Memo

To: Dr. Moumin Quazi

From: Ritu Rana

Date: March 24, 2008

**Subject: *FEASIBILITY STUDY PROPOSAL***

My idea for feasibility study is **Restaurant Management/Automation Software** which is also knownas **The Wireless Waitress. It is a new and** innovative solution that increase table turn time, revenue, and stability, while lowering training and maintenance costs.

The Wireless Waitress utilizes handheld terminals that host and staff use to take customer's orders. The staff uses the Wireless Waitress at the customer's table by entering orders directly into the terminal using a drop-down menu sending them to the main terminal through a wireless communications system. The main computer processes the order and displays or prints order tickets at the kitchen or bar, allowing immediate preparation of orders.

ADVANTAGES OF WIRELESS WAITRESS ARE:

* **Easy to Use**
* **Complete Back Office System**
* **Increased Accuracy**
* **Customers Spend Less Time Waiting**
* **Credit Card Processing at the Table**
* **Complete Turnkey System**
* **Premium Customer Service**
* **Increased Table Management and Line management**
* **Real time inventory management**
* **Reducing labor cost**

**SYSTEM RELIABILITY: the system’s reliability can be achieved by answering these questions.**

* Do you want to turn more and more tables per day?
* Do you want to be able to process an additional 25 percent of your line?
* Do you want to cut down on inventory mistakes and shrinkage?
* Do you want to improve quality and magnitude of wait staff?
* Do you want to improve your customer satisfaction and customer base?

The Wireless Waitress provides staff will always be visible to the customer, increasing the quality and service, and that provides staff increased opportunity for higher tips through faster service.