Online Pre-Order System

Clover Bakery

Enhancing business efficiency

May 6, 2025

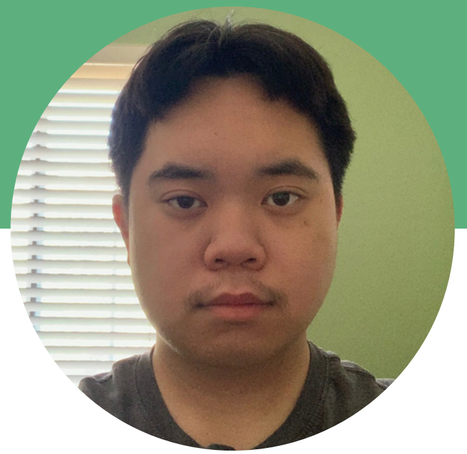
Prepared by group 8

Team Members

Tejaswini
Project Manager

Sayed
Financial Analyst

Long
Marketing Analyst



Ben
Business Analyst

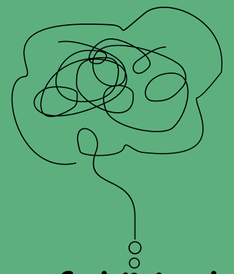
Agenda

1. Problem Statement
2. Solution
3. Overview
4. Timeline
5. Feasibility Report
6. Mobile App Prototype
7. Conclusion

Problem Statement

Long Waits

No Pre-Orders



Stressful Workflow

Evidence: 1.0 and 1.1

Bonnie Y.
Philadelphia, PA
4 Sandwich reviews

May 3, 2024

Long lines but worth the wait! Very cute little shop for some quality bread and pastries!

Helpful **0** Thanks **0** Love this **0** Oh no **0**

Candice N.
San Jose, CA
7 5 3

May 27, 2024

Always love the rice balls and they make it fresh daily. There is **long** line over the weekend.

Helpful **0** Thanks **0** Love this **0** Oh no **0**

Helen Z.
Mountain View, CA
0 111 0

May 31, 2024

best fresh cream cake. It looks not fancy, but really high quality ! Remember to preorder. The line is often **long** and the cakes run out quite fast.

Solution

Online Ordering
launch a website for customers to place orders remotely.

Pre-order Form:
allow users to select items and input details via a simple web form.

Scheduled Pickups
customers choose a convenient time to pick up, reducing in-store congestion.

Scalable Systems
future upgrades (like tracking or mobile app) can be easily added.

Solution Benefits

Tangible Benefits

📈Higher Sales Volume , faster service = more transactions per hour

👥 Reduced Wait Time, more efficient employee allocation improves flow

🛒 Improved Inventory Tracking , better restocking = fewer sold-out items

💻 System Upgrades , modern checkout and pre-order tools simplify ordering

🔁 Consistent Scheduling , prevents employee burnout and absenteeism

Intangible Benefits

😊 Better Customer Experience — less waiting improves satisfaction

🔁 Customer Loyalty — reliability and convenience encourage return visits

🌐 Improved Online Presence — website builds digital credibility

💡 Sense of Innovation — modern systems signal progressiveness

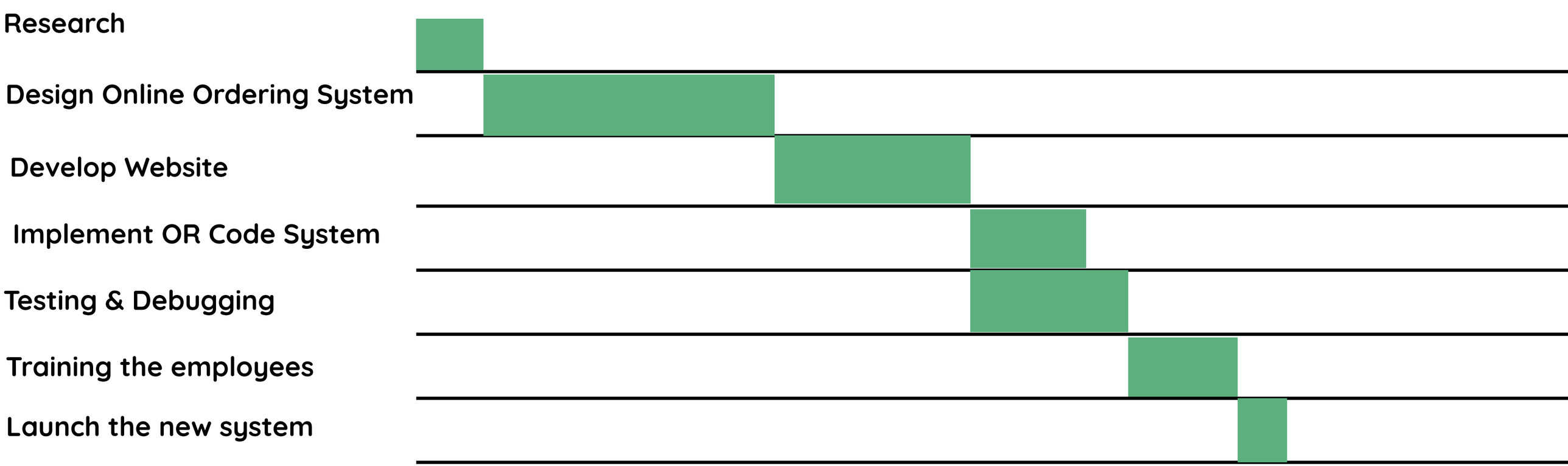
🧘 Reduced Employee Stress — streamlined workflow reduces pressure

Project Overview

Client: Clover Bakery & Cafe

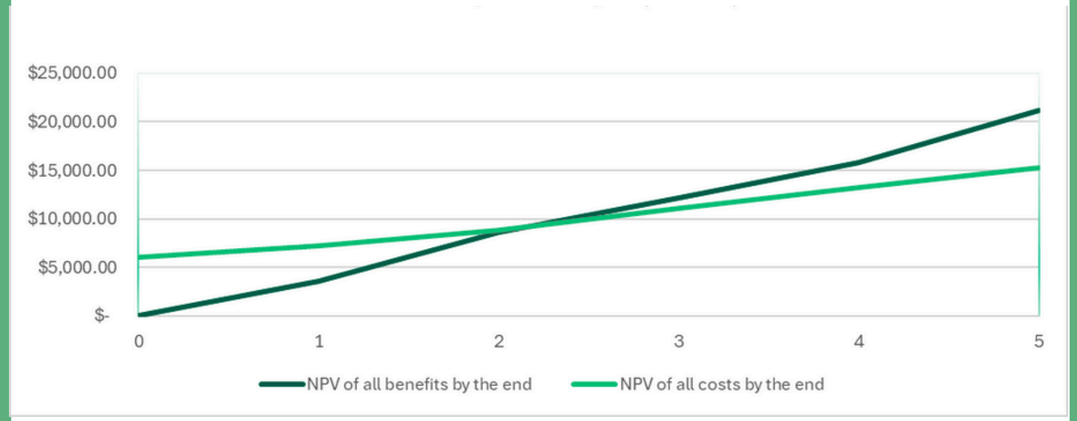
- Problem: Long in-store wait times
- Solution: Online pre-order & pickup system
- Goal: Improve service speed & customer experience

Project Timeline (duration in weeks)



Project Feasibility

Break-even Point Analysis

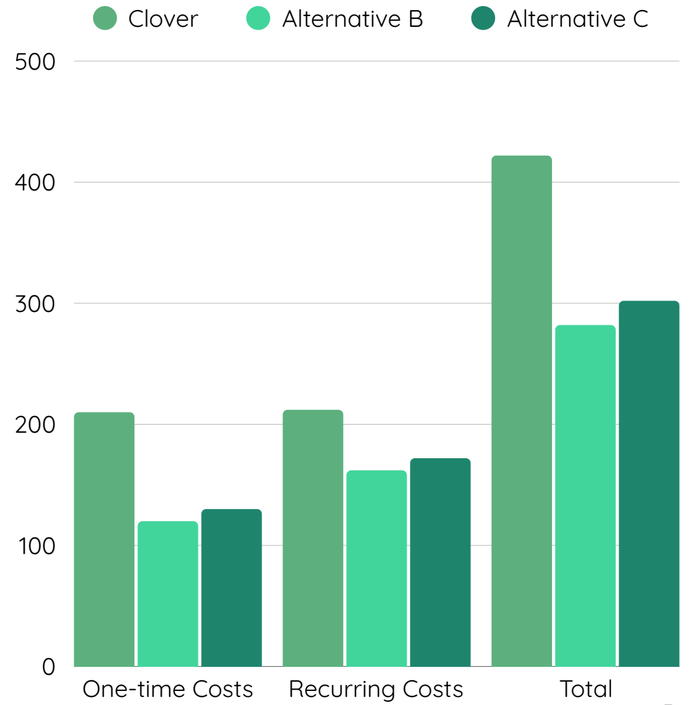


Net Present Value (NPV) $5896

Return on Investment (ROI) 0.39

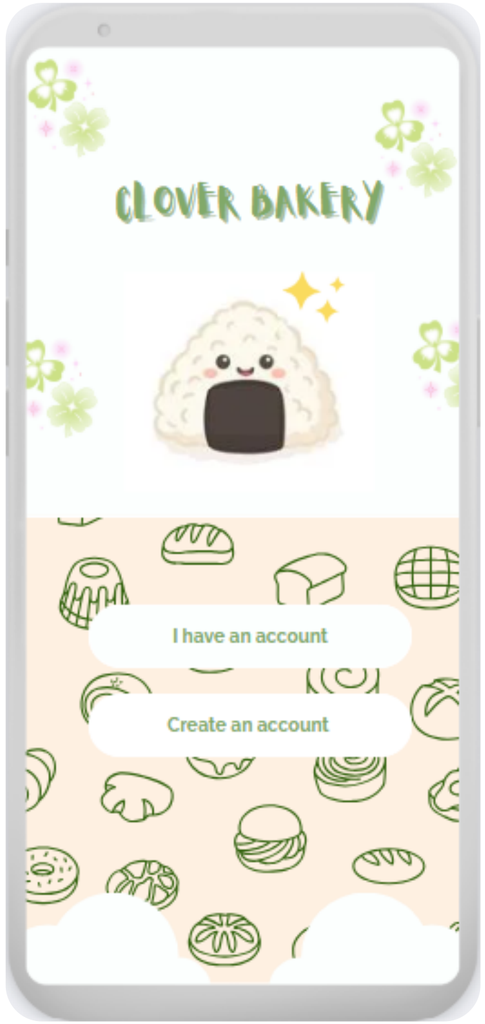
Break Even Point(BEP) 2.13 years

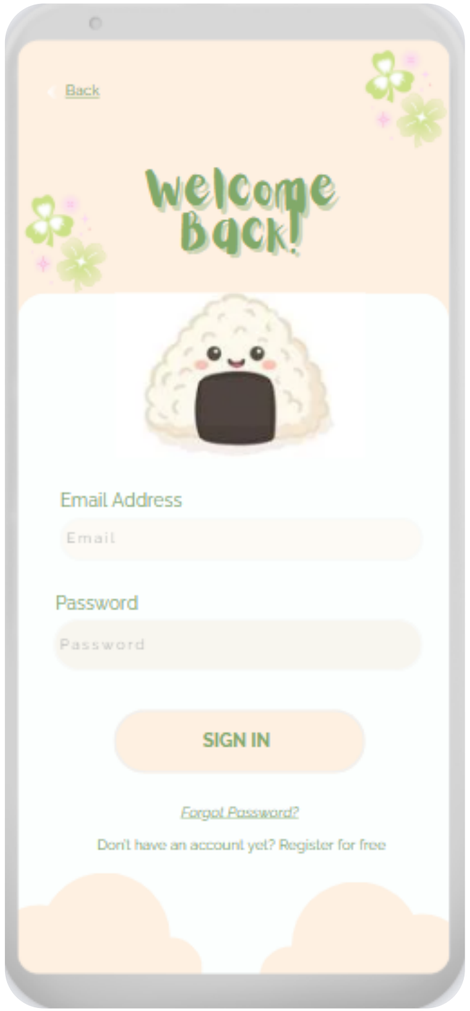
Scoring Model

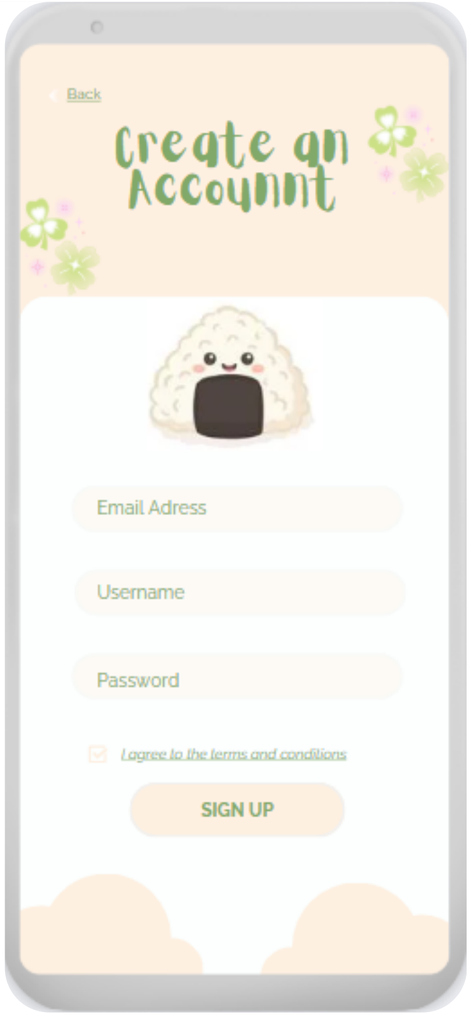


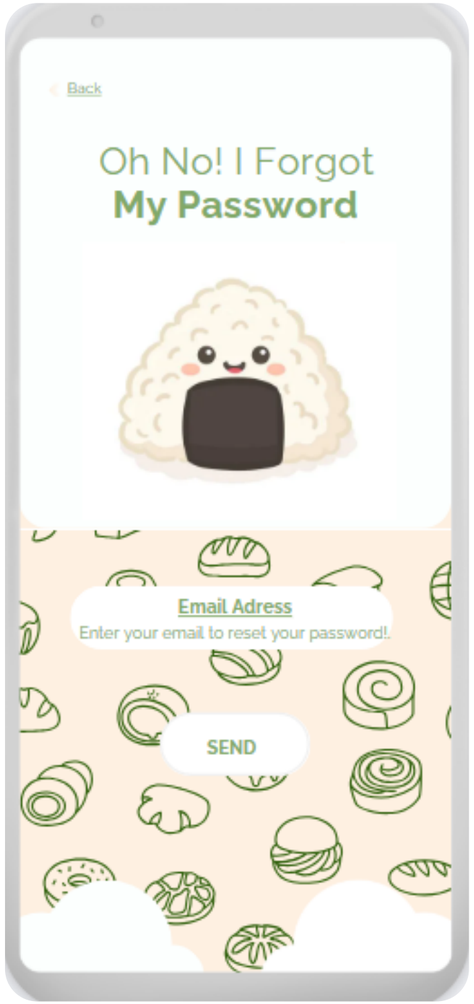
5- Cheapest Cost
1- Highest Cost

Mobile Prototype

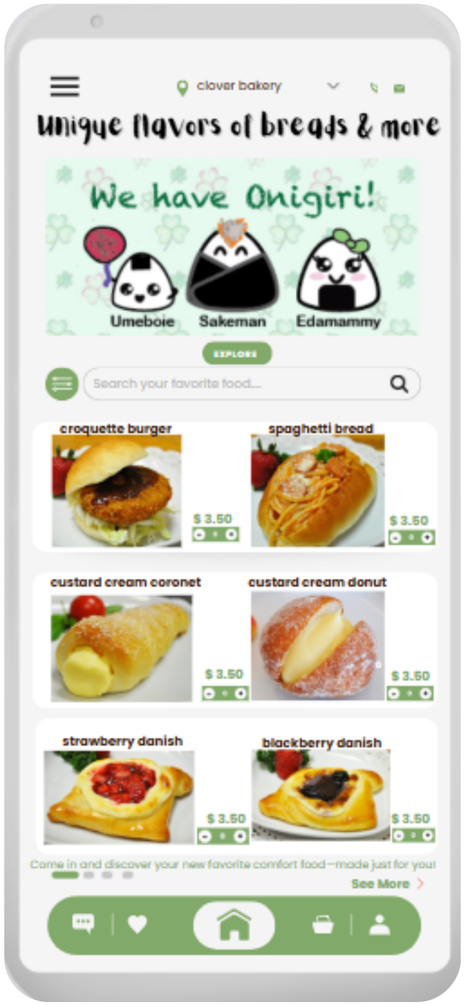


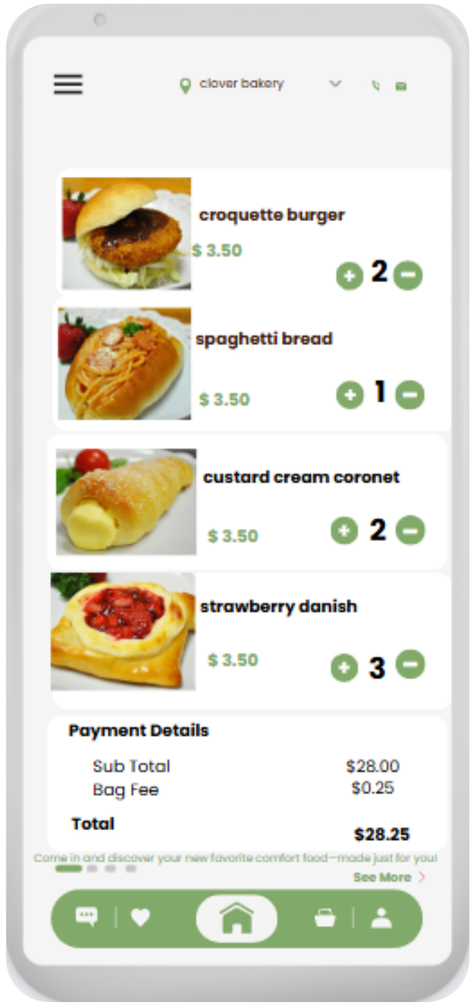


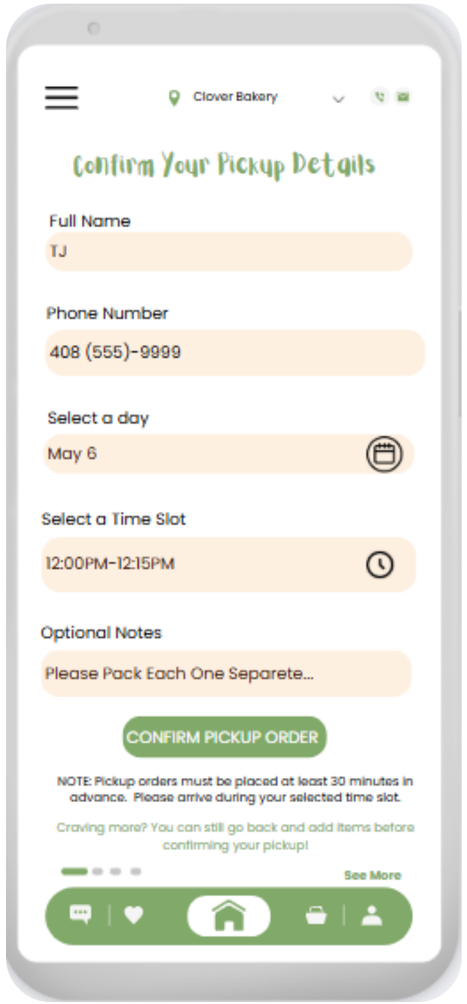


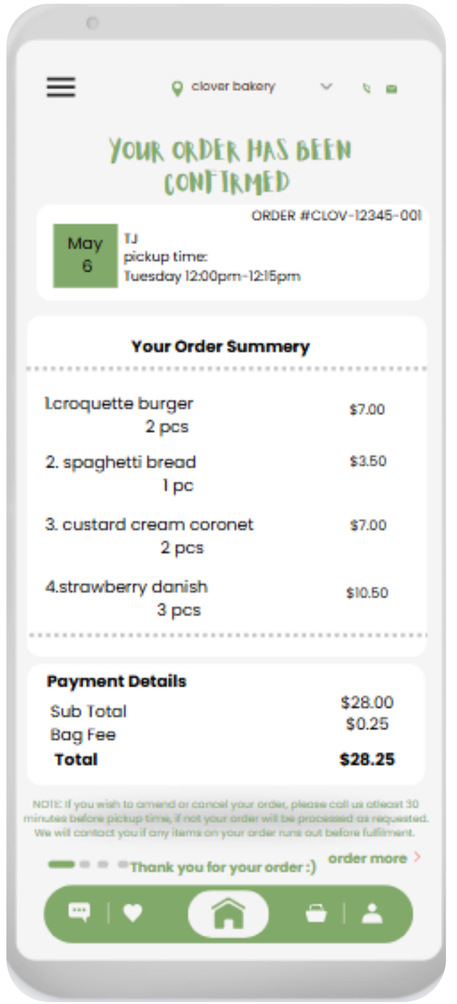


Mobile Prototype









Conclusion

- modernizes Clover Bakery’s customer experience
- directly addresses long wait times and in-store congestion
- efficient management of stressful workflow
- scalable and cost-effective system built for long term growth
- strategic use of web technology for pre-orders and pickups.