

Identify

Background

The end user of this project, Nevio, has requested me to help him with his time management problems by creating the documents he needs. He owns a medium restaurant chain holding 4 restaurants, in the North East London. The restaurant prepares and serves Italian style seafood and has a capacity of 100 people. Each restaurant has 3 private rooms, a courtyard garden and modern Italian menu with a selection of over 200 Italian wines and lots of champagnes. Most events, within reason, can be catered for and children are welcome. The original restaurant was founded in the 1970s and now all restaurants employ a head chef, a bar manager, a sous chef, waiting staff and other kitchen staff.

His computers have USB ports yet are incapable of holding a floppy disk. The hard drives are 40 GB and the processors are Pentium 4s.

He has the following software installed on his computer -

- Operating System – Microsoft Windows XP
- Microsoft Office applications (Excel, Access, Word, PowerPoint, FrontPage, Publisher)
- Macromedia Studio MX (Fireworks, Dreamweaver, Flash, Freehand)
- HP colour LaserJet all in one copier/fax/scanner/printer

Nevio's problems

To help Nevio with his time management problems by creating the documents he requires. Nevio has no time to organise his new menu for the special New Year's celebrations he runs, ditto for producing a newsletter to advertise their facilities, and for new years plans and people's birthdays. He would like this newsletter to be in standard format and he really likes the use of columns. He desires to display this newsletter in the restaurant. He has asked that both the New Year's menu and the newsletter be saved as a template so they don't have to be made from start every year.

Nevio's also sends out special celebrational cards to customers which, because of the time, are also getting too much for him to handle. These are cards which invite his customers back and making them to come by giving them a 10% discount on their meal. He wants to find a way of sending these cards out to his customers efficiently and in a quick way, like mail merge.

Possible Solutions

To help Nevio as much as I can, I'm going to explore different Manual and Computerised solutions to all his problems. By doing this, I can make decisions much easier as I can see which solution will be most beneficial to Nevio.

<u>Manual/Computerised</u>	<u>Advantages</u>	<u>Disadvantages</u>
Hand drawn designs	<ul style="list-style-type: none">• Nevio hand drawing each of his menus would give his restaurant a personal touch.• To help with his time management issues he could employ some cheap child labour for him whilst he is organising the other stuff in his restaurant.• His customers may also be very impressed by his devotion to the restaurant by hand drawn menus.• Quite cheap, as colouring pencils do not cost much.• He can also create a very nice logo as he doesn't have to rely on computer software to create it for him.	<ul style="list-style-type: none">• Hand drawing designs for each menu in the restaurant would take long as it his time management problems.• This could also look quite messy as some people may not be able to read his writing.• No two are the same so OCD people could get seizure.• He would also have to hand draw pictures that he wanted to put on his menu and he may not be a good artist.• Hand drawn menus are very hard to edit if something on the menu changes.

Project 1-Word processor

Employ more staff	Employing more staff to do his menus and newsletters for him would save Nevio time.	The only disadvantage to this would be that it will cost Nevio quite a bit of money to hire different people which could affect his restaurant standards.
Typewriter	Using a typewriter is much neater than hand writing as it is easy to read and everyone can read it. It is also a lot cheaper to purchase and use than a computer so Nevio is therefore saving money. Using the typewriter is also a lot quicker than hand writing everything and it also looks more professional.	The writing on the typewriting only comes in black and white which may be a problem if he would like his menu to be colourful. Typewriters also have no graphics which would mean after neatly typing up his writing he would then have to hand draw borders and whatever other graphics he wants. Also if he make a mistake or mistypes something, he will not be able to edit it as typewriters don't have this feature.
Word Processor	Using this software would defiantly make Nevio's menus and newsletter look much more professional and neat. It would also be a lot neater than handwriting and you can add pictures and graphics. With these programmes you can use special applications such as mail merge and you can also save documents as templates.	These programs have limited designs on them so this may make his menu look unoriginal and less authentic than a hand-drawn menu. There is also the possibility that Nevio's computer will crash, which means all his previously created templates and work will be lost. There are also no pre designed templates, so I will

	Using a computer rather than hand writing or a typewriter makes work much easier to edit, therefore saving a lot of Nevio's precious time.	have to create the templates from scratch.
Desktop Publishing Software	Using this would defiantly give Nevio a lot more choices to the design he could use as there a lot of templates available on this software. This, like word processing, would be a lot quicker than hand writing and would look a lot neater. You can choose a Menu template on these programmes which would allow Nevio to save time by already having the template. There are also a lot of graphics and borders which will make his menu look professional.	Using Desktop publishing software is not appropriate for writing letters to Nevio's customers. Also, using a computer in general runs the risk of the PC crashing and Nevio potentially losing all his templates and work. Desktop publishing is also a lot more complicated to use than word processing programmes because it needs every object to be added in frames, so you can't just open the document and start typing.

I have chosen to use a Computerised Word Processing programme to help Nevio with his documents. I have chosen to use this type of programme because the tasks it can perform are perfect for what Nevio needs. Using Word processing means you can use a range of different graphics, insert pictures, using different font sizes, styles and colours. It is appropriate for all the documents Nevio needs to be created and you can also use mail merge and can save documents as templates which is essential for helping Nevio with his time constraints. Word processing makes work easy to edit so Nevio should have no problem changing any of the documents. I decided against using a manual solution to help Nevio for the simple reason that it would save a lot more time to use a Computer. Also, it is much easier for me to save the documents as templates and then have Nevio edited them when he wants, then hand draw out all the designs and have no way of editing them if they need to be changed.

Objectives + Task List

After making this decision, I need to make myself an Objective list and also a task list. This will help keep me focused on my tasks and also make helping Nevio a lot more efficient as I can keep on track by following my list.

Number	Objective	Task Required
1	Create a reusable menu (New Years) that can be edited each year.	<ul style="list-style-type: none">• Create new document• Create design using..... Font/styles Headings Pictures A logo Address and phone number Borders• Save as template
2	Create a reusable (template) newsletter to advertise their facilities, their new year's plans. Create this in standard newsletter form and use columns.	<ul style="list-style-type: none">• Open a new document• Design a newsletter advertising the restaurant using... Headings Columns Standard newsletter form Font/styles Borders Colours Pictures Text boxes• Save as template
3	Make all the documents made for Nevio the same styles	<ul style="list-style-type: none">• Open existing documents• Make sure all of the

	so his customers can easily recognise his restaurant.	documents are the same style by checking..... Fonts/styles Colour Picture Logo are all the same styles. <ul style="list-style-type: none"> • Make any necessary changes • Re-save all edited documents.
4	Create a letter for Nevio to send to his customers instead of the memento cards that can be easily sent to all his customers automatically.	<ul style="list-style-type: none"> • Create new document • Create a template mail merge letter using font/styles and underlining • Using mail merge tool, merge the letter with the addresses (data) from an excel sheet. • Save as Template
5	Design a new logo for Nevio to use for the restaurant using Macromedia Fireworks for him to use on all the restaurant documents.	<ul style="list-style-type: none"> • Open a new document in macromedia fireworks. • Open existing logo and edit using tools such as crop, recolour and layers. • Save new logo • Open a new word processing document • Insert image (previously designed in Macromedia fireworks)

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		<ul style="list-style-type: none">• Crop, resize and Position.• Save document
6	Create an envelope that Nevio can use to send his letter in to all his customers.	<ul style="list-style-type: none">• Open new document• Go to the mailing tab at the top of the toolbar• Choose envelope• Mail merge the address fields from Nevio's database• Record a macro to automatically print envelopes• Save as document