

Building up a canteen domain information model

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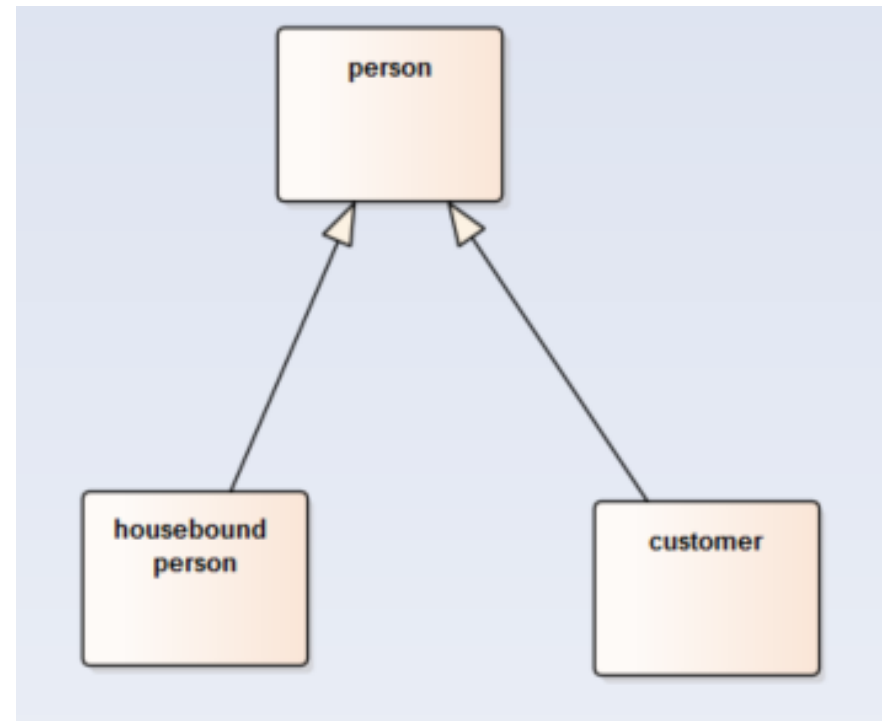
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Motivation

- “We’d like to get some insight into the workings of our canteen, with a view to improving its operation.
- We’ve decided to do this by looking at how we can capture and manage information around the operation of the canteen.
- ...”

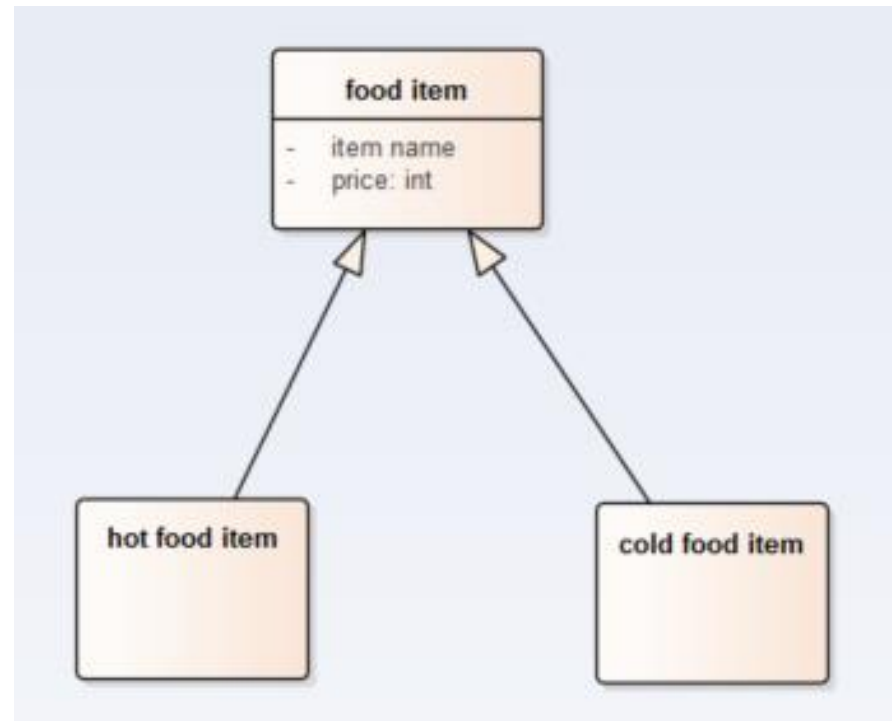
Persons and customers

- We note that there are two types of persons that are customers to the canteen:
 - House bound individuals serviced by meals on wheel (apparently the primary reason for the capability)
 - ‘customers’ who can buy direct
- We model this as two types of person as it is likely that both types might share common characteristics



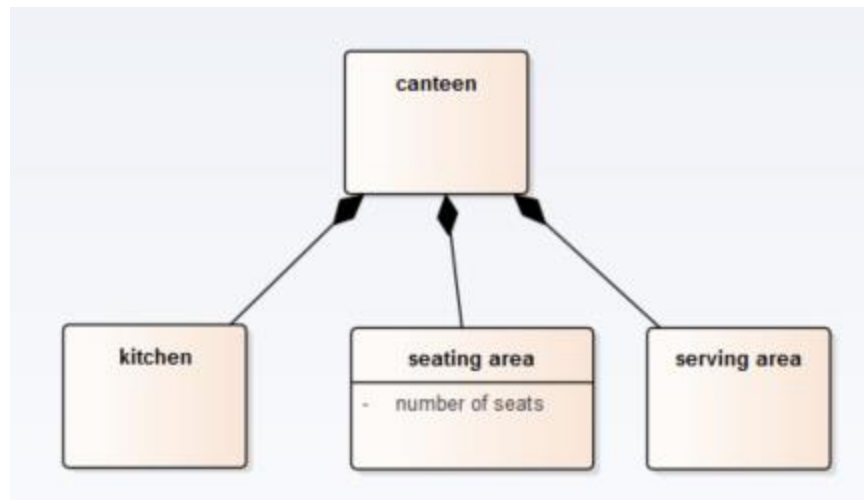
Food items

- We also note that the canteen produces various food items, primarily classified into:
 - Hot food items
 - Cold food items (like sandwiches)
- Food items will be identified (at least) by a food item name, (probably) a price



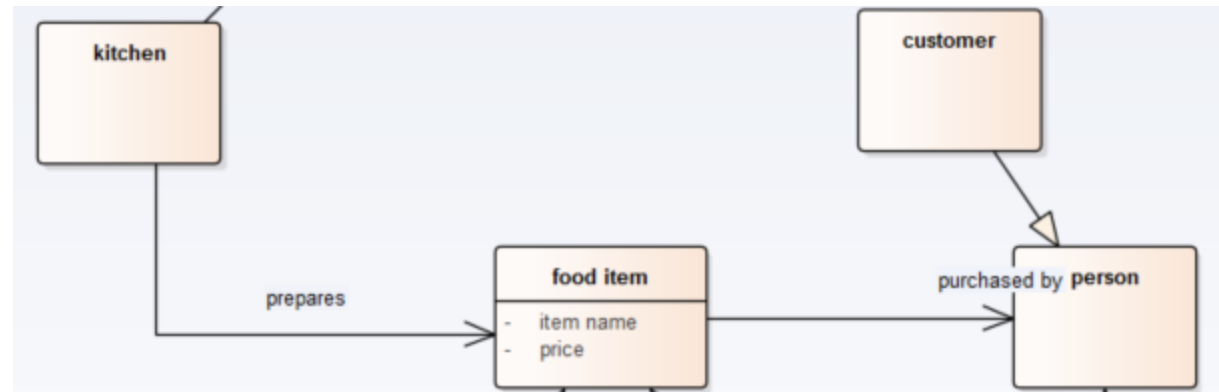
Canteen elements (building blocks)

- We can see that the canteen (ignoring staff) is primarily comprised of three elements:
- A kitchen and feed prep and waste disposal facility
- A seating area
- A serving counter



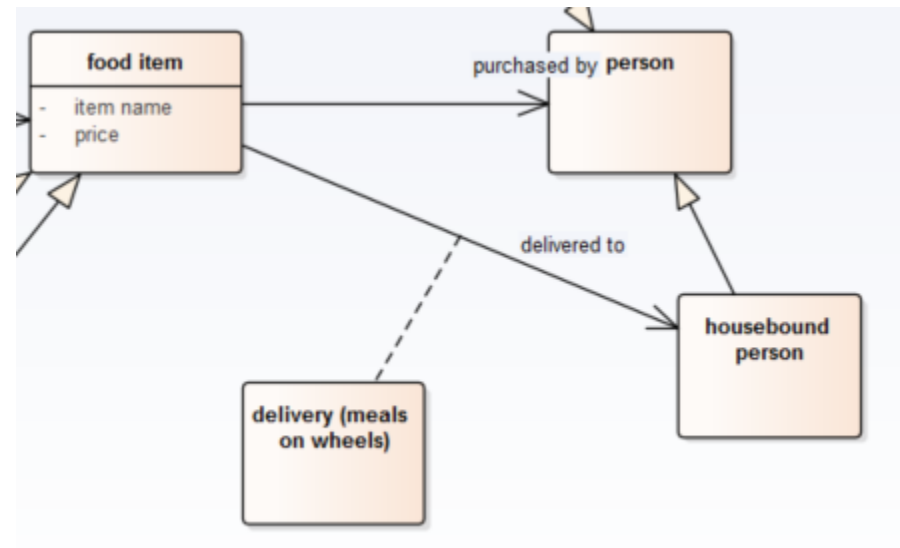
Some relationships 1

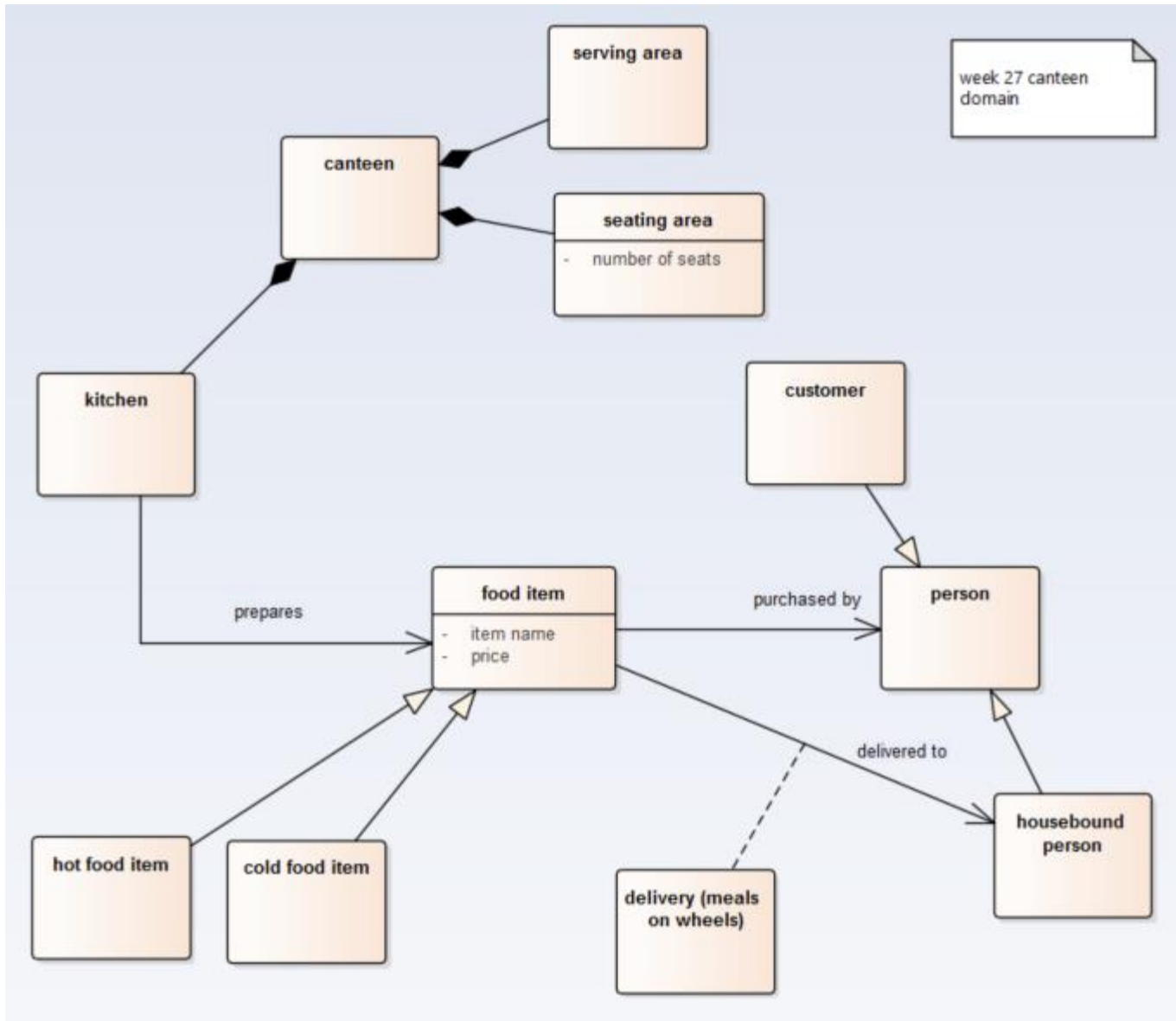
- The kitchen prepares food item(s)
- Food item(s) is (are) purchased by customer(s)



Some relationships 2

- Food item(s) is (are) delivered to house bound person [by] delivery [meals on wheels]





What would handling such information enable us to do?

With a little elaboration to the model:

- Record what food items are prepared each day (numbers, of what type [hot, cold] of food item, by name)
- Record what food items are purchased by customers on each day
- Record what house bound persons we have on our records (names, addresses)
- Record what house bound persons are delivered what food items per day
- (assuming food purchased items are consumed by customers in the seating area), the level of utilisation of seating area per day

What would handling such information enable us to do? 2

With a little more elaboration to the model:

- (and with purchase time details) the level of utilisation of seating area per day as a profile through the day
- (and by distributing customer loyalty cards – even if anonymous) a profile of the food item profile per customer over weeks, months, years
- (with delivery service time, van/driven and house bound person details) the ‘performance’ of the delivery service (in some form).