



## Case Study

Restaurant Management System  
by: Aceit Digital Inc.

Client's Name:

Ahinke's Kitchen

Client's Industry:

Food Industry

## Overview

Ahinke's Kitchen is a start-up catering services that offer Authentic Nigerian Food to Caribbean and African populations in Calgary and its surrounding area and as well as to an ever-increasing market of urban professionals.



## Initial Challenges Faced By The Client

- Takes orders manually
- Staffing issues
- No point of sale system
- No System for the delivery and shipping of foods and services

The approach was to start from the  
GROUND UP.

## The Team looked at the staffing Issues and proposed the following solutions

- They have started hiring, they need to look away from students. They should look into hiring people that are committed to a long term working relationships.
- The team also put up a system to attract job seekers to the platform leveraging facebook and other social media platforms
- For the team or staff that are already in Ahinke's Kitchen
  - A clocking system was established for the staff in order to monitor deliverables and work hours



For the SYSTEM

The team create a;  
**RESTAURANT TYPE MANAGEMENT SYSTEM**

This is the typical add to cart and check out point of sale kind of system. People can order and add to cart and pay for the food that they bought including the delivery fee. In the past, you would have to contact the customer and tell them what the delivery fees are and send them their extra payment which the customers complained about.

In the delivery fee or shipping process, they can track the amount of kilometers the delivery drivers use on the roads to deliver them their orders. Also, when drivers get stuck in traffic, the team put a five percent service fee (5%) on there so that in the case of the kilometer do not cover the cost.

The customers are happy with the service and they are also happy to give tip.



# EMAIL MANAGEMENT

In the past, email management was not done professionally.

So, the team changed it to [management@ahinkeskitchen.com](mailto:management@ahinkeskitchen.com), which gives the restaurant business a more professional outlook to its customers.

People can now see all their postings, and all the business transactions can be seen all in one spot.



## Used Third Party Website

The team went online and applied to websites like Opentable and Google Reservations in order for Ahinke's Kitchen to be more visible to more customers. This was done so that Ahinke's Kitchen can gain visibility on the site.

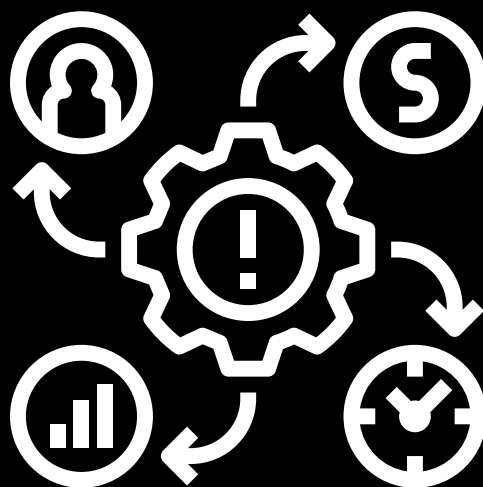




# How We Have Helped The Client

The Team helped Ahinke's Kitchen in almost all aspects of the business. It all started with how to grow the business in a way she does not have to always be part of the business.

From Staffing challenges, to website, website restaurant management, delivery and shipping, using third party website for Ahinke's Kitchen website's visibility, and email management.



Ahinke's Kitchen enjoyed working with Aceit Digital Team. The team transformed the website experience as well as our business processes and Ahinke's Kitchen now has a great system to work with.

- Ahinke's Kitchen  
CEO