The company we chose to build our database on is Russell’s Steak, Chops & More. This is a fine dining restaurant business in the town of Williamsville, NY. The service industry is very complicated because its biggest component is people, whether that’s keeping your customers happy or your employees who deal in a high stress and very draining job. Our proposed database refers to this exact problem and is intended to fix the common problem of server dissatisfaction regarding management and where they are placed in the restaurant.

The business expert in our group is Randall Beach and he is currently employed at Russell’s and has been there since November of 2015. He understands the business inside and out and knows all the roles of each employee, structuring system, placement strategies, and the processes of how everything happens. Randall is an attendant at Russell’s and a primary source for all of the server complaints regarding how they feel mistreated, and improperly managed. The servers are the lifeblood of the restaurant and provide the great service that this organization is so greatly known for and when they are dissatisfied this can be relayed to the customers creating a huge problem for the whole organization.

The business value that will be added to this organization will be the proper compensation to the serving staff, making a happier and more gratified serving staff adding to the functionality of the business and satisfaction to the customers. The better the wait staff is able to perform their job duties the better the restaurant will do as a whole. This key aspect of the business is run from the attitudes of the people providing the service and this needs to be maintained or increased.

The key problem we are trying to fix is a system that will include many factors that will go into the placement of every server on any given night. Currently the only standard of measurement that goes into this decision is the seniority of the server compared to another. This is very important however strictly focusing on this means that the service the server actually provides does not matter
and can quickly demotivate servers to bring their best to every table. Currently there are no rewards or extra consideration for how many compliments or complaints a server might get. Also the food sales between servers varies greatly and even if a server can prove they are better at marketing the menu and making the restaurants more sales they will not be given a section with a better chance to make more money over any other server with more seniority. The actual quality of work the server is providing is being ignored and creating disproportionate chances to make money among the wait staff and lowering moral of many of the servers.

The database we are proposing will attempt to fix this moral issue and focus on being able create a more rounded observation of each server’s performance and then be able to compensate them accordingly. The first form of the database will be able to log and add server compliments and complaints. The manager will be able to file the goods and the bads customers communicate about their service and be able to track and count these occurrences. The database will also be able to log when a server can attribute over $3,000 in food sales on any given night and also be able to show how many covers they had to accomplish this.