

Requirements Model of Cardiff University's Coffee Shops - Explanatory Statement

The goal of this project is to build a requirements model for the coffee shops in Cardiff University from the perspective of the students and staff. These requirements will be identified in a number of ways including interviews, questionnaires, focus groups and ethnography. Analysis of results from these different approaches will lead to a well developed and defensible list of requirements. All results from this project will be presented to the Catering and Bars department who are responsible for the coffee shops in the university so that they could be used to develop their services. I am indebted to you for participating in this project, thank you.

James Mackenzie

