**Systems Requirements**

The *BookCafé* located within the John Readings Bookstore is a privately owned company (the BookCafé Group – BCG) that until recently operated four *BookCafes* in and around the Melbourne metropolitan region. In line with the strategic plan for John Readings, the company has recently expanded to 13 Cafes in bookstores across Victoria.

The owner, chairman and CEO, Jim Murphy, has run the company for the past five years. He has operated various cafes and restaurants for most of the last 25 years and relies on his hands-on approach to hospitality operations.

The book stores trade 6 am–11 pm daily and the Cafes are open for this time as well. The Cafes typically include seating for 40 customers, a children’s play area, a take away section, store manager’s office and stockroom. They sell drinks and light snacks all day with a breakfast, lunch and dinner menu running for these peak periods only. A range of special blend coffees is available for purchase and the café also provides a limited catering service as well as special order cakes.

For the financial year 2018–2019, The Book Café Group (BCG) is projected to have an annual turnover of $9,000,000 and generate a profit of $3,000,000. Payroll expense is projected to be $3,000,000. The organisation uses a computerised accounting system: MYOB AccountRight.

### The *Book Café Group (BCG)*Organisational Structure

The flagship The *Book Café* located in John Readings Brunswick bookstore, Melbourne has an attached office space that accommodates head office (the directors, senior management staff and clerical employees).

In the past eight months, The *Book Café Group* has raised sufficient finance to commit to the John Readings expansion plan with a further nine stores fitted out with *Book Cafés*. Jim Murphy plans to continue the expansion with John Readings until the optimum target of 30 new bookstores each containing *Book Cafés,* is secured for the Victorian market.

With this expansion, the *Book Café* Group now has a workforce of approximately 70 employees. The employees come from a wide range of cultural and linguistic backgrounds. A significant proportion has poor English literacy, including poor reading comprehension. Most employees, but not all, have a high-school level of education.

Previously, with less than 20 employees to pay, Jim and his Finance and Operations Manager, Jack Tan, ran a cash-based payroll system for the four cafes. Because of expansion plans across Victoria, the payroll system was inadequate and needed to be completely redesigned. As well as the purpose designed payroll system (which is now complete), Jim has identified that the company needs a system for tracking, calculating and approving leave and a more general record keeping system that can be implemented across all current cafes along with new cafes as they come on board.

Under the current system, each café manager is responsible for sourcing staff, developing rosters and generating payroll registers to send to head office. Details of any sick and/or annual leave and other staff data are also tracked at head office where annual taxation statements are prepared and distributed.

Administrative systems required by The Book Café Group:

* Leave tracking and approval system
* Record-keeping system