## **Environmental**

Requirement ID:	E001	Category:	Environmental	
		Description:		
The coffee shops should	d offer a level of comfort tha	t students, staff and memb	pers of the public have	come to expect.
Rationale:	In all of the focus group ses participants take this very s a coffee shop or not.			
Priority:	High			Low
Supporting evidence:	Student focus groups MC	C.Q4.FG_1,2,3.		
	Staff interviews MC.Q2.II	N_1,2.		
	Staff interviews MC.Q4.II	N_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 vis	sit coffee shops.	
Priority:	High		L Company	-OW
Priority: Supporting evidence:	High		· ·	-OW
	High Student focus groups MO	C.Q3.FG_1.	L.	<u>.ow</u>
		_	L	LOW
	Student focus groups MO	_	L	.ow
	Student focus groups MO	N_1,2,4.	25.04.13	.ow

Requirement ID:	E003	Category:	Environmental
		Description:	
The environment of the	coffee shops should facilitate	te social interaction by offe	ering comfort.
Rationale:			social spaces. Students would like for
	there to be a focus on socia	al interaction in the coffee	shops.
Duta vite ii	I li ale		
Priority:	High		Low
Supporting evidence:	Student focus groups MO	C.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 above about amolt o	of receted coffee	
The environment of the	coffee shops should smell o	or roasted conee.	
Rationale:	Smell is a big part of the se	ensory experience of a coff	fee shop. Students and staff mention that
	they are very fond of the sr	mell of coffee when they go	to coffee shops outside of the university.
Priority:	High		Low
Supporting evidence:	Student focus groups MO	C.Q3.FG_1.	
	Staff interviews MC.Q2.I	N_1,2,4.	
		History:	
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			

Requirement ID:	E005	Category:	Environmental	
		Description:		
Provide a relaxing envi	ronment			
Rationale:	Students and staff alike va	lue relaxation when they a	re in coffee shops. Th	nis is done through a
	number of ways, through t	•	ing etc. It was one of t	the most talked
	about topics in the focus g	roups.		
Priority:	High			Low
Supporting evidence:	Student focus groups M	C.Q2.FG_3.		
	Student focus groups Me	C.Q3.FG_1,3.		
	Student focus groups M	C.Q4.FG_1,3.		
	Student focus groups Me	C.Q6.FOQ.		
	Student focus groups Me	C.Q7.FG_2,3.FOQ.		
	Student focus groups Me	C.Q8.FG_1,2,3,4.		
	Staff interviews MC.Q2.I	N_2,3,4.		
	Staff interviews MC.Q3.I	IN_1.		
	Staff interviews MC.Q3.I	IN_3,4.		
	Staff interviews MC.Q6.I	N_3,4.		
	Staff interviews MC.Q7.I	IN_2,3,6.		
	Staff interviews MC.Q8.I	IN_3.		
		History:		
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:				

Requirement ID:	E006	Category:	Environmental	
		Description:		
There should be soft fu	rnishings in the coffee shops	5		
Rationale:	A number of students and	staff are unhappy with the	seating in the coffee s	hops and would like
	to see soft furnishing in the	em.		
Priority:	High			Low
Supporting evidence:	Student focus groups Mo	C.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.
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

Requirement ID:	E007	Category:	Environmental	
		Description:		
Have soft background n	nusic			
Rationale:	Students would like to have	e soft background music ir	the coffee shop so the	ey can relax.
Priority:	High			Low
Supporting evidence:	Student focus groups MO	C.Q2.FG_4.		
	Student focus groups MO	C.Q4.FG_2.		
	Student focus groups MO	C.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 lov	v tables and sofas			
Rationale:	People like to have a choic the coffee shop. This is be some go in a group.	•		, 0
Priority:	High			Low
Supporting evidence:	Student focus groups MO	C.Q3.FG_1.		
	Student focus groups MO	C.Q4.FG_3.		
	Student focus groups MO	C.Q6.FG_2.		
	Student focus groups MO	C.Q7.FG_4.		
	Student focus groups MO	C.Q7.FOQ.		
	Student focus groups MO	C.Q8.FG_1,3.		
	Staff interviews MC.Q2.I	N_4.		
	Staff interviews MC.Q4.I	N_6.		
	Staff interviews MC.Q7.I	N_1,2,6.		
		History:		
Date Created: Changes:	04.02.13	Date Reviewed:	25.04.13	

	E009	Category:	Environmental
		Description:	
Provide tables that ped	ople perceive to be of good	quality	
Rationale:		eel that quality is importa	ant and they value quality of furnishings when
	they go to a coffee shop.		
Priority:	High		Low
Supporting evidence:	Student focus groups M	_	
	Student focus groups M		
	Student focus groups M Student focus groups M	_	
	Staff interviews MC.Q7.		
	Staff interviews MC.Q4.	_	
_		History:	
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			
Requirement ID:	E010	Category:	Environmental
		Description:	
The coffee shops shou	ald have their own identities.	They should differ over t	the academic schools which they serve and
from the rest of the uni		They endula amor ever	and acquering controlle windin and, convolunt
Rationale:	Students value uniquenes	ss and individuality the s	same is true for the environment. Students
	The state of the s	a in the main and the	the second second second second second
		s in the university to hav	ve there own character and reflect the
Priority:	would like the coffee shop departments they are in.  High	s in the university to hav	ve there own character and reflect the
Priority: Supporting evidence:	departments they are in.	s in the university to hav	ve there own character and reflect the
	departments they are in.  High	is in the university to have	ve there own character and reflect the
	departments they are in.  High  Student focus groups M	is in the university to have the state of th	ve there own character and reflect the
Supporting evidence:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.	is in the university to have the second seco	ve there own character and reflect the Low
Supporting evidence:  Date Created:	departments they are in.  High  Student focus groups M	is in the university to have the state of th	ve there own character and reflect the
Supporting evidence:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.	is in the university to have the second seco	ve there own character and reflect the Low
Supporting evidence:  Date Created:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.	is in the university to have the second seco	Low 25.04.13
Supporting evidence:  Date Created:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.	In the university to have a sin the universit	ve there own character and reflect the Low
Supporting evidence:  Date Created: Changes:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.  04.02.13	IC.Q4.FG_2. IN_1.  History:  Date Reviewed:	Low 25.04.13
Supporting evidence:  Date Created: Changes:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.  04.02.13	In the university to have a sin the universit	Low 25.04.13
Supporting evidence:  Date Created: Changes:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.	In the university to have a sin the universit	Low 25.04.13
Supporting evidence:  Date Created: Changes:  Requirement ID:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.	In the university to have a sin the universit	25.04.13  Environmental
Supporting evidence:  Date Created: Changes:  Requirement ID:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.  04.02.13  E011  ave aspects of both a converse	In the university to have a sin the universit	25.04.13  Environmental  Environmental  ee shop. s offered by the coffee shops. They think that
Supporting evidence:  Date Created: Changes:  Requirement ID:  Coffee shops should h	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.  04.02.13  E011  ave aspects of both a converse of the staff all valuation it is possible to have the both according to the staff all valuations.	In the university to have a sin the universit	25.04.13  Environmental  ee shop.
Supporting evidence:  Date Created: Changes:  Requirement ID:  Coffee shops should h	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.  04.02.13  E011  ave aspects of both a converse	In the university to have a sin the universit	25.04.13  Environmental  Environmental  ee shop. s offered by the coffee shops. They think that
Date Created: Changes:  Requirement ID:  Coffee shops should h Rationale:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.  04.02.13  E011  ave aspects of both a converse of the staff all valuation it is possible to have the buniversity.	Category: Description:  Category: Description:	Low  25.04.13  Environmental  Environmental  See shop. So offered by the coffee shops. They think that the shop and convenience store within the
Supporting evidence:  Date Created: Changes:  Requirement ID:  Coffee shops should h Rationale:  Priority:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.  04.02.13  E011  ave aspects of both a convel  Students and staff all valu  it is possible to have the b  university.  High	Category: Description:  Category: Description:	Low  25.04.13  Environmental  Environmental  See shop. So offered by the coffee shops. They think that the shop and convenience store within the
Supporting evidence:  Date Created: Changes:  Requirement ID:  Coffee shops should h Rationale:  Priority:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.  04.02.13  E011  ave aspects of both a convers of students and staff all valuation it is possible to have the buniversity.  High  Student focus groups M  Student focus groups M  Student focus groups M  Staff interviews MC.Q3.	Category: Description:  Category: Description:  Category: Description:  Category: Description:	Low  25.04.13  Environmental  Environmental  See shop. So offered by the coffee shops. They think that the shop and convenience store within the
Supporting evidence:  Date Created: Changes:  Requirement ID:  Coffee shops should h Rationale:  Priority:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.  04.02.13  E011  E011  ave aspects of both a conversity of the students and staff all value it is possible to have the buniversity.  High  Student focus groups M  Student focus groups M	Category: Description:  Category: Description:  Category: Description:  Category: Description:	Low  25.04.13  Environmental  Environmental  See shop. So offered by the coffee shops. They think that the shop and convenience store within the
Supporting evidence:  Date Created: Changes:  Requirement ID:  Coffee shops should h Rationale:  Priority:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.  04.02.13  E011  ave aspects of both a convers of students and staff all valuation it is possible to have the buniversity.  High  Student focus groups M  Student focus groups M  Student focus groups M  Staff interviews MC.Q3.	Category: Description:  Category: Description:  Category: Description:  Category: Description:	Low  25.04.13  Environmental  Environmental  See shop. So offered by the coffee shops. They think that the shop and convenience store within the
Supporting evidence:  Date Created: Changes:  Requirement ID:  Coffee shops should h Rationale:  Priority:	departments they are in.  High  Student focus groups M  Staff interviews MC.Q3.  04.02.13  E011  ave aspects of both a convers of students and staff all valuation it is possible to have the buniversity.  High  Student focus groups M  Student focus groups M  Student focus groups M  Staff interviews MC.Q3.	Category: Description:  Category: Description:  Category: Description:  Category: Description:	Low  25.04.13  Environmental  Environmental  See shop. So offered by the coffee shops. They think that the shop and convenience store within the

Requirement ID:	E012	Category:	Environmental	
requirement is.		Description:	Ziviioiiiionai	
Plan out the seating to				
Rationale:	Students do not like the to out so that it feels spacious		enjoy coffee shops tha	t are well panned
Driority:		1		Low
Priority:	High	00050 3		Low
Supporting evidence:	Student focus groups Mo Staff interviews MC.Q2.I			
	Staff interviews MC.Q3.I	_		
	Staff interviews MC.Q7.I	_		
	Staff interviews MC.Q8.I	_		
		History:		
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:				
Requirement ID:	E013	Category:	Environmental	
Requirement ib.	LUIS	Description:	Liviloriillelitai	
		Docompaion.		
Make it clear where cus	stomers have to pay to avoid			
Rationale:	Students and staff have ex	varoacad that thay find tha	t came of the coffee of	
			t some of the conee si	nops are confusing
	and not well planned out o		t some of the collee si	
Priority:	and not well planned out o	r sign posted.	t some of the collee si	Low
	and not well planned out o  High  Student focus groups Me	r sign posted.  C.Q6.FG_2.	t some of the collee si	
Priority:	and not well planned out o  High  Student focus groups Mo Staff interviews MC.Q2.I	r sign posted.  C.Q6.FG_2.  IN_6.	t some of the collee si	
Priority:	And not well planned out on the High  Student focus groups Month Staff interviews MC.Q2.1 Staff interviews MC.Q3.1	r sign posted.  C.Q6.FG_2. IN_6. IN_2.	t some of the conee si	
Priority:	and not well planned out o  High  Student focus groups Mo Staff interviews MC.Q2.I	r sign posted.  C.Q6.FG_2.  IN_6.  IN_2.	t some of the collee si	
Priority:	High Student focus groups Mc Staff interviews MC.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q3.I	r sign posted.  C.Q6.FG_2. IN_6. IN_2. IN_2. IN_2.	t some of the collee si	
Priority:	High Student focus groups Mc Staff interviews MC.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q3.I	r sign posted.  C.Q6.FG_2. IN_6. IN_2. IN_2. IN_4.  History:	25.04.13	
Priority: Supporting evidence:	And not well planned out on High  Student focus groups Mc. Staff interviews Mc.Q2. It Staff interviews Mc.Q3. It Staff interviews Mc.Q7. It Staff interviews Mc.Q8. It staff interviews	r sign posted.  C.Q6.FG_2. IN_6. IN_2. IN_2. IN_2.		
Priority: Supporting evidence:  Date Created:	And not well planned out on High  Student focus groups Mc. Staff interviews Mc.Q2. It Staff interviews Mc.Q3. It Staff interviews Mc.Q7. It Staff interviews Mc.Q8. It staff interviews	r sign posted.  C.Q6.FG_2. IN_6. IN_2. IN_2. IN_4.  History:		
Priority: Supporting evidence:  Date Created: Changes:	and not well planned out o  High  Student focus groups Mc.Q2.I Staff interviews MC.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q7.I Staff interviews MC.Q8.I	r sign posted.  C.Q6.FG_2. IN_6. IN_2. IN_2. IN_2. IN_4. History: Date Reviewed:	25.04.13	
Priority: Supporting evidence:  Date Created:	And not well planned out on High  Student focus groups Mc. Staff interviews Mc.Q2. It Staff interviews Mc.Q3. It Staff interviews Mc.Q7. It Staff interviews Mc.Q8. It staff interviews	r sign posted.  C.Q6.FG_2.  N_6. N_2. N_2. N_4.  History:  Date Reviewed:		
Priority: Supporting evidence:  Date Created: Changes:	and not well planned out o  High  Student focus groups Mc.Q2.I Staff interviews MC.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q7.I Staff interviews MC.Q8.I	r sign posted.  C.Q6.FG_2. IN_6. IN_2. IN_2. IN_2. IN_4. History: Date Reviewed:	25.04.13	
Priority: Supporting evidence:  Date Created: Changes:	and not well planned out o  High  Student focus groups Mc.Q2.I Staff interviews MC.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q7.I Staff interviews MC.Q8.I	r sign posted.  C.Q6.FG_2.  N_6. N_2. N_2. N_4.  History:  Date Reviewed:	25.04.13	
Priority: Supporting evidence:  Date Created: Changes:	and not well planned out o  High  Student focus groups Mc.Q2.I Staff interviews MC.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q7.I Staff interviews MC.Q8.I	r sign posted.  C.Q6.FG_2.  N_6. N_2. N_2. N_4.  History:  Date Reviewed:	25.04.13	
Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:	and not well planned out o  High  Student focus groups Mc.Q2.I Staff interviews MC.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q7.I Staff interviews MC.Q8.I	r sign posted.  C.Q6.FG_2.  IN_6. IN_2. IN_4. History: Date Reviewed:  Category: Description:	25.04.13	
Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:	and not well planned out o  High  Student focus groups Mc.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q3.I Staff interviews MC.Q3.I O4.02.13  E014  ment where people are able Students and staff think tha	r sign posted.  C.Q6.FG_2.  IN_6. IN_2. IN_4.  History: Date Reviewed:  Category: Description:	25.04.13  Environmental  hops in is important. Ti	Low
Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:	and not well planned out o  High  Student focus groups Mc.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q3.I Staff interviews MC.Q3.I O4.02.13  E014  ment where people are able Students and staff think the however be the main focus	r sign posted.  C.Q6.FG_2.  IN_6. IN_2. IN_4.  History: Date Reviewed:  Category: Description:	25.04.13  Environmental  hops in is important. Ti	Low
Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Provide a quiet environ Rationale:  Priority:	and not well planned out o  High  Student focus groups Mc.Q2.I Staff interviews MC.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q3.I O4.02.13  E014  ment where people are able Students and staff think the however be the main focus  High	r sign posted.  C.Q6.FG_2.  IN_6. IN_2. IN_4.  History:  Date Reviewed:  Category:  Description:  e to study at studying in the coffee sless of the coffee shop environs.	25.04.13  Environmental  hops in is important. Ti	Low
Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Provide a quiet environ Rationale:	and not well planned out o  High  Student focus groups Mc.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q3.I Staff interviews MC.Q3.I O4.02.13  E014  ment where people are able Students and staff think the however be the main focus	r sign posted.  C.Q6.FG_2.  IN_6. IN_2. IN_4.  History:  Date Reviewed:  Category:  Description:  e to study at studying in the coffee sless of the coffee shop environs.	25.04.13  Environmental  hops in is important. Ti	Low
Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Provide a quiet environ Rationale:  Priority:	and not well planned out o  High  Student focus groups Mc.Q2.I Staff interviews MC.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q3.I O4.02.13  E014  ment where people are able Students and staff think the however be the main focus  High	r sign posted.  C.Q6.FG_2.  IN_6. IN_2. IN_4.  History:  Date Reviewed:  Category:  Description:  e to study at studying in the coffee sless of the coffee shop environs.	25.04.13  Environmental  hops in is important. Ti	Low
Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Provide a quiet environ Rationale:  Priority:	and not well planned out o  High  Student focus groups Mc.Q2.I Staff interviews MC.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q3.I O4.02.13  E014  ment where people are able Students and staff think the however be the main focus  High	r sign posted.  C.Q6.FG_2.  IN_6. IN_2. IN_4. History: Date Reviewed:  Category: Description:  e to study at studying in the coffee sign of the coffee shop environment.	25.04.13  Environmental  hops in is important. Ti	Low
Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Provide a quiet environ Rationale:  Priority:	and not well planned out o  High  Student focus groups Mc.Q2.I Staff interviews MC.Q2.I Staff interviews MC.Q3.I Staff interviews MC.Q3.I O4.02.13  E014  ment where people are able Students and staff think the however be the main focus  High	r sign posted.  C.Q6.FG_2.  IN_6. IN_2. IN_4.  History:  Date Reviewed:  Category:  Description:  e to study at studying in the coffee sless of the coffee shop environs.	25.04.13  Environmental  hops in is important. Ti	Low

Changes:				
Requirement ID:	E015	Category:	Environmental	_
		Description:		
Provide TV's showing	news in the coffee sho	ps. With or without volume.		
Rationale:	There were a numbe	r of students in the focus gro ned that the TV volume coul		
Priority:	High			Low
Supporting evidence:	Student focus grou	ps MC.Q4.FG_2.		
	Student focus grou	ps MC.Q7.FG_2.		
	Staff interviews MC	C.Q6.IN_6.		
		History:		
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:				
Requirement ID:	E016	Category:	Environmental	
· ·		Description:		
Provide modern furnish				
Rationale:		shops with modern environm tive emotions in regards to t		
	dated.		, , , , , , , , , , , , , , , , , , ,	
Priority:	High			Low
Supporting evidence:	Student focus grou	ps 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		ation and reading. e the harsh light that is in the	o coffoe chang Others lik	a it bright there has
Rationale:	to be a balance.	e the harsh light that is in the	e collee shops. Others lik	e it bright, there has
Priority:	High			Low
Supporting evidence:		ns MC O7 EG 2		LOW
- Supporting evidence.	Student focus grou	ps Mic.Q7.FG_Z.		
		History:		
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:				

Requirement ID:	E018	Category:	Environmental
		Description:	
Have coffee shops in lib	oraries where nossible		
Rationale:		staff expressed their wish	to have a coffee shop in a library.
rationale.	Students have seen this in		
Priority:	High		Low
Supporting evidence:	Student focus groups Mo	C 07 F00	
- approximation	Staff interviews MC.Q6.I		
		History:	
Date Created:	04.02.13	Date Reviewed:	25.04.13
Changes:			
	F	Product	
Requirement ID:	P001	Category:	Product
		Description:	
Coffee sold in the shops	s should be made by a Baris	sta.	
Rationale:			stionnaire that indicated their preference of
	a Batista over a coffee mad	chine.	
Priority:	High		Low
Supporting evidence:	Questionnaire "Cardiff C	offee Shops"	
Supporting evidence:	Questionnaire "Cardiff C	offee Shops"	
Supporting evidence:	Questionnaire "Cardiff C		
		History:	
Date Created:	Questionnaire "Cardiff C		25.04.13
		History:	25.04.13
Date Created:		History:	25.04.13
Date Created: Changes:	09.12.12	History: Date Reviewed:	
Date Created:		History: Date Reviewed:  Category:	25.04.13 Product
Date Created: Changes:	09.12.12	History: Date Reviewed:	
Date Created: Changes:	09.12.12	History: Date Reviewed:  Category:	
Date Created: Changes:	09.12.12	History: Date Reviewed:  Category:	
Date Created: Changes: Requirement ID:	09.12.12 P002	History: Date Reviewed:  Category:	
Date Created: Changes: Requirement ID: Have a range of healthy	09.12.12 P002	History: Date Reviewed:  Category: Description:	Product
Date Created: Changes: Requirement ID:	09.12.12 P002 y food options	History: Date Reviewed:  Category: Description:	Product
Date Created: Changes:  Requirement ID:  Have a range of healthy Rationale:	09.12.12 P002 y food options	History: Date Reviewed:  Category: Description:	Product
Date Created: Changes: Requirement ID: Have a range of healthy	09.12.12 P002  / food options Students like having the op	History: Date Reviewed:  Category: Description:	Product  the coffee shops.
Date Created: Changes:  Requirement ID:  Have a range of healthy Rationale:  Priority:	P002  / food options Students like having the op  High Student focus groups Mo	History: Date Reviewed:  Category: Description:	Product  the coffee shops.
Date Created: Changes:  Requirement ID:  Have a range of healthy Rationale:  Priority:	09.12.12 P002  / food options Students like having the op	History: Date Reviewed:  Category: Description:  otion to buy healthy food in	Product  the coffee shops.
Date Created: Changes:  Requirement ID:  Have a range of healthy Rationale:  Priority:	op.12.12  Poo2  y food options Students like having the op  High Student focus groups Mo INX.Q7 (Food).	History: Date Reviewed:  Category: Description:  otion to buy healthy food in	Product  the coffee shops.
Date Created: Changes:  Requirement ID:  Have a range of healthy Rationale:  Priority:	op.12.12  Poo2  y food options Students like having the op  High Student focus groups Mo INX.Q7 (Food).	History: Date Reviewed:  Category: Description:  otion to buy healthy food in C.Q7.FG_4.  N_2.	Product  the coffee shops.
Date Created: Changes:  Requirement ID:  Have a range of healthy Rationale:  Priority: Supporting evidence:	o9.12.12  Poo2  food options Students like having the op  High Student focus groups Mo INX.Q7 (Food). Staff interviews MC.Q5.I	History: Date Reviewed:  Category: Description:  otion to buy healthy food in  C.Q7.FG_4.  N_2. History:	Product  the coffee shops.  Low
Date Created: Changes:  Requirement ID:  Have a range of healthy Rationale:  Priority: Supporting evidence:	o9.12.12  Poo2  food options Students like having the op  High Student focus groups Mo INX.Q7 (Food). Staff interviews MC.Q5.I	History: Date Reviewed:  Category: Description:  otion to buy healthy food in  C.Q7.FG_4.  N_2. History:	Product  the coffee shops.  Low
Date Created: Changes:  Requirement ID:  Have a range of healthy Rationale:  Priority: Supporting evidence:  Date Created: Changes:	o9.12.12  Poo2  food options Students like having the op  High Student focus groups Mo INX.Q7 (Food). Staff interviews MC.Q5.I	History: Date Reviewed:  Category: Description:  otion to buy healthy food in  C.Q7.FG_4.  N_2. History:	Product  the coffee shops.  Low
Date Created: Changes:  Requirement ID:  Have a range of healthy Rationale:  Priority: Supporting evidence:	o9.12.12  Poo2  food options Students like having the op  High Student focus groups Mo INX.Q7 (Food). Staff interviews MC.Q5.I	History: Date Reviewed:  Category: Description:  otion to buy healthy food in  C.Q7.FG_4.  N_2. History:	Product  the coffee shops.  Low

Sell paninis				
Rationale:	A number of student mention	on that they would like to b	e able to buy paninis t	from the coffee
	shops.			
Priority:	High			Low
Supporting evidence:	Student focus groups MC	C.Q7.FG_4.		
	INX.Q7 (Food).			
	Staff interviews MC.Q5.II	N_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 cu	stomers		
Rationale:			s when they go to coffee shops off	
	campus. They would like to	o see some sold in the cot	ffee shops.	
Priority:	High		Low	
Supporting evidence:	Student focus groups MO	C.Q2.FG_1.		
	Student focus groups MO	C.Q7.FG_1,4.		
		History:		
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:				

Requirement ID:	P005	Category: Description:	Product	
Sell a range of cakes.				
Rationale:	Cakes are very important in Therefore having a range of		ts and staff have mad	e that clear.
Priority:	High			Low
Supporting evidence:	Student focus groups Mo	C.Q2.FG_4.		
	Student focus groups Mo	C.Q6.FG_1.		
	Student focus groups Mo	C.Q7.FG_4.		
	Staff interviews MC.Q2.I	N_3,5.		
	Staff interviews MC.Q4.I	N_2,5.		
	Staff interviews MC.Q7.I	N_5.		
	Staff interviews MC.Q8.I	N_5.		
		History:		
Date Created: Changes:	04.02.13	Date Reviewed:	25.04.13	

Requirement ID:	P006	Category:	Product
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	Description:			
Sell a range of different	coffees and hot drinks.			
Rationale:	Students and staff love var variety of hot drinks on sale	, , , , , , , , , , , , , , , , , , ,	nes to hot drinks. The	re should be a
Priority:	High			Low
Supporting evidence:	Student focus groups Mo	C.Q2.FG_3,4.		
	Student focus groups Mo	C.Q4.FG_4.		
	Student focus groups Mo	C.Q5.FG_2.		
	Student focus groups Mo	C.Q8.FG_2.		
	Student focus groups Mo	C.Q6.FG_3.		
	Staff interviews MC.Q6.I	N_3.		
		History:		
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:				

Requirement ID:	P007	Category: Description:	Product	
Sell produces that will a Rationale:	appeal to the variety of difference A member of staff made the the diverse nature of the urabroad.	e point that there is not mu	ich on sale in the coffe	
Priority:	High			Low
Supporting evidence:	Staff interviews MC.Q7.II	N_4.		
		History:		
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:				

Requirement ID:	P008	Category:	Product	
		Description:		
Sell a range of snack for	ood			
Rationale:	Staff and students alike en	joy the snack food that is o	on offer in the coffee sh	nops.
Priority:	High			Low
Supporting evidence:	Student focus groups Mo	C.Q3.FG_3.		
	Staff interviews MC.Q2.I	N_4.		
	Staff interviews MC.Q3.I	N_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 s	so that customers can alter t	heir drinks to their taste.		
Rationale:	Students mention that they	would like to have the op	tion of altering their ho	t drinks with syrups.
Driewite ::	High			Law
Priority:	High			Low
Supporting evidence:	Student focus groups Mo	C.Q2.FG_3.		
	Student focus groups Mo	C.07.F00.		
	INX.Q6 (Coffee & drinks)			
	INV. QU (COITEC & UTITIKS)			
		History:		
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:				
		01:4		
		Quality		
Dogwiya wa ant ID.			Ovality	
Requirement ID:	Q001	Category:	Quality	
		Description:		
The coffee shops shoul	ld sell quality sandwiches			
Rationale:	Students and staff have ex	pressed their dislike of the	sandwiches sold in the	ne coffee shops.
	They would like sandwiche	es that are of quality on sal	e.	
Priority:	High			Low
				LOW
Supporting evidence:	Student focus groups Mo	C.Q2.FG_4.		
	Student focus groups Mo	C.Q6.FG 4.		
	Staff interviews MC.Q6.I	_		
	Starr interviews ivie. Qo.	History:		
Data Ossats d	04.00.40		05.04.40	
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:				
Requirement ID:	Q002	Catagony	Quality	
Requirement ib.	Q002	Category:	Quality	
		Description:		
Have a constant to the	and habor and the			
Have a reasonable bala	ance between quality and pri			
Rationale:	Staff and students think that		1 2	
	relation is very important for	or the students and staff w	ho were involved in the	e study.
Priority:	High			Low
				LOW
Supporting evidence:	Staff interviews MC.Q6.I	N_4.		
	Staff interviews MC.Q2.I	N_3.		
		History:		
D.1. 0. 1	04.00.40	History:	05 04 40	
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:				
Dogwiya was at JB	0000	Cotogony	Ovality	
Requirement ID:	Q003	Category:	Quality	
		Description:		

The coffee sold must be	e of quality			
Rationale:	Students and staff alike me	ntion that quality of coffee	is important to them.	
Priority:	High			Low
Supporting evidence:	Student focus groups MC	C.Q2.FG_2.		
	Student focus groups MC	C.Q6.FOQ.		
	Student focus groups MC	C.Q7.FG 2.		
	Student focus groups MC	_		
	Staff interviews MC.Q2.II	_		
	Staff interviews MC.Q3.II	_		
	Staff interviews MC.Q8.II	_		
		History:		
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:				
Requirement ID:	Q004	Category:	Quality	
		Description:		

Requirement ID:	Q004	Category: Description:	Quality	
A rouge of availty ooft o		offee above		
· · ·	Irinks has to be sold in the c			
Rationale:	Students mentioned that the	, ,	f soft drinks available, e	specially those
	who do not drink coffee or	not arinks.		
Priority:	High			Low
Supporting evidence:	Student focus groups Mo	C.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 a particular emphasis on quantum control of the state of		s when they go to coffe	ee shops. There is
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			<b></b>	
Rationale:	Cakes are very important in a quality range is essentia	in coffee shops, the stude I.	nts and staff have mad	e that clear. Having
Priority:	High			Low
Supporting evidence:		C 03 FC 4		LOW
Supporting evidence.	Student focus groups M Student focus groups M	_		
	Student focus groups M	_		
	Staff interviews MC.Q2.	_		
	Staff interviews MC.Q8.			
		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	n quality as being importa	nt to them, especially w	hen it comes to
	food.	4 9 9 1	,	
Priority:	High			Low
Supporting evidence:	Student focus groups M	C.Q7.FOQ.		
D.1. 01.1	04.00.40	History:	05.04.40	
Date Created:	04.02.13	History: Date Reviewed:	25.04.13	
Date Created: Changes:		Date Reviewed:	25.04.13	
			25.04.13	
		Date Reviewed:	25.04.13 Service	
Changes:		Date Reviewed: Service		
Changes:		Date Reviewed:  Service Category:		
Changes:		Date Reviewed:  Service Category:		
Changes:  Requirement ID:	S001	Date Reviewed:  Service  Category: Description:	Service	
Changes:  Requirement ID:  The coffee shops shou	S001  Id be open when most of the	Date Reviewed:  Service Category: Description:	Service university. 08:30 - 18:0	
Changes:  Requirement ID:	S001  Id be open when most of the Opening times represent a	Date Reviewed:  Service Category: Description:	Service  university. 08:30 - 18:65 and the staff. This wa	
Changes:  Requirement ID:  The coffee shops shou Rationale:	Id be open when most of the Opening times represent a over again in all of the foci	Date Reviewed:  Service Category: Description:	Service  university. 08:30 - 18:65 and the staff. This wa	s raised over and
Changes:  Requirement ID:  The coffee shops shou Rationale:  Priority:	Id be open when most of the Opening times represent a over again in all of the focu	Date Reviewed:  Service Category: Description:  e students and staff are in a big issue for the students as groups and interviews.	Service  university. 08:30 - 18:65 and the staff. This wa	
Changes:  Requirement ID:  The coffee shops shou Rationale:	Id be open when most of the Opening times represent a over again in all of the focus High Student focus groups M	Date Reviewed:  Service  Category:    Description:  e students and staff are in a big issue for the students us groups and interviews.  C.Q4.FG_1,4.	Service  university. 08:30 - 18:65 and the staff. This wa	s raised over and
Changes:  Requirement ID:  The coffee shops shou Rationale:  Priority:	Id be open when most of the Opening times represent a over again in all of the focus High Student focus groups M Student focus groups M	Date Reviewed:  Service  Category:    Description:  e students and staff are in a big issue for the students as groups and interviews.  C.Q4.FG_1,4. C.Q5.FG_1.	Service  university. 08:30 - 18:65 and the staff. This wa	s raised over and
Changes:  Requirement ID:  The coffee shops shou Rationale:  Priority:	Id be open when most of the Opening times represent a over again in all of the foci High  Student focus groups M Student focus groups M Student focus groups M Student focus groups M	Date Reviewed:  Service  Category:    Description:  e students and staff are in a big issue for the students us groups and interviews.  C.Q4.FG_1,4. C.Q5.FG_1. C.Q6.FOQ.	Service  university. 08:30 - 18:65 and the staff. This wa	s raised over and
Changes:  Requirement ID:  The coffee shops shou Rationale:  Priority:	Id be open when most of the Opening times represent a over again in all of the focus.  High  Student focus groups M Student focus groups M Student focus groups M Student focus groups M	Date Reviewed:  Service  Category:    Description:  e students and staff are in a big issue for the students us groups and interviews.  C.Q4.FG_1,4. C.Q5.FG_1. C.Q6.FOQ. C.Q7.FOQ.	Service  university. 08:30 - 18:65 and the staff. This wa	s raised over and
Changes:  Requirement ID:  The coffee shops shou Rationale:  Priority:	Id be open when most of the Opening times represent a over again in all of the focus High Student focus groups M Staff interviews MC.Q3.	Date Reviewed:  Service  Category:    Description:  e students and staff are in a big issue for the students us groups and interviews.  C.Q4.FG_1,4. C.Q5.FG_1. C.Q6.FOQ. C.Q7.FOQ. IN_1.	Service  university. 08:30 - 18:65 and the staff. This wa	s raised over and
Changes:  Requirement ID:  The coffee shops shou Rationale:  Priority:	Id be open when most of the Opening times represent a over again in all of the focus High  Student focus groups M Staff interviews MC.Q3. Staff interviews MC.Q5.	Date Reviewed:  Service  Category:    Description:  e students and staff are in a big issue for the students as groups and interviews.  C.Q4.FG_1,4. C.Q5.FG_1. C.Q6.FOQ. C.Q7.FOQ. IN_1. IN_2.	Service  university. 08:30 - 18:65 and the staff. This wa	s raised over and
Changes:  Requirement ID:  The coffee shops shou Rationale:  Priority:	Id be open when most of the Opening times represent a over again in all of the focus High  Student focus groups M Student focus groups M Student focus groups M Student focus groups M Staff interviews MC.Q3. Staff interviews MC.Q5. Staff interviews MC.Q6.	Date Reviewed:  Service  Category: Description:  e students and staff are in a big issue for the students us groups and interviews.  C.Q4.FG_1,4. C.Q5.FG_1. C.Q6.FOQ. C.Q7.FOQ. IN_1. IN_2. IN_5.	Service  university. 08:30 - 18:65 and the staff. This wa	s raised over and
Changes:  Requirement ID:  The coffee shops shou Rationale:  Priority:	Id be open when most of the Opening times represent a over again in all of the focus High  Student focus groups M Staff interviews MC.Q3. Staff interviews MC.Q5.	Date Reviewed:  Service  Category: Description:  e students and staff are in a big issue for the students us groups and interviews.  C.Q4.FG_1,4. C.Q5.FG_1. C.Q6.FOQ. C.Q7.FOQ. IN_1. IN_2. IN_5.	Service  university. 08:30 - 18:65 and the staff. This wa	s raised over and
Changes:  Requirement ID:  The coffee shops shou Rationale:  Priority:	Id be open when most of the Opening times represent a over again in all of the focus High  Student focus groups M Student focus groups M Student focus groups M Student focus groups M Staff interviews MC.Q3. Staff interviews MC.Q5. Staff interviews MC.Q6.	Date Reviewed:  Service  Category: Description:  e students and staff are in a big issue for the students us groups and interviews.  C.Q4.FG_1,4. C.Q5.FG_1. C.Q6.FOQ. C.Q7.FOQ. IN_1. IN_2. IN_5. IN_6.	Service  university. 08:30 - 18:65 and the staff. This wa	s raised over and
Changes:  Requirement ID:  The coffee shops shou Rationale:  Priority: Supporting evidence:	Id be open when most of the Opening times represent a over again in all of the focus.  High  Student focus groups M Student focus groups M Student focus groups M Student focus groups M Staff interviews MC.Q3. Staff interviews MC.Q5. Staff interviews MC.Q6.	Date Reviewed:  Service  Category:    Description:  e students and staff are in a big issue for the students us groups and interviews.  C.Q4.FG_1,4. C.Q5.FG_1. C.Q6.FOQ. C.Q7.FOQ. IN_1. IN_2. IN_5. IN_6. History:	Service  university. 08:30 - 18:00 and the staff. This was	s raised over and

Requirement ID:	S002	Category:	Service	
		Description:		
Vending machines sho	uld be controlled by the staff		-	
Rationale:	A level of service is taken often empty and there is is			
	number of focus groups ar		given. These issues w	ere raised by a
Priority:	High			Low
Supporting evidence:	Staff interviews MC.Q5.	IN 2.		
	Staff interviews MC.Q7.	_		
		_		
		History:		
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:				
Requirement ID:	S003	Category:	Service	
		Description:		
Vending machines sho	uld koon up to data			
Rationale:	These issues were raised	by a number of focus group	ns and interview subje	ects. If the machines
rationale.	were kept up to date they		po ana mior view easje	oto. Il ulo illuorimioo
Priority:	High			Low
Supporting evidence:	Staff interviews MC.Q7.	IN 4		
	Stair interviews we.Q.			
		History:		
Date Created:	04.02.13	Date Reviewed:	25.04.13	
Changes:	01.02.10	Date Neviewed.	20.04.10	
changes.				
Requirement ID:	S004	Category:	Service	
·		Description:		
	ld be open longer over revis			
Rationale:	Opening times are a big is all of the focus groups and		ne staff. This was raise	d over and over in
		i ilitei views.		
Priority:	High			Low
Supporting evidence:	Student focus groups M	_		
	Student focus groups M	_		
	Student focus groups M			
	Student focus groups M			
Date Created:	04.02.13	History:	25.04.12	
Date Created: Changes:	04.02.13	Date Reviewed:	25.04.13	
Changes.				

Requirement ID:	S005	Category:	Service	
		Description:		
There should be the opt	tion of having a mug to drink	cout of as well as the pan	er cuns	
Rationale:	A number of staff and stude wish.			s in a mug if they
Priority:	High			Low
Supporting evidence:	Student focus groups Mo	C.Q4.FG 3.		
	Student focus groups Mo	_		
	Staff interviews MC.Q2.I			
	Staff interviews MC.Q8.I	N_2.		
		History:		
Date Created: Changes:	04.02.13	Date Reviewed:	25.04.13	
Requirement ID:	S006	Category:	Service	_
		Description:		
	s so they do not lay empty	lea that aften the yearding .	maahinaa ara amatu a	ad the seffee chans
Rationale:	Staff and students do not li are not open.	ke that often the vending i	nachines are empty a	nd the collee shops
Priority:	High		1	Low
Priority:	High	06 [6 [00		Low
Priority: Supporting evidence:	Student focus groups Mo	_		Low
	Student focus groups MC Staff interviews MC.Q5.I	N_2.		Low
	Student focus groups Mo	N_2. N_4.		Low
	Student focus groups MC Staff interviews MC.Q5.I	N_2.	25.04.13	Low
Supporting evidence:	Student focus groups MO Staff interviews MC.Q5.I Staff interviews MC.Q7.I	N_2. N_4. History:	25.04.13	Low
Supporting evidence:  Date Created:	Student focus groups MO Staff interviews MC.Q5.I Staff interviews MC.Q7.I	N_2. N_4. History:	25.04.13	Low
Supporting evidence:  Date Created: Changes:	Student focus groups M0 Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13	N_2. N_4. History: Date Reviewed:		Low
Supporting evidence:  Date Created:	Student focus groups MO Staff interviews MC.Q5.I Staff interviews MC.Q7.I	N_2. N_4. History: Date Reviewed:  Category:	25.04.13 Service	Low
Supporting evidence:  Date Created: Changes:	Student focus groups M0 Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13	N_2. N_4. History: Date Reviewed:		Low
Supporting evidence:  Date Created: Changes:	Student focus groups M0 Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13	N_2. N_4. History: Date Reviewed:  Category:		Low
Supporting evidence:  Date Created: Changes:	Student focus groups M0 Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13	N_2. N_4. History: Date Reviewed:  Category:		Low
Supporting evidence:  Date Created: Changes:  Requirement ID:	Student focus groups M0 Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13	N_2. N_4. History: Date Reviewed:  Category: Description:	Service	Low
Supporting evidence:  Date Created: Changes:  Requirement ID:	Student focus groups M0 Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13	N_2. N_4. History: Date Reviewed:  Category: Description:	Service served.	
Supporting evidence:  Date Created: Changes:  Requirement ID:	Student focus groups M0 Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13	N_2. N_4. History: Date Reviewed:  Category: Description:	Service served.	
Supporting evidence:  Date Created: Changes:  Requirement ID:	Student focus groups M0 Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13	N_2. N_4. History: Date Reviewed:  Category: Description:	Service served.	
Supporting evidence:  Date Created: Changes:  Requirement ID:  Provide convenience to Rationale:	Student focus groups M0 Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13  S007  the customers so they do n Students and staff all value	N_2. N_4. History: Date Reviewed:  Category: Description:  of have to wait long to be the convenience that is of	Service served.	nops.
Supporting evidence:  Date Created: Changes:  Requirement ID:  Provide convenience to Rationale:  Priority:	Student focus groups M0 Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13  S007  the customers so they do n Students and staff all value High	N_2. N_4. History: Date Reviewed:  Category: Description:  of have to wait long to be the convenience that is of the convenience	Service served.	nops.
Supporting evidence:  Date Created: Changes:  Requirement ID:  Provide convenience to Rationale:  Priority:	Student focus groups Mo Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13  S007  the customers so they do n Students and staff all value  High Student focus groups Mo Student focus groups Mo Student focus groups Mo Student focus groups Mo	N_2. N_4. History: Date Reviewed:  Category: Description:  ot have to wait long to be the convenience that is of the convenience that is of the convenience.  C.Q5.FG_2,3. C.Q6.FG_1. C.Q7.FG_1.	Service served.	nops.
Supporting evidence:  Date Created: Changes:  Requirement ID:  Provide convenience to Rationale:  Priority:	Student focus groups Mo Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13  S007  the customers so they do n Students and staff all value  High Student focus groups Mo Student focus groups Mo Student focus groups Mo Staff interviews MC.Q4.I	N_2. N_4. History: Date Reviewed:  Category: Description:  ot have to wait long to be the convenience that is of the convenience that is of the convenience.  C.Q5.FG_2,3. C.Q6.FG_1. C.Q7.FG_1. N_3.	Service served.	nops.
Supporting evidence:  Date Created: Changes:  Requirement ID:  Provide convenience to Rationale:  Priority:	Student focus groups Mo Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13  S007  the customers so they do n Students and staff all value  High Student focus groups Mo Student focus groups Mo Student focus groups Mo Student focus groups Mo	N_2. N_4. History: Date Reviewed:  Category: Description:  of have to wait long to be the convenience that is of the convenience that is of the convenience.  C.Q5.FG_2,3. C.Q6.FG_1. C.Q7.FG_1. N_3. N_1,2,3,4.	Service served.	nops.
Supporting evidence:  Date Created: Changes:  Requirement ID:  Provide convenience to Rationale:  Priority:	Student focus groups Mo Staff interviews MC.Q5.I Staff interviews MC.Q7.I 04.02.13  S007  the customers so they do n Students and staff all value  High Student focus groups Mo Student focus groups Mo Student focus groups Mo Staff interviews MC.Q4.I	N_2. N_4. History: Date Reviewed:  Category: Description:  ot have to wait long to be the convenience that is of the convenience that is of the convenience.  C.Q5.FG_2,3. C.Q6.FG_1. C.Q7.FG_1. N_3.	Service served.	nops.

Requirement ID:	S008	Category:	Service	
		Description:		
Coffee shops should ha	ve aspects of convenience			•
Rationale:	Students and staff all value			
	its possible to have the bes	st of both the coffee shop	and convenience store	<del>)</del> .
Priority:	High	1		Low
				LOW
Supporting evidence:	Student focus groups Mo	C.Q5.FG_2.		
	Student focus groups MO	C.Q6.FG_1.		
	Student focus groups MO	C.O7.FG 1.		
	Staff interviews MC.Q4.I	_		
	Starr Interviews We.Q4.1			
		History:		
Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				
Danisa ara at 1D	0000	Colone	0	
Requirement ID:	S009	Category:	Service	
		Description:		
	nat the customers can plug			
Have power points so the Rationale:	Students and staff all appre		heir devices into mains	s power when they
			heir devices into mains	s power when they
	Students and staff all appre		heir devices into mains	s power when they  Low
Rationale: Priority:	Students and staff all appreare in coffee shops.  High	eciate being able to plug t	heir devices into mains	
Rationale:	Students and staff all appreare in coffee shops.	eciate being able to plug t	heir devices into mains	
Rationale: Priority:	Students and staff all appreare in coffee shops.  High	eciate being able to plug t	heir devices into mains	
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Rationale:  Priority: Supporting evidence:  Date Created:	Students and staff all appreare in coffee shops.  High  Student focus groups Mo	eciate being able to plug t  C.Q7.FG_3.  History:	]	
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Rationale:  Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:	Students and staff all appreare in coffee shops.  High  Student focus groups Mo  03.02.13  Solo	ciate being able to plug to content to plug to	25.04.13 Service	Low
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Rationale:  Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Have a loyalty scheme Rationale:	Students and staff all appreare in coffee shops.  High  Student focus groups Mc  03.02.13  Solo	ciate being able to plug to content to plug to	25.04.13 Service	Low or coffee.
Rationale:  Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Have a loyalty scheme Rationale:  Priority:	Students and staff all appreare in coffee shops.  High  Student focus groups Mo  03.02.13  Solo  in place that rewards custor Students and staff have ex	ciate being able to plug to content to plug to	25.04.13 Service	Low
Rationale:  Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Have a loyalty scheme Rationale:	Students and staff all appreare in coffee shops.  High  Student focus groups Mo  03.02.13  Sollo  in place that rewards custor Students and staff have ex  High  Student focus groups Mo	Category: Description:  Description:  C.Q8.FG_3.	25.04.13 Service	Low or coffee.
Rationale:  Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Have a loyalty scheme Rationale:  Priority:	Students and staff all appreare in coffee shops.  High  Student focus groups Mo  03.02.13  Solo  in place that rewards custor Students and staff have ex	Category: Description:  Description:  C.Q8.FG_3.	25.04.13 Service	Low or coffee.
Rationale:  Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Have a loyalty scheme Rationale:  Priority:	Students and staff all appreare in coffee shops.  High  Student focus groups Mo  03.02.13  Sollo  in place that rewards custor Students and staff have ex  High  Student focus groups Mo	Category: Description:  Description:  C.Q8.FG_3.	25.04.13 Service	Low or coffee.
Rationale:  Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Have a loyalty scheme Rationale:  Priority:	Students and staff all appreare in coffee shops.  High  Student focus groups Mo  03.02.13  Sollo  in place that rewards custor Students and staff have ex  High  Student focus groups Mo	c.Q7.FG_3.  History: Date Reviewed:  Category: Description:  mers for buying coffee pressed the value they put.  C.Q8.FG_3.  N_6.	25.04.13 Service	Low or coffee.
Rationale:  Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Have a loyalty scheme Rationale:  Priority: Supporting evidence:	Students and staff all appreare in coffee shops.  High  Student focus groups Mo  03.02.13  Solo  in place that rewards custor Students and staff have ex  High  Student focus groups Mo  Staff interviews MC.Q7.I	ciate being able to plug to contact the plug to plug t	25.04.13  Service  It on loyalty schemes for	Low or coffee.
Rationale:  Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Have a loyalty scheme Rationale:  Priority: Supporting evidence:	Students and staff all appreare in coffee shops.  High  Student focus groups Mo  03.02.13  Sollo  in place that rewards custor Students and staff have ex  High  Student focus groups Mo	c.Q7.FG_3.  History: Date Reviewed:  Category: Description:  mers for buying coffee pressed the value they put.  C.Q8.FG_3.  N_6.	25.04.13 Service	Low or coffee.
Rationale:  Priority: Supporting evidence:  Date Created: Changes:  Requirement ID:  Have a loyalty scheme Rationale:  Priority: Supporting evidence:	Students and staff all appreare in coffee shops.  High  Student focus groups Mo  03.02.13  Solo  in place that rewards custor Students and staff have ex  High  Student focus groups Mo  Staff interviews MC.Q7.I	ciate being able to plug to contact the plug to plug t	25.04.13  Service  It on loyalty schemes for	Low or coffee.

Requirement ID:	S011	Category:	Service
		Description:	
The coffee chan staff of	nould be friendly and welcor	nina	
Rationale:	_ ·	•	value when staff are friendly and
rationale.	welcoming.	or olddorllo drid oldir tridt v	when stan are menally and
Priority:	High		Low
Supporting evidence:	Student focus groups Mo	C.O2.FG 4.	
3	otadone rocas greaps m	o.	
		History:	
Date Created:	03.02.13	Date Reviewed:	25.04.13
Changes:			
	0040		
Requirement ID:	S012	Category:	Service
		Description:	
There should be free ar	nd easily accessible wi-fi in t	he coffee shops for every	one to use
Rationale:	Students and staff mention	that they like coffee shop	s with free wi-fi. In the university there is
			ble to the public. There should be wi-fi
Driority:	accessible for the membe	is of the public who use the	Low
Priority:	High	00.50.40	Low
Supporting evidence:	Student focus groups Mo	_	
	Student focus groups Mo Student focus groups Mo	_	
	Staff interviews MC.Q2.I	_	
	Starr interviews ivic.Q2.i		
Date Created:	03.02.13	History: Date Reviewed:	25.04.13
Changes:	03.02.13	Date Neviewed.	23.04.10
onangoo.			
Requirement ID:	S013	Category:	Service
		Description:	
Provide card payment of	options.  Students and staff express	ed their desire to be able	to nay by card for items
Rationale:	Students and stail express	ed their desire to be able	to pay by card for items.
Priority:	High		Low
Supporting evidence:	Staff interviews MC.Q6.I	N A	
eapporting evidence.	Stair lifter views lvic.Qo.i	IV_ <del>-7</del> .	
		History:	
Date Created:	03.02.13	Date Reviewed:	25.04.13
Changes:			
	Inf	ormation	
Requirement ID:	1001	Category:	Information
		Description:	

Measures of comfort no	eed to be defined given the	customer groups.		
Rationale:	The activities in the concer of comfort so that the coffee	ptual model define the nee		to define measures
Priority:	High			Low
Supporting evidence:	СМ	History:		
Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				
Requirement ID:	1002	Category:	Information	
		Description:		
Information on the perc Rationale:	ception of comfort regarding  The activities in the conce information on comfort from	ptual model define the nee in the customer groups so	ed for the coffee shops	to collect
Priority:	whether they are comforta  High	ble to the customers.		Low
Supporting evidence:	CM			LOW
espporting endoness	Civi			
Data Onastadi	02 02 42	History:	05.04.40	
Date Created: Changes:	03.02.13	Date Reviewed:	25.04.13	
Requirement ID:	1003	Category:	Information	
		Description:		
Rationale:	The activities in the conce measures to assess the de	ptual model suggested the		
Priority:	High			Low
Supporting evidence:	СМ			
		History:		
Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				
Requirement ID:	1004	Category: Description:	Information	
Information has to be c	collected from the customer	groups on a regular basis	as to how the decor of	f the coffee shops

apply to the customers.				
Rationale:	The activities in the concept to assess the decor in the		ed for the coffee shops	to define measures
Priority:	High			Low
Supporting evidence:	CM			LOW
Supporting evidence.	CIVI			
		History:		
Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				
Requirement ID:	1005	Category:	Information	
Requirement ib.	1003	Description:	IIIIOIIIIatioii	
		Becompain.		
Footfall information for	the coffee shops should be	collected to give a sense o	of the popularity of the	different coffee
shops and inform decis	ions on the environment.			
Rationale:	Customers have expressed really busy. By gathering the	d their frustration at the lac	ck of readiness when o	coffee shops are
Daile aide in	proparo		ecisions can be made	
Priority:	High			Low
Supporting evidence:	CM			
		History:		
Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				
D : 15	1000		1.6 "	
Requirement ID:	1006	Category:	Information	
		Description:		
	the environment needs to be			
Rationale:	This is so that the coffee sl	hops are able to understar	nd how customers, exp	pectations change
	over time.			
Priority:	High			Low
Supporting evidence:	CM			
		History:		
Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				
Requirement ID:	1007	Category:	Information	
		Description:		
Feedback on product of	uality as experienced by the	customers of the coffee s	hops has to be collect	ed.
Rationale:	This is so that the products			

Priority:	High			Low
Supporting evidence:	CM			
Data Caratada	00 00 40	History:	25.04.42	
Date Created: Changes:	03.02.13	Date Reviewed:	25.04.13	
Citaliges.				
Requirement ID:	1008	Category:	Information	
		Description:		
Lafa con Cara a construction	. Orat and a section 20 and a			de et est
	s that are popular with custor that the university coffee sho			
Rationale:	Competitor coffee shops in	the city of Cardiff offer pro	oducts that are popula	r with the students
	and staff of the University. by the university coffee sho		e investigated and whe	ere possible imitated
Priority:	High	ρο. -		Low
Supporting evidence:	CM			
3	<b>.</b>			
		History:		
Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				
Requirement ID:	1009	Category:	Information	
		Description:		
Customer service feeds	back for the customer has to	be to be collected.		
Rationale:	Students and staff all value			
	dissatisfaction with the cus level of customer service c			assert that a high
Priority:	High	an be monitored and main	italii ca.	Low
Supporting evidence:	CM			
	20.00.10	History:	27.21.12	
Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				
Requirement ID:	1009	Category:	Information	
		Description:		
	leaded for a d	. (. ). () () ()		
Feedback has to be col the coffee shops.	lected from the customers a	s to whether they feel they	experience friendly c	ustomer service in
Rationale:	Students and staff all value	a friendly customer service	ce. They mention that	it is a fundamental
	part of the experience of go	oing to a coffee shop.		
Priority:	High			Low
Supporting evidence:	CM			

		History:		
Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				
Daminona t ID:	1044	0-1	lafa was ation	
Requirement ID:	1011	Category:  Description:	Information	
		Description.		
Information on exam pe	eriods and extended opening	times of the libraries in th	ne university should be	collected to inform
the opening times of the	e respective coffee shops ov	rer the university.		
Rationale:	Students have expressed t are in university revising. T			
	would like the coffee shops			3 at 5 or opini. They
Priority:	High			Low
Supporting evidence:	СМ			
Data Ossatad	20.00.40	History:		
Date Created: Changes:	03.02.13	Date Reviewed:		
Changes.				
Requirement ID:	1012	Category:	Information	
		Description:		
Collect customers perce	eption on the freshness of fo	ood sold in the coffee shor	)S.	
Rationale:	Customers value freshness			ould elicit these
	requirements from the cust	omers so that they can de	eliver a level of freshne	ess expected by the
Priority:	customers.			Low
Supporting evidence:	CM			
		History:		
Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				
Requirement ID:	1013	Category:	Information	
		Description:		
NA district		1 . 6		. 1.5
Methods for assessing Rationale:	customers perceptions of va Value for money is importa			
Rationale.	model define a need to have			
Priority:	High			Low
Supporting evidence:	CM			

Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				
Danisana at ID.	104.4	Catananii	Information.	
Requirement ID:	1014	Category:	Information	
		Description:		
Information for the cust to be collected.	omers on their perceptions	of value for money given the	ne produces sold in the	e coffee shops has
Rationale:	Value for money is importa	ant for staff and students, o	given this. The activitie	s in the conceptual
	model define a need to col			
Priority:	High			Low
Supporting evidence:	CM			
		History:		
Date Created:	03.02.13	Date Reviewed:	25.04.13	
Changes:				

History: