

CASE STUDY

Restaurant Menus Entry

How Well We Understand Customer Business and Delivered Fruitful Results

ABOUT CLIENT:

This Company Systems provide restaurant point of sale software to aid in the efficient operation of businesses. They have tried to give restaurants a competitive edge since 1990 by providing simple yet efficient restaurant management systems that are specialized to the industry. They have decades of experience leading the restaurant point-of-sale market, so they are knowledgeable about the need restaurants have for technology solutions as well as what works and doesn't.

CLIENT EXPECTATIONS:

The client was looking for a team to assist them in creating new menus and making changes to existing menus in accordance with restaurant updates and their requirements. The team should have excellent experience in the related field and be able to understand their tools properly to create menus in their various software.

They offer menu items from a range of cuisines, such as Indian, Chinese, Thai, Mexican, etc.

The client intended to enter every single menu item into their software so that they could provide customers a service that would allow them to order a variety of cuisines from

various restaurants for various locations, depending on their preferences and tastes.

In order to add food products to their various software program, they supplied a detailed scope guideline describing the prerequisites for menu entry.

They sought a sourcing partner who could comprehend their data requirements, provide a capable solution on schedule, and ensure that all menu items were accurate.

They have the flexibility to add extra things to current menu items as well as fairly rigorous rules for all different types of menu items

(Canvas, Modifiers, Size Levels, Focus Buttons, Happy Hours, etc.)
(Additional toppings, sides, tastes, portions, Extras, Flavors, etc.)

In order to give customers a simple and excellent meal selection option via mobile app and online, they have a comprehensive plan to reach a large audience for their selected categories.

They are the business that created several backend tools for setting up diverse menus! Their expectation was for us to deal with the various tools they have and that everything be done at the highest level without making even the slightest error.

THE GOAL:

- Menu entries by outsourcing partner
- Team should have knowledge to deal in different tools
- Keep a proper tracker for all menus activities
- Maintain accuracy, providing 100% quality work
- Working on the different cuisine types
- Completing backlog for new menus & update the existing menus
- Daily targets and tat to complete the received menus
- Providing outstanding service to their customers
- Utilizing best practice and strategies to accomplish the work
- Preparing the SOPs of all menu's backend
- Preparing the latest video tutorial for menu items, sizes, options, groups creation
- Updating the existing course for better understanding.
- Close monitoring of the menu assignment tool regularly
- Daily communication via email & ms teams.
- Data driven expertise with qualified staff
- Fulfilling the customers online food ordering requirements

PROPOSED SOLUTION:

Our Data Entry Experts performed a thorough assessment of the client's provided menu courses, SOP's and their menu backends/tools. It allowed us to gain a comprehensive picture of the client's job requirements as per their need. The investigation also identified flaws that needed to be addressed. Giving the best solution & holistic service to our clientele is our specialty, which we successfully offer with the aid of our experienced staff, which is skilled in resolving customer problems and delivering the best results with efficiency.

For the best result we aligned a team on this project who has great understanding and highly experienced in Data Entry and especially dealing with different tools and delivering maximum productivity with utmost sincerity, the team conducted an experiment to determine which extensive approach would help to complete this project! and we leveraged our skills to deliver this job on time.

Our work pattern is dynamic, & completely fact driven. Before commencing work, we research project objectives, expectations, and strategy before beginning work to ensure our clients' success.

CLIENT TARGETED CATEGORIES:

- Adding New Food Items for Restaurant
- Menu Change in Old Menus with Price Upgrade & Launching New Items
- Copying Menus for Different Locations of the Same Restaurant
- And more...

HOW IT BEGINS:

- Begins with day-to-day communication with client to understand their expectation and business process.
- First, we start going through the Courses/SOPs for menu entries, to make sure our team should follow proper guideline.
- Had initial training remote meetings to understand whole concepts, meetings held by their trainers.
- Started menu entry with the client's pending and urgent menu categories.
- Menu entry divided in two teams (Productivity & Auditing) to deliver work with efficiency.
- Maintain all the entries with our system and trackers sheet.
- Regularly sharing day end team's productivity report with client via emails.
- Finalize the data and get approval from the client on submitted entries.
- Verified the audit data and rectify the issues.
- Had weekly client feedback call to know their feedback for completed menus.
- Had random touch base call with their technical POC for any updates and new assignments.

RESULT:

As a result, we set a target to complete the task within the allotted time limit, and our client appreciated the effort we made to complete the task promptly and satisfactorily. We met the SLA to put the restaurant menus live and available for customer orders while maintaining the 100% Accuracy with the aid of our knowledgeable staff.

Thank You