

Mini-Case - Please select the best answer for the questions listed below based on the narrative, swimlane diagram and ERD that follows these questions:

1 .What would be the best name for the actor labeled “A”?

- a. Kitchen
- b. Chef
- c. Manager
- d. Sales representative
- e. Waiter

2. What would be the most appropriate question for the decision labeled “B”?

- a. Order accurate?
- b. Cost acceptable?
- c. Within delivery range?
- d. Food allergies?
- e. Need more time?

3. What would be the most appropriate description of the process labeled “C”?

- a. Calls driver
- b. Begins next order
- c. Taste tests food
- d. Places food in “finished” area
- e. Add toppings

4. What would be the most appropriate description of the process labeled “D”?

- a. Double checks price
- b. Writes a check
- c. Hands over necessary cash
- d. Presents royalty card
- e. Signs the receipt

5. What would be the most appropriate description of the process labeled “E”?

- a. Closes door
- b. Writes yelp review
- c. Gives the driver a tip
- d. Gives verbal complement
- e. Rates the driver

6. What would be the best name for the entity labeled “F”?

- a. Sales Representative
- b. Distribution
- c. Manager
- d. Delivery Driver
- e. Employee

7. What would be the most appropriate description for the relationship labeled “G”?

- a. Reviews
- b. Prepares
- c. Adjusts
- d. Totals
- e. Delivers

8. What would be the most appropriate description for the relationship labeled “H”?

- a. Records
- b. Prepares
- c. Describes
- d. Consumes
- e. Totals

9. What would be the most appropriate description for the attribute labeled “I”?

- a. Age
- b. Religion
- c. Gender
- d. Address
- e. Email

10. What would be the most appropriate description for the attribute labeled “J”?

- a. Category
- b. Flavor
- c. Packaging style
- d. Cost
- e. Delivery time

Mini-Case - Read the following narrative carefully

Roma Pizza is a typical pizza shop. They sell pizza, sandwiches, and pasta dishes. While they offer both pickup and delivery, delivery is a far more popular option. The pizza delivery sales process **begins** when a customer calls the shop and requests a delivery. The phone is answered by the cashier, who starts by requesting the customer's name, phone number, and address, and records this information. Cashier then asks the customer what food they want, and the customer describes their order, which the cashier records. After the customer is finished speaking, the cashier reads the order back to them to check for accuracy. If it is not, the customer describes the order once again. Once the order is affirmed to be accurate, the cashier gives the customer a time estimate and hangs up.

By now the cashier has written down the order information on a slip of paper, which lists the food items, cost, customer name, and delivery address. She hands the order off to the chef, who prepares the order. The experienced chef is able to prepare any pizza, sandwich or pasta dish on the menu by himself. Once the food is all prepared, the chef places the items in the "finished" area, where they can be grabbed by the delivery driver.

The delivery driver starts by reviewing the order slip, which is taped to the top of the order packaging, to determine where he is delivering the food to. Next, he enters the address into the maps app on his phone. Then, he drives to the address and knocks on the door. Once the customer appears, the delivery driver states the total cost. The customer hands over the necessary cash, and then the driver hands over the pizza and the customer's change. If the customer is satisfied with the service he receives, he gives the driver a tip, but this does not always happen.

