

Environmental

Requirement ID:	E001	Category:	Environmental
Description:			
The coffee shops should offer a level of comfort that students, staff and members of the public have come to expect.			
Rationale:	In all of the focus group sessions the "issue" of comfort in the coffee shops was raised; the participants take this very seriously. Comfort is a major factor determining whether people like a coffee shop or not.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	Student focus groups MC.Q4.FG_1,2,3. Staff interviews MC.Q2.IN_1,2. Staff interviews MC.Q4.IN_1,2,3,5,6.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E002	Category:	Environmental
Description:			
Coffee shops should be clean at all times.			
Rationale:	Students and staff all value cleanliness when they visit coffee shops.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	Student focus groups MC.Q3.FG_1. Staff interviews MC.Q2.IN_1,2,4.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E003	Category:	Environmental
Description:			
The environment of the coffee shops should facilitate social interaction by offering comfort.			
Rationale:	Students understand and value that coffee shops are social spaces. Students would like for there to be a focus on social interaction in the coffee shops.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	Student focus groups MC.Q3.FG_2.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E004	Category:	Environmental
Description:			
The environment of the coffee shops should smell of roasted coffee.			
Rationale:	Smell is a big part of the sensory experience of a coffee shop. Students and staff mention that they are very fond of the smell of coffee when they go to coffee shops outside of the university.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q3.FG_1. Staff interviews MC.Q2.IN_1,2,4.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E005	Category:	Environmental
Description:			
Provide a relaxing environment			
Rationale:	Students and staff alike value relaxation when they are in coffee shops. This is done through a number of ways, through the environment, staff, lighting etc. It was one of the most talked about topics in the focus groups.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q2.FG_3. Student focus groups MC.Q3.FG_1,3. Student focus groups MC.Q4.FG_1,3. Student focus groups MC.Q6.FOQ. Student focus groups MC.Q7.FG_2,3.FOQ. Student focus groups MC.Q8.FG_1,2,3,4. Staff interviews MC.Q2.IN_2,3,4. Staff interviews MC.Q3.IN_1. Staff interviews MC.Q3.IN_3,4. Staff interviews MC.Q6.IN_3,4. Staff interviews MC.Q7.IN_2,3,6. Staff interviews MC.Q8.IN_3.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E006	Category:	Environmental
Description:			
There should be soft furnishings in the coffee shops			
Rationale:	A number of students and staff are unhappy with the seating in the coffee shops and would like to see soft furnishing in them.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q2.FG_4.		

Student focus groups MC.Q3.FG_1. Student focus groups MC.Q4.FG_1. Student focus groups MC.Q7.FG_1. Student focus groups MC.Q8.FG_1. Staff interviews MC.Q4.IN_3,6. Staff interviews MC.Q4.IN_3,6. Staff interviews MC.Q6.IN_3,5. Staff interviews MC.Q7.IN_1,4,6. Staff interviews MC.Q7.IN_2,6.			
		History:	
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E007	Category:	Environmental
Description:			
Have soft background music			
Rationale:	Students would like to have soft background music in the coffee shop so they can relax.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q2.FG_4. Student focus groups MC.Q4.FG_2. Student focus groups MC.Q7.FG_2. .		
		History:	
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E008	Category:	Environmental
Description:			
Provide a mixture of low tables and sofas			
Rationale:	People like to have a choice of a variety of different seats, sofas and tables when they go into the coffee shop. This is because people have differing needs, some go alone to coffee shops, some go in a group.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q3.FG_1. Student focus groups MC.Q4.FG_3. Student focus groups MC.Q6.FG_2. Student focus groups MC.Q7.FG_4. Student focus groups MC.Q7.FOQ. Student focus groups MC.Q8.FG_1,3. Staff interviews MC.Q2.IN_4. Staff interviews MC.Q4.IN_6. Staff interviews MC.Q7.IN_1,2,6.		
		History:	
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E009	Category:	Environmental
Description:			
Provide tables that people perceive to be of good quality			
Rationale:	Students and staff alike feel that quality is important and they value quality of furnishings when they go to a coffee shop.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q3.FG_4. Student focus groups MC.Q4.FG_1,3. Student focus groups MC.Q6.FG_3. Student focus groups MC.Q6.FOQ. Staff interviews MC.Q7.IN_1. Staff interviews MC.Q4.IN_6.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E010	Category:	Environmental	
Description:				
The coffee shops should have their own identities. They should differ over the academic schools which they serve and from the rest of the university.				
Rationale:	Students value uniqueness and individuality, the same is true for the environment. Students would like the coffee shops in the university to have there own character and reflect the departments they are in.			
Priority:	High			Low
Supporting evidence:	Student focus groups MC.Q4.FG_2. Staff interviews MC.Q3.IN_1.			
History:				
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:				

Requirement ID:	E011	Category:	Environmental
Description:			
Coffee shops should have aspects of both a convenience store and a coffee shop.			
Rationale:	Students and staff all value the convenience that is offered by the coffee shops. They think that it is possible to have the best of both worlds. Coffee shop and convenience store within the university.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	Student focus groups MC.Q6.FG_1. Student focus groups MC.Q7.FG_1. Staff interviews MC.Q3.IN_2,5. Staff interviews MC.Q5.IN_1,3,4,5,6.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E012	Category:	Environmental
Description:			
Plan out the seating to maximise space.			
Rationale:	Students do not like the to feel claustrophobic, they enjoy coffee shops that are well panned out so that it feels spacious		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	Student focus groups MC.Q6.FG_2. Staff interviews MC.Q2.IN_6. Staff interviews MC.Q3.IN_2. Staff interviews MC.Q7.IN_2. Staff interviews MC.Q8.IN_4.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E013	Category:	Environmental
Description:			
Make it clear where customers have to pay to avoid confusion using sings.			
Rationale:	Students and staff have expressed that they find that some of the coffee shops are confusing and not well planned out or sign posted.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q6.FG_2. Staff interviews MC.Q2.IN_6. Staff interviews MC.Q3.IN_2. Staff interviews MC.Q7.IN_2. Staff interviews MC.Q8.IN_4.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E014	Category:	Environmental
Description:			
Provide a quiet environment where people are able to study			
Rationale:	Students and staff think that studying in the coffee shops in is important. This should not, however be the main focus of the coffee shop environment.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q6.FOQ.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13

Changes:

Requirement ID:	E015	Category:	Environmental
Description:			
Provide TV's showing news in the coffee shops. With or without volume.			
Rationale:	There were a number of students in the focus groups who would like to have TVs in the coffee shops. It was mentioned that the TV volume could be distracting and therefore the TVs should be on silent mode.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q4.FG_2. Student focus groups MC.Q7.FG_2. Staff interviews MC.Q6.IN_6.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E016	Category:	Environmental
Description:			
Provide modern furnishing and decor.			
Rationale:	Students like coffee shops with modern environments. There was a number of the students who expressed negative emotions in regards to the coffee shop environment and how it is dated.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q7.FG_2.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E017	Category:	Environmental
Description:			
Provide lighting that is suitable for both relaxation and reading.			
Rationale:	Some students dislike the harsh light that is in the coffee shops. Others like it bright, there has to be a balance.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q7.FG_2.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E018	Category:	Environmental
Description:			
Have coffee shops in libraries where possible			
Rationale:	A number of students and staff expressed their wish to have a coffee shop in a library. Students have seen this in other universities and really liked the the idea of it.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	Student focus groups MC.Q7.FOQ. Staff interviews MC.Q6.IN_5.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Product

Requirement ID:	P001	Category:	Product
Description:			
Coffee sold in the shops should be made by a Barista.			
Rationale:	There is a high percentage of participants of the questionnaire that indicated their preference of a Batista over a coffee machine.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	Questionnaire "Cardiff Coffee Shops"		
History:			
Date Created:	09.12.12	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	P002	Category:	Product
Description:			
Have a range of healthy food options			
Rationale:	Students like having the option to buy healthy food in the coffee shops.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	Student focus groups MC.Q7.FG_4. INX.Q7 (Food). Staff interviews MC.Q5.IN_2.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	P003	Category:	Product
Description:			

Sell paninis

Rationale: A number of student mention that they would like to be able to buy paninis from the coffee shops.

Priority: High

Supporting evidence: Student focus groups MC.Q7.FG_4.
INX.Q7 (Food).
Staff interviews MC.Q5.IN_2.

History:

Date Created: 04.02.13

Date Reviewed: 25.04.13

Changes:

Requirement ID:

P004

Category:

Product

Description:

Sell a range of pastries that are popular with the customers.

Rationale: Students and staff mentioned that they enjoy pastries when they go to coffee shops off campus. They would like to see some sold in the coffee shops.

Priority: High

Supporting evidence: Student focus groups MC.Q2.FG_1.
Student focus groups MC.Q7.FG_1,4.

History:

Date Created: 04.02.13

Date Reviewed: 25.04.13

Changes:

Requirement ID:

P005

Category:

Product

Description:

Sell a range of cakes.

Rationale: Cakes are very important in coffee shops, the students and staff have made that clear. Therefore having a range of them is important.

Priority: High

Supporting evidence: Student focus groups MC.Q2.FG_4.
Student focus groups MC.Q6.FG_1.
Student focus groups MC.Q7.FG_4.
Staff interviews MC.Q2.IN_3,5.
Staff interviews MC.Q4.IN_2,5.
Staff interviews MC.Q7.IN_5.
Staff interviews MC.Q8.IN_5.

History:

Date Created: 04.02.13

Date Reviewed: 25.04.13

Changes:

Requirement ID:

P006

Category:

Product

Description:	
Sell a range of different coffees and hot drinks.	
Rationale:	Students and staff love variety, especially when it comes to hot drinks. There should be a variety of hot drinks on sale.
Priority:	<div style="display: flex; justify-content: space-between; width: 100%;"> <div style="width: 25%; background-color: red; color: white; text-align: center;">High</div> <div style="width: 25%; background-color: orange;"></div> <div style="width: 25%; background-color: yellow;"></div> <div style="width: 25%; background-color: green; text-align: center;">Low</div> </div>
Supporting evidence:	Student focus groups MC.Q2.FG_3,4. Student focus groups MC.Q4.FG_4. Student focus groups MC.Q5.FG_2. Student focus groups MC.Q8.FG_2. Student focus groups MC.Q6.FG_3. Staff interviews MC.Q6.IN_3.
History:	
Date Created:	04.02.13
Date Reviewed:	25.04.13
Changes:	

Requirement ID:	P007	Category:	Product
Description:			
Sell produces that will appeal to the variety of different nationalities present in the University.			
Rationale:	A member of staff made the point that there is not much on sale in the coffee shops that reflect the diverse nature of the university. Provide produces that are popular with students from abroad.		
Priority:	<div style="display: flex; justify-content: space-between; width: 100%;"> <div style="width: 25%; background-color: red; color: white; text-align: center;">High</div> <div style="width: 25%; background-color: orange;"></div> <div style="width: 25%; background-color: yellow;"></div> <div style="width: 25%; background-color: green; text-align: center;">Low</div> </div>		
Supporting evidence:	Staff interviews MC.Q7.IN_4.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	P008	Category:	Product
Description:			
Sell a range of snack food			
Rationale:	Staff and students alike enjoy the snack food that is on offer in the coffee shops.		
Priority:	<div style="display: flex; justify-content: space-between; width: 100%;"> <div style="width: 25%; background-color: red; color: white; text-align: center;">High</div> <div style="width: 25%; background-color: orange;"></div> <div style="width: 25%; background-color: yellow;"></div> <div style="width: 25%; background-color: green; text-align: center;">Low</div> </div>		
Supporting evidence:	Student focus groups MC.Q3.FG_3. Staff interviews MC.Q2.IN_4. Staff interviews MC.Q3.IN_2. INX.Q7 (Food)		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	P009	Category:	Product
Description:			
Have syrups available so that customers can alter their drinks to their taste.			
Rationale:	Students mention that they would like to have the option of altering their hot drinks with syrups.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q2.FG_3. Student focus groups MC.Q7.FOQ. INX.Q6 (Coffee & drinks)		
Date Created:		History:	
Changes:		Date Reviewed:	
		25.04.13	

Quality

Requirement ID:	Q001	Category:	Quality
Description:			
The coffee shops should sell quality sandwiches			
Rationale:	Students and staff have expressed their dislike of the sandwiches sold in the coffee shops. They would like sandwiches that are of quality on sale.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q2.FG_4. Student focus groups MC.Q6.FG_4. Staff interviews MC.Q6.IN_4.		
Date Created:		History:	
Changes:		Date Reviewed:	
		25.04.13	

Requirement ID:	Q002	Category:	Quality
Description:			
Have a reasonable balance between quality and price			
Rationale:	Staff and students think that there should be a fair relation between quality and price. This relation is very important for the students and staff who were involved in the study.		
Priority:	High		Low
Supporting evidence:	Staff interviews MC.Q6.IN_4. Staff interviews MC.Q2.IN_3.		
Date Created:		History:	
Changes:		Date Reviewed:	
		25.04.13	

Requirement ID:	Q003	Category:	Quality
Description:			

The coffee sold must be of quality

Rationale: Students and staff alike mention that quality of coffee is important to them.

Priority: High Low

Supporting evidence: Student focus groups MC.Q2.FG_2.
Student focus groups MC.Q6.FOQ.
Student focus groups MC.Q7.FG_2.
Student focus groups MC.Q8.FG_2.
Staff interviews MC.Q2.IN_1.
Staff interviews MC.Q3.IN_2.
Staff interviews MC.Q8.IN_2.

History:

Date Created: 04.02.13

Date Reviewed: 25.04.13

Changes:

Requirement ID: Q004 Category: Quality

Description:

A range of quality soft drinks has to be sold in the coffee shops

Rationale: Students mentioned that they like having the range of soft drinks available, especially those who do not drink coffee or hot drinks.

Priority: High Low

Supporting evidence: Student focus groups MC.Q2.FG_2.
Student focus groups
MC.Q2.FG_2.

History:

Date Created: 04.02.13

Date Reviewed: 25.04.13

Changes:

Requirement ID: Q005 Category: Quality

Description:

Sell quality pastry

Rationale: Students and staff mention their fondness of pastries when they go to coffee shops. There is a particular emphasis on quality.

Priority: High Low

Supporting evidence: INX.Q7 (Food)

History:

Date Created: 04.02.13

Date Reviewed: 25.04.13

Changes:

Requirement ID: Q006 Category: Quality

Description:

Sell quality cakes

Rationale: Cakes are very important in coffee shops, the students and staff have made that clear. Having a quality range is essential.

Priority: High

Supporting evidence: Student focus groups MC.Q2.FG_4.
Student focus groups MC.Q6.FG_1.
Student focus groups MC.Q7.FG_4.
Staff interviews MC.Q2.IN_3,5.
Staff interviews MC.Q8.IN_3.

History:
Date Created: 04.02.13 **Date Reviewed:** 25.04.13
Changes:

Requirement ID:	Q007	Category:	Quality
Description:			
Sell quality paninis			
Rationale:	Students and staff mention quality as being important to them. especially when it comes to food.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	Student focus groups MC.Q7.FOQ.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Service

Requirement ID:	S001	Category:	Service
Description:			
The coffee shops should be open when most of the students and staff are in university. 08:30 - 18:00.			
Rationale:	Opening times represent a big issue for the students and the staff. This was raised over and over again in all of the focus groups and interviews.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	Student focus groups MC.Q4.FG_1,4. Student focus groups MC.Q5.FG_1. Student focus groups MC.Q6.FOQ. Student focus groups MC.Q7.FOQ. Staff interviews MC.Q3.IN_1. Staff interviews MC.Q5.IN_2. Staff interviews MC.Q6.IN_5. Staff interviews MC.Q6.IN_6.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	S002	Category:	Service
Description:			
Vending machines should be controlled by the staff in the coffee shops so they can be filled throughout the day.			
Rationale:	A level of service is taken up by the vending machines when the coffee shops close. They are often empty and there is issues surrounding change given. These issues were raised by a number of focus groups and interview subjects.		
Priority:	High		Low
Supporting evidence:	Staff interviews MC.Q5.IN_2. Staff interviews MC.Q7.IN_4.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	S003	Category:	Service
Description:			
Vending machines should keep up to date.			
Rationale:	These issues were raised by a number of focus groups and interview subjects. If the machines were kept up to date they would be more reliable		
Priority:	High		Low
Supporting evidence:	Staff interviews MC.Q7.IN_4.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	S004	Category:	Service
Description:			
The coffee shops should be open longer over revision periods.			
Rationale:	Opening times are a big issue for the students and the staff. This was raised over and over in all of the focus groups and interviews.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q4.FG_1. Student focus groups MC.Q5.FG_1. Student focus groups MC.Q6.FOQ. Student focus groups MC.Q7.FOQ.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	S005	Category:	Service
Description:			
There should be the option of having a mug to drink out of as well as the paper cups.			
Rationale:	A number of staff and students dislike not being able to have their hot drinks in a mug if they wish.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q4.FG_3. Student focus groups MC.Q4.FG_FOQ. Staff interviews MC.Q2.IN_5. Staff interviews MC.Q8.IN_2.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	S006	Category:	Service
Description:			
Stock vending machines so they do not lay empty			
Rationale:	Staff and students do not like that often the vending machines are empty and the coffee shops are not open.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q6.FG_FOQ. Staff interviews MC.Q5.IN_2. Staff interviews MC.Q7.IN_4.		
History:			
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	S007	Category:	Service
Description:			
Provide convenience to the customers so they do not have to wait long to be served.			
Rationale:	Students and staff all value the convenience that is offered by the coffee shops.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q5.FG_2,3. Student focus groups MC.Q6.FG_1. Student focus groups MC.Q7.FG_1. Staff interviews MC.Q4.IN_3. Staff interviews MC.Q5.IN_1,2,3,4.		
History:			
Date Created:	03.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	S008	Category:	Service
Description:			
Coffee shops should have aspects of convenience store and a coffee shop. A balance that is wanted by the customers.			
Rationale:	Students and staff all value the convenience that is offered by the coffee shops. They think that its possible to have the best of both the coffee shop and convenience store.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q5.FG_2. Student focus groups MC.Q6.FG_1. Student focus groups MC.Q7.FG_1. Staff interviews MC.Q4.IN_3.		
Date Created:		History:	
03.02.13		Date Reviewed: 25.04.13	
Changes:			

Requirement ID:	S009	Category:	Service
Description:			
Have power points so that the customers can plug devices in.			
Rationale:	Students and staff all appreciate being able to plug their devices into mains power when they are in coffee shops.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q7.FG_3.		
Date Created:		History:	
03.02.13		Date Reviewed: 25.04.13	
Changes:			

Requirement ID:	S010	Category:	Service
Description:			
Have a loyalty scheme in place that rewards customers for buying coffee			
Rationale:	Students and staff have expressed the value they put on loyalty schemes for coffee.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q8.FG_3. Staff interviews MC.Q7.IN_6.		
Date Created:		History:	
03.02.13		Date Reviewed: 25.04.13	
Changes:			

Requirement ID:	S011	Category:	Service
Description:			
The coffee shop staff should be friendly and welcoming.			
Rationale:	There are a large number of students and staff that value when staff are friendly and welcoming.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	Student focus groups MC.Q2.FG_4.		
History:			
Date Created:	03.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	S012	Category:	Service
Description:			
There should be free and easily accessible wi-fi in the coffee shops for everyone to use			
Rationale:	Students and staff mention that they like coffee shops with free wi-fi. In the university there is wi-fi in the coffee shops but the network is not available to the public. There should be wi-fi accessible for the members of the public who use the coffee shops.		
Priority:	High		Low
Supporting evidence:	Student focus groups MC.Q3.FG_1,3. Student focus groups MC.Q4.FG_2. Student focus groups MC.Q6.FG_4. Staff interviews MC.Q2.IN_1,2,3.		
History:			
Date Created:	03.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	S013	Category:	Service
Description:			
Provide card payment options.			
Rationale:	Students and staff expressed their desire to be able to pay by card for items.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	Staff interviews MC.Q6.IN_4.		
History:			
Date Created:	03.02.13	Date Reviewed:	25.04.13
Changes:			

Information

Requirement ID:	I001	Category:	Information
Description:			

Measures of comfort need to be defined given the customer groups.

Rationale: The activities in the conceptual model define the need for the coffee shops to define measures of comfort so that the coffee shops can be appropriately assessed.

Priority: High

Supporting evidence: CM

History:
Date Created: 03.02.13 Date Reviewed: 25.04.13
Changes:

Requirement ID: I002 Category: Information
Description:

Information on the perception of comfort regarding the coffee shops must be collected on a regular basis.

Rationale: The activities in the conceptual model define the need for the coffee shops to collect information on comfort from the customer groups so the coffee shops can be assessed as to whether they are comfortable to the customers.

Priority: High

Supporting evidence: CM

History:
Date Created: 03.02.13 Date Reviewed: 25.04.13
Changes:

Requirement ID: I003 Category: Information
Description:

Measures of how customers feel about the decor and its appeal to the customers have to be defined.

Rationale: The activities in the conceptual model suggested the need for the coffee shops to define measures to assess the decor in the coffee shops.

Priority: High

Supporting evidence: CM

History:
Date Created: 03.02.13 Date Reviewed: 25.04.13
Changes:

Requirement ID: I004 Category: Information
Description:

Information has to be collected from the customer groups on a regular basis as to how the decor of the coffee shops

apply to the customers.			
Rationale:	The activities in the conceptual model define the need for the coffee shops to define measures to assess the decor in the coffee shops.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	CM		
History:			
Date Created:	03.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	I005	Category:	Information
Description:			
Footfall information for the coffee shops should be collected to give a sense of the popularity of the different coffee shops and inform decisions on the environment.			
Rationale:	Customers have expressed their frustration at the lack of readiness when coffee shops are really busy. By gathering this information, informed decisions can be made as to how to best prepare.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	CM		
History:			
Date Created:	03.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	I006	Category:	Information
Description:			
Customer feedback on the environment needs to be recorded periodically.			
Rationale:	This is so that the coffee shops are able to understand how customers, expectations change over time.		
Priority:	High		Low
Supporting evidence:	CM		
History:			
Date Created:	03.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	I007	Category:	Information
Description:			
Feedback on product quality as experienced by the customers of the coffee shops has to be collected.			
Rationale:	This is so that the products sold can be scrutinised against what is expected by the customers.		

Priority:	<div>High</div>			<div>Low</div>	
Supporting evidence:	CM				
History:					
Date Created:	03.02.13		Date Reviewed:	25.04.13	
Changes:					

Requirement ID:	I008	Category:	Information	
Description:				
Information on products that are popular with customers when they are in similar coffee shops outside of university should be collected so that the university coffee shops are selling products that people expect to be sold.				
Rationale:	Competitor coffee shops in the city of Cardiff offer products that are popular with the students and staff of the University. These products should be investigated and where possible imitated by the university coffee shops.			
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>			
Supporting evidence:	CM			
History:				
Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				

Requirement ID:	I009	Category:	Information	
Description:				
Customer service feedback for the customer has to be collected.				
Rationale:	Students and staff all value good customer service. A number of students expressed their dissatisfaction with the customer service experiences. This information will assert that a high level of customer service can be monitored and maintained.			
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>			
Supporting evidence:	CM			
History:				
Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				

Requirement ID:	I009	Category:	Information	
Description:				
Feedback has to be collected from the customers as to whether they feel they experience friendly customer service in the coffee shops.				
Rationale:	Students and staff all value a friendly customer service. They mention that it is a fundamental part of the experience of going to a coffee shop.			
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>			
Supporting evidence:	CM			

History:			
Date Created:	03.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	I011	Category:	Information
Description:			
Information on exam periods and extended opening times of the libraries in the university should be collected to inform the opening times of the respective coffee shops over the university.			
Rationale:	Students have expressed their disappointment when the coffee shops are closed when they are in university revising. This is also the case when students finish lectures at 5 or 6pm. They would like the coffee shops open when they are in university.		
Priority:	High		Low
Supporting evidence:	CM		
History:			
Date Created:	03.02.13	Date Reviewed:	
Changes:			

Requirement ID:	I012	Category:	Information
Description:			
Collect customers perception on the freshness of food sold in the coffee shops.			
Rationale:	Customers value freshness of food To understand this the coffee shops should elicit these requirements from the customers so that they can deliver a level of freshness expected by the customers.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	CM		
History:			
Date Created:	03.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	I013	Category:	Information
Description:			
Methods for assessing customers perceptions of value for money given the products sold have to be defined.			
Rationale:	Value for money is important for staff and students. Given this, the activities in the conceptual model define a need to have methods of assessing customers perceptions of value for money.		
Priority:	High		Low
Supporting evidence:	CM		

History:	
Date Created:	03.02.13
Date Reviewed:	25.04.13
Changes:	

Requirement ID:	I014	Category:	Information
Description:			
Information for the customers on their perceptions of value for money given the produces sold in the coffee shops has to be collected.			
Rationale:	Value for money is important for staff and students, given this. The activities in the conceptual model define a need to collect information on customers' perceptions of value for money.		
Priority:	<div><div>High</div><div></div><div></div><div>Low</div></div>		
Supporting evidence:	CM		
History:			
Date Created:	03.02.13	Date Reviewed:	25.04.13
Changes:			