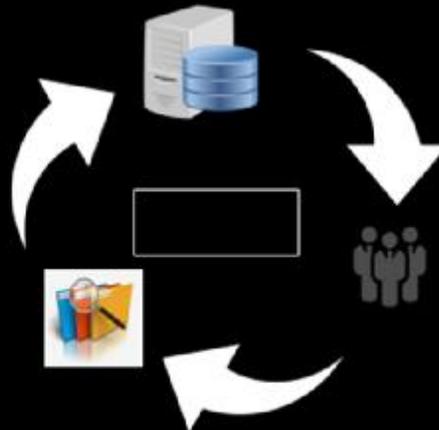


F&B SERVICE MANAGEMENT
UNIT- 11
MANAGEMENT INFORMATION SYSTEM
(MIS)



UNIT- 11
MANAGEMENT INFORMATION
SYSTEM (MIS)





UNIT- 11
MANAGEMENT INFORMATION
SYSTEM (MIS)

Management Information System or 'MIS' is a planned system of collecting, storing, and disseminating data in the form of information needed to carry out the functions of management.

To the managers, Management Information System is an implementation of the organizational systems and procedures. To a programmer, it is nothing but file structures and file processing. However, it involves much more complexity.

The three components of MIS provide a more complete and focused definition, where **System** suggests integration and holistic view, **Information** stands for processed data, and **Management** is the ultimate user, the decision makers.



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Management information system can thus be analyzed as follows:

MANAGEMENT

Management covers the planning, control, and administration of the operations of a concern. The top management handles planning; the middle management concentrates on controlling; and the lower management is concerned with actual administration.

INFORMATION

Information, in MIS, means the processed data that helps the management in planning, controlling and operations. Data means all the facts arising out of the operations of the concern. Data is processed i.e. recorded, summarized, compared and finally presented to the management in the form of MIS report.



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SYSTEM

Data is processed into information with the help of a system. A system is made up of inputs, processing, output and feedback or control.

Thus MIS means a system for processing data in order to give proper information to the management for performing its functions.



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OBJECTIVES OF MIS

The goals of an MIS are to implement the organizational structure and dynamics of the enterprise for the purpose of managing the organization in a better way and capturing the potential of the information system for competitive advantage.

Following are the basic objectives of an MIS:

- ❖ **Capturing Data:** Capturing contextual data, or operational information that will contribute in decision making from various internal and external sources of organization.
- ❖ **Information Storage:** Information or processed data need to be stored for future use.

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- ❖ **Processing Data:** The captured data is processed into information needed for planning, organizing, coordinating, directing and controlling functionalities at strategic, tactical and operational level. Processing data means:
 - ✓ making calculations with the data
 - ✓ sorting data
 - ✓ classifying data and
 - ✓ summarizing data

- ❖ **Information Retrieval:** The system should be able to retrieve this information from the storage as and when required by various users.

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CHARACTERISTICS OF MIS

Following are the characteristics of an MIS:

- ❖ It should be based on a long-term planning.
- ❖ It should provide a holistic view of the dynamics and the structure of the organization.
- ❖ It should be based on the need for strategic, operational and tactical information of managers of an organization.
- ❖ It should also take care of exceptional situations by reporting such situations.
- ❖ It should create linkage between all sub-systems within the organization so that the decision makers can take the right decision based on an integrated view.

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- ❖ It should be planned in a top-down way, as the decision makers or the management should actively take part and provide clear direction at the development stage of the MIS.
- ❖ A central database is the backbone of a well-built MIS.

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PLANNING AND CONTROL ACTIVITIES USING MIS IN HOTELS

	<u>STRATEGIC PLANNING</u>	<u>MANAGEMENT CONTROL</u>	<u>OPERATIONAL CONTROL</u>
<u>PRODUCTION</u>	Location of a new factory	Determine product mix	Scheduling specific jobs
<u>MARKETING</u>	Entering new markets	Media planning	Sales planning
<u>FINANCE</u>	Raising capital	Determine credit level	Determine action
<u>PERSONAL</u>	Changes in organization structure	Determine promotions and transfers	Determine for preparing duty roster

CH: 1
REPORTS





CH: 1 REPORTS

A management information system (MIS) is a computerized database of financial information organized and programmed in such a way that it produces regular reports on operations for every level of management in a company. It is usually also possible to obtain special reports from the system easily. The main purpose of the MIS is to give managers feedback about their own performance; top management can monitor the company as a whole. Information displayed by the MIS typically shows “actual” data over against “planned” results and results from a year before; thus it measures progress against goals.



CH: 1 REPORTS

SOME OF THE MIS REPORTS WHICH ARE USED IN FOOD & BEVERAGE SECTOR

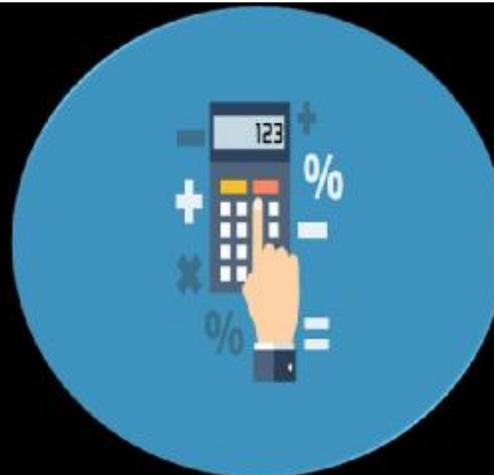
- ❖ Audit report.
- ❖ Sales report department wise.
- ❖ Consolidated revenue analysis.
- ❖ Multiple reports.
- ❖ Preparation of budget on the basis of initial data retrieved from the system.
- ❖ Consumption report.
- ❖ Cashiers summary.
- ❖ Void /cancellation report.
- ❖ Cover analysis.
- ❖ Popularity by menu item.



CH: 1 REPORTS

- ❖ Stores, receiving, HR, Accounts, security, and all the major department can maintain reports and records through this system.
- ❖ In-house guest directory.
- ❖ Settlement report.
- ❖ Spoilage report and etc.

CH: 3
CALCULATION OF ACTUAL
COST





CH: 3 CALCULATION OF ACTUAL COST

Restaurant owners, managers and chefs all stress over food costs. They are never low enough. At its heart, lies the challenge of balancing the (rather) static cost of the item displayed on the menu with the daily variations in cost for its ingredients.

HOW TO CALCULATE ACTUAL FOOD COST

When you ask (or are asked) what your food costs are, Actual Food Cost is probably what is being referred to. Actual Food Cost is a straight-forward calculation, but it relies on taking careful and regular inventory counts. The formula for Actual Food Cost is (all units in dollars):

$$\text{Actual Cost of Goods Sold} = (\text{Beginning Inventory} + \text{New Inventory Purchased}) - \text{Ending Inventory}$$

$$\text{Actual Food Cost (as a percentage)} = (\text{Actual Cost of Goods Sold} / \text{Food Sales}) \times 100$$



CH: 3 CALCULATION OF ACTUAL COST

If you use an inventory platform like Live Inventory to place your food orders and track what you have on hand, this can be calculated automatically in a exportable report.

A few things to remember. When taking inventory, it needs to be done either at the end of the day or the beginning of the day. Accurate inventory counts cannot be made while items are being sold or delivered. If the cost of something has changed (for example you have two cartons of eggs, that were purchased at two different prices), use the most recent unit cost.

CH: 3 CALCULATION OF ACTUAL COST

HOW TO CALCULATE THEORETICAL FOOD COST

Theoretical Food Cost is what, in an ideal world, your Food Cost should be. To calculate it, you need a very accurate tally of what and how much of each ingredient goes into a menu item. For example, in the case of a bacon cheeseburger, this might be the four ounces of ground beef, one bun, three strips of bacon, two slices of cheese, one ounce each of ketchup, relish, mustard, the portion of fries and so on. You would also include the “paper costs” like one napkin, one wrapper and one bag.

CH: 3 CALCULATION OF ACTUAL COST

Additionally, you need to know how many of each item you have sold for the period (this should be easily exportable from your Point of Sale system) and total dollars in sales made. All units are in dollars.

- ❖ Theoretical Cost of Goods Sold = (Item A Food Cost x Units of A sold) + (Item B Food Cost x Units of B sold) + (and so on)
- ❖ Theoretical Food Cost (as a percentage) = $\frac{\text{Theoretical Cost of Goods Sold}}{\text{Food Sales}}$



Thank
you.