

References

- Dreyer, H. C., Kaipia, K., Kiil, K., & Popovska, D. I. (2018). Proposals for Enhancing Tactical Planning in Grocery Retailing with S&OP. *International Journal of Physical Distribution & Logistics Management*, 114-138.
- Adesoji, O., Brian, J., Karen, R., & Rodolfo, M. (1999). A Note on Challenges facing food retail stores: The Case of New Jersey. *International Journal of Retail & Distribution Management*, 302-310.
- Alberston, A., Linassi, R., & Marinho, S. V. (2016). Menu Engineering and Activity-based Costing -An improved Method of Menu Planning. *International Journal of Contemporary Hospitality Management*, 1417-1440.
- Alt, R. (2021). Digital Transformation in the Restaurant Industry: Current Developments and Implications. *Journal of Smart Tourism*, 69-74.
- Amy, A. N. (2022). *HFM Magazine*.
- Appelqvist, A., Niemi, T., Hameri, A., & Kolesnyk, P., . (2020). What is The Value of Delivering. *Journal of Advances in Management Research*, 475-503. DOI 10.1108/JAMR-12-2019-0218.
- Armstrong, M. (2001). *A Hand Book of Human Resources Practice*. London: Kogan Page.
- Bojanic, D. C. (2007). Customer Profile of the “Carryout” Segment for Restaurants. *International Journal of Contemporary Hospitality Management*, 21-31. DOI 10.1108/09596110710724134.
- Boshoff, C. (1997). An experimental study of service recovery options. *International Journal of Service Industry Management*, 110-130.
- Center, S. (2021). *Customer Complaints Report* . Gamma Pizzakraft Lanka (Pvt) Ltd.
- Center, S. (2022). *Customer Complaints Report*. Gamma Pizzakraft Lanka (Pvt) Ltd.
- Chandrakanth, K. A. (n.d.). Plan Do Check Act (Pdca). Bangalore.
- Contreras, M. F. M., Barraza, M. S., & Leporati, M. (2020). Identifying Muda in a Fast Food Service Process in Spain. *International Journal of Quality and Service Sciences*, 201-226. DOI 10.1108/IJQSS-10-2019-0116.

- Cooper, R. (2011). *Winning at new products: Creating value through*. New York: Basic Books.
- Curran, J., & Reekie, G. (2021). *Managing Capacity*. Chester: Wren Greyhound.
- Digest, H. I. (2006). Nando's tastes success through training: Expanding restaurant firm retains a family feel. *Human Resource Management International Digest*, 19-21.
- Dinh, T., Duy. Q., Duong, T., & Johnson, L. (2022). How does quality of mobile food delivery services influence customer loyalty? Gronroos's service quality perspective. *International Journal of Contemporary Hospitality Management*, 4178-4205.
- Filho, G. M. S., & Simao, L. E. . (2021). A3 Methodology: Going beyond Process Improvement. *Revista de Gest~ao Emerald Publishing Limited*, DOI 10.1108/REGE-03-2021-0047.
- Furunes, T., & Mkono, M. (2019). Service-delivery success and failure under the sharing economy. *International Journal of Contemporary Hospitality Management*, 3352-3370. DOI 10.1108/IJCHM-06-2018-0532.
- Goch, R. (2018). The Impact Of Third Party Restaurant Delivery Penetration On The Quick Service Pizza Industry. *Northeast Decision Sciences Institute*. Rhode Island.
- Harrington, R. J., & Ottenbacher, M. C. (2009). The Product Innovation Process Of Quick-Service Restaurant Chains. *International Journal of Contemporary Hospitality Management*, 523-6119.
- Horváthová, P. (2010). The Use of Operations Management Procedures in Order to Increase Organizations Competitiveness under the Conditions of Growing Pressures of Globalization. *Global Business and Management Research*, 33-40.
- Huang, L., Li, C., & Zheng, W. (2022). Daily Hotel Demand Forecasting With Spatiotemporal Features. *International Journal of Contemporary Hospitality Management*.
- Husain, S., Kumar, I., Mohd, N., & Rawat, J., . (2021). Opportunities of Artificial Intelligence and Machine Learning in the Food Industry. *Journal of Food Quality*, 10. doi.org/10.1155/2021/4535567.

- James, M. H., Love, J., & Robert, R. (1990). Management Science Improves Fast-Food Operations. *Interfaces*, 21-29.
- Jiao, T., Xianguo, L., & Zhao, X. (2022). The sooner, the better? Interactions of Stakeholders in Online Food Delivery Service Platforms. *Asia Pacific Journal of Marketing and Logistics*, 1355-5855.
- Just, D., Sigirci, O., Wansink, B. (2007). Peak-end Pizza: Prices Delay Evaluations of Quality. *Journal of Product & Brand Management*, 21-31, DOI 10.1108/JPBM-01-2015-0802.
- Kim, W., Ryu, K., & Lee, H. (2012). The Influence Of The Quality Of The Physical Environment, Food, And Service on Restaurant Image, Customer Perceived Value, Customer Satisfaction, And Behavioral Intentions. *International Journal of Contemporary Hospitality Management*, 200-223. DOI 10.1108/09596111211206141.
- Koole, G., & Sluis, E. V. (2003). Optimal Shift Scheduling with a Global Service Level Constraint. *IIE Transactions*, 1046-1055.
- Kumar, J. A. (2016). Staff Scheduling in a Product Support Centr. *International Journal of Business Analytics and Intelligence*.
- Kustiadi, O., Purba, H., Rohimah, A. (2018). Lean Manufacturing Implementation Using One Piece Flow System For Productivity Improvement in Baritori Process. *International Journal of Engineering Science Invention*, 31-36.
- Lapaas. (2019, September 8). *Gap Model of Service Quality(5 Gap Model) | Understand your Customer better*. Retrieved from Lapaas: <https://lapaas.com/gap-model-of-service-quality/#:~:text=Parasuraman%2C%20Valarie%20Zeithaml%20and%20Leonard,service%20delivery%20to%20potential%20customers.>
- Leyer, M., & Moormann, J. (2012). A Method for Matching Customer Integration with Operational Control of Service Processes. *Management Research Review*, 1046-1069. DOI 10.1108/01409171211276936.

- Matute, J., Mendocilla, M., & Miravittles, P. (2021). A Service Quality Assessment Tool For The Quick-Service Restaurant Industry. *QUICKSERV*, 241-259. DOI 10.1108/BFJ-12-2020-1108.
- Microsoft. (2022). *Demand forecasting overview*. Retrieved from Microsoft: <https://learn.microsoft.com/en-us/dynamics365/supply-chain/master-planning/introduction-demand-forecasting>
- Microsoft. (2022, November 27). *Shift management and staff scheduling*. Retrieved from Microsoft: <https://www.microsoft.com/en-us/microsoft-teams/staff-scheduling-shift-management>
- Morrison, P. (1996). Menu engineering in upscale restaurants. *International Journal of Contemporary Hospitality Management*, 17-24.
- Orlowski, M. (2022). External Wine Education and Certification for Restaurant Service Staff: A Mixed-Methods Evaluation of Training Effectiveness. *International Hospitality Review*, 258-277.
- Pullman, M., & Rodgers, S. (2010). Capacity management for hospitality and tourism: A review of current approaches. *International Journal of Hospitality Management*, 177-187.
- Reports, I. (2021). *In Store Time Report*. Gamma Pizzakraft Lanka (PvtP Ltd).
- Sarel, D., & Howard, M. (1998). Managing The Delayed Service Encounter: The Role Of Employee Action And Customer Prior Experience. *The Journal Of Services Marketing*, 195-208.
- William, S., & Luca, D. (1981). Simulation Modeling Improves Operations, Planning, And Productivity Of Fast Food Restaurants. *Institute Of Management Science*.