and multiple projects can become obstacles to effective communication. Recurrent face to face meetings must be scheduled to encourage ongoing discussions and ensure that deliverables are completed within project time frames.

STEP THREE – Encourage Collaboration

Groups that plan together are typically more successful, therefore project leaders must realize the importance of collaborative planning and goal setting. This collaborative goal setting allows team members to achieve individual successes, while contributing to the overall project goals.

Collaboration is the vehicle which:

- Generates the most creative solutions
- Gets the greatest membership support
- Produces the greatest amount of personal growth

By matching each team member's incentive to the overall goals, the entire team is motivated further to achieve success. It is also the project manager's responsibility to manage the team's development to ensure a cohesive integrated team is founded.

STEP FOUR – Accept and Manage Problems

It should be noted that bringing a group of people together does not necessarily constitute a team, especially not an effective working team. One of the biggest mistakes made by project managers is not recognizing this as a fact and then expecting their project team to hit the ground running from day one.

Project leaders are challenged to facilitate relationships among people of very different backgrounds. However, they all share the common goal of the project. Conflict within projects can manifest itself in many different ways but a good project manager will

intercept and take action when conflict occurs. Despite the variables that might contribute to project challenges, by communicating team goals and expectations openly and effectively, these barriers can be overcome.

STEP FIVE – Recognition and Reward

A recognition and reward scheme will help reinforce the importance of the key project deliverables and focus the team on the important aspects of the project. Completion of a project and the steps along the way can be very rewarding for team members. Outwardly celebrating these successes can be very motivating for the team. When project milestones are reached, they should be communicated to the project team members and stakeholders. Rewards can come in various forms. They should be established and communicated at the start of the project, as they may impact on other areas to the project, such as cost and time.

The project management team needs to clearly understand the requirements and deliverables of the project as well as being aware of the organization's overall strategy, objectives and drivers. It is also essential for the project management team to understand the organizations professional and ethical requirements and subscribe to them and ensure that the project complies with them.

STEP SIX - Define the roles, responsibilities, and resources

Resources are the people, equipment, or money needed to complete a project. Once you've selected your tools and gotten a budget, don't forget about your people. Even folks who already know how to write a project work plan and have done so a hundred times can underestimate their labor needs.

A RACI chart helps you determine specifically who will do what for your project. It's a matrix of all a project's tasks, paired with who's responsible (assigned to complete the work), accountable (has yes/no/veto power), consulted (needs to approve or contribute), and informed (needs to know about the action or decision).

4- Discussions and results:

There are several tools and strategies that teams can use to improve their functioning and productivity. Some examples include using the following documents:

- Team Charter: outlines the rules and expectations agreed upon by the team
- Meeting Agenda: outlines the main points for discussion at a meeting
- Meeting Minutes: records the decisions and relevant discussion points for a meeting
- Work Logs: records the tasks and time spent for each team member
- Status Reports: records the completed tasks and work left to complete
- Gantt Chart: breaks down tasks and their estimated duration over the work period.

There are also many software programs and apps that can help teams manage projects. The most common one used in the workplace is Microsoft Project. However, other productivity apps can be used to great effect as well. Slack, Wrike, and Asana are free popular web-based options. Whatever tool you choose to use, it should be something that all members can access and understand.

5- References

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