# OOA/D Exercise - The Pizza Delivery Company

The world famous chain of *Marchese's Pizza* restaurants has decided to open a number of branches offering home delivery to households in downtown Manhattan. After an expensive advertising campaign promising prompt and efficient service, the company has decided to dump their original paper-based ordering system and totally computerize the delivery operation.

*Marchese's Pizza* offers its customer the opportunity to custom-build the pizza of their choice. All pizzas are covered with tomato sauce and melted cheese, the type and thickness being at the discretion of the paying customer. The pizza base may be either Neapolitan (thin 'n' crispy) or Sicilian (deep dish). Custom pizzas may be constructed from the following categories:

* Aqua Alta - anchovies, sardines, mussels, prawns, squid
* Godfather - pepperoni, mortadella, salami, tongue, ham, extra cheese
* Bambino- spinach, carrot, broccoli, onion, corn, extra cheese
* Mamma Mia - ground beef, veal, tuna, spinach, head cheese, pasta,
* Agita - all of the above.

When a pizza is ordered it is placed in a queue and served in a first-in, first-out fashion. If the pizza remains in the queue for longer than 40 minutes then the customer is not charged. Pizzas are loaded into vans and delivered to any household in the downtown area (south of Houston Street). If the total turnaround time between the customer phoning and the delivery to the door is greater than 60 minutes then the customer is not charged. Because the *Marchese's Pizza* chain does not take credit cards, the customer at the door makes payment by cash or check.

In order to make "mailshots" to customers at a later date, the system requires information about from each branch (taken during the order). As well as the usual marketing data, the system must also be able to distinguish between casual customers and those households that are members of the "Abbondanza Club" that allows the accumulation of 'Nosh Points' that give discounts on future purchases. Each delivery awards club member 100 points, and each 200 points allows a discount of 10%.