

PV207 BUSINESS PROCESS MANAGEMENT

FI MUNI spring 2020

30.3.2020

Dávid Kakiš, 487572
PV207/01CZECH

Brief summary

Process in this document demonstrates situation when customer, in our fictitious hotel, decides to place an order from a bar with room delivery.

In that case two roles will work with the system.

1. On the **bartender** side, its mandatory to handle stocks needed for beverage. Stocks availability can sometimes result in error state, in that case there is possibility to replace stocks with others without quality decrement. Also, some unexpected situation can happen while preparing beverage, so we need a tool for broadcasting delay.
2. On the **waiter side**, system should be able to handle immediate payments as well as increase of customer's final bill and also bonuses based on type of beverage will be given.

Beverage delivery

