Barrington Cafe Information Management System

Barrington Cafe is located in Southport, Queensland. Each centre consists of a gym weights area, separate rooms for aerobics/circuit classes, change rooms with showers, toilets and lockers, a café, and a retail area. Barrington Cafe sells annual memberships and casual visits. Their information system collects data on all areas of the business.

# Policy

Barrington Cafe uses a custom-designed holistic information management system called ‘Barrington Café Friends’.

Barrington Café Friends has **two information systems**: The ***Client Database*** which includes all internal and external personal details of all customers and suppliers including: name, address, email, contact number, payment and finance arrangements, and the staff database which includes all name, address, email, contact numbers, qualifications, experience, KPI’s, goals, professional development plan, employment contract and payslips of all Barrington Cafe staff.

The ***Business Finance System*** records all transactions for the business and has the ability to create varied reports. Managers use this system to total the business income each day for sales/refunds, casual visits, the café and the retail shop and reports on stock consumed. The owner uses this system for payroll, income/expenses and taxation purposes.

Employees use this to perform sales transactions, create new memberships, access customer records and record customer results.

The information collected allows Barrington Café to track customer spending rewards activity; more specifically, tracks the customer’s order and spending. Other information it can track includes the business finances and stock consumed within the business.

The system securely retains internal and external clients’ personal information and abides by all relevant legislation, regulations, codes of practice and standards for protecting their clients’ safety and privacy.

# Procedures

* 1. All employees must be trained on how to use Barrington Café Friends upon commencing employment.
	2. All employees will be assigned an individual secure login, password and access code with permissions access to only the areas that management wish them to access.
	3. All employees must abide by the Privacy Act when gathering and recording client’s personal information in Barrington Café Friends.
	4. All employees must only use their own login to access Barrington Café Friends’and never tell anyone their password or access code.
	5. Managers and the owner of Barrington Café will be the only ones to access certain sections of the information system such as Finance and Reporting.
	6. Employees must always follow the Privacy Act when collecting and storing personal information. The personal information gathered on staff includes: their name, address, email, contact numbers, qualifications, experience, KPI’s, goals, professional development plan, employment contract and payslips.

The personal information gathered on customers includes: their name, address, email, contact numbers, dietary preferences and birthdays.

* 1. All feedback collected from members must be recorded in Barrington Café Friends for managers to analyse and make continuous improvements to the business operations.
	2. If problems or issues arise such as data not aligning or system failure, first contact the centre manager and then the assigned technical specialist:

Contact person: Fred Bones Happy Days Technical Support

31 Bronwyn Street, Brisbane, QLD, 4000

(07) 3456 7890

happydays@technicalsupport.com

# Using Barrington Café Friends

* 1. Always use your own individual secure login when accessing Barrington Café Friends’. This ensures that you only access the areas you are allowed to access and tracks your activity in the system.
	2. **To Log in**: Select your assigned username from the drop-down box then type in your private password.
	3. **To access a client's details**: Select your client's name then click next, select if you would like to create a new membership for this client, then click next.
	4. **To create a new membership**: Type the client's personal details: Name, Address, Mobile number and email address, then click next.