A BBQ CHEF EXPLAINS HIS NEEDS FOR IOT
The Walldorf BBQ pit restaurant ‘Berta’s BBQ’ serves real American BBQ. The owner, Berta, just exchanged their whole equipment park to use wood pellet grills. Wood pellet grills are grills which use wood pellets as the source of energy. Those wood pellets are stored in a box next to the heating unit and the grill constantly monitors and adjusts the oven temperature depending on the users’ needs.

Berta notices that the wood pellet stock box sometimes runs out of pellets. This happens while there is still meat on the grill, which leads to financial loss. Meat, which is supposed to be smoked for up to 24 hours, must be thrown out due to sanitary reasons and the restaurant might run out of certain dishes for the evening which upsets the customers.

The wood pellet manufacturer provides a possibility to solve Berta’s problem. They provide an application that informs Berta about data related to the grill such as pellet stock level of each box for every individual grill. The application also provides information about how often the lid of the grill was opened, by whom, how long it stayed open and it collects data about the oven and food temperature.
Persona

Bill

The man of the fire

“I love good food; I love to serve good food to my customers to make them happy and hungry for more.”

About
• 43, married, working in Berta’s restaurant for the past 10 years
• When Berta was looking for a new head cook, Bill fitted perfectly into the position. Grown up in Arizona, the home of the BBQ pits, grilling since he was 6 years old and when it was time to decide, turning a passion into a carrier.
• He knows how to make real good American BBQ

Responsibilities
• Bill is the man in front of the grills. He knows best which spices to use when it comes down to pulled pork, brisket and spare ribs
• He decides when to put on which cut of meat so that it is done on time
• Bill must consider the timing as well as the temperature
• Stock levels for food, wood pellets and wood chips are in his responsibility

Main Goals
• Easy and understandable overview of filling levels for boxes with wood pellets
• Overview of current temperature for oven and meat
• Alerts are send to my mobile phone, when wood pellet level is getting lower than defined level
• Adjust temperature for certain grill from my mobile phone

Needs
• Bill needs the possibility to check for the stock level of wood pellets for each grill in the restaurant. Currently he must check manually by opening the lid of each box for every grill and memorize when it’s time to refill
• Keeping an eye on the oven temperature with alerts when temperature is out of certain area
• History data about temperature for a better consumption overview

Pain Points
• Walk by each grill for information about stock level of wood pellets and current temperature
• No alerts are generated for any events
• No possibility to act on events during absence
• Need to see average consumption of wood pellets
Point of View

As a head cook in a BBQ restaurant working with wood pellet grills, I need a way to be notified when stock levels of wood pellets run low so that the process of grilling is not interrupted unexpectedly.
## UX Journey

Describe Actions, Mindset, Feelings and Touch points

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| • Enter Restaurant  
  • Get the pork shoulder ready to be put on the grill | • „The kitchen is clean, the meat looks good, let's get rolling!“  
• „Why didn’t they put bigger boxes for the wood pellets on these grills?“  
• „I hope, it is enough to last till the meat is done.“ | • Meat  
• Kitchen  
• Knives | • Grill  
• Wood Pellets  
• Thermometer |
| • Check wood pellet level  
• Refill box  
• Wait for the grill to reach temperature | • „And again I have to check for temperature and wood pellet level.“  
• „Every few hours the same procedure...“ | • Thermometer  
• Wood Pellets  
• Grill | • Wood Pellets  
• Grill |
| • Put meat on the grill  
• Wait  
• Check temperature and stock level of wood pellets on occasion | • „Good that I noticed it now that the wood pellets are running low.“ | | • Meat  
• Sauce  
• Coleslaw  
• Buns |
| • Refill wood pellets | • „That pulled pork looks delicious!“ | | • Pulled Pork Burger  
• Fries  
• Plates  
• Customer |
| • Take meat of the grill | • „So good to see how my customers enjoy the food.“ | | |
Pellet Grill 1

Traeger Timberline 1800

Oven Temperature
105 °C
1 hour ago

Notifications (4)
Wood Pellets less than 15%
Pulled Pork started
Desired Oven Temperature reached
1 kg Wood Pellets refilled

WOOD PELLET STOCK LEVEL in %

TEMPERATUR OVEN & FOOD (in °C)

WOOD PELLET CONSUMPTION IN KG

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Pellet Grill 2

Traeger Timberline I800  • Mapped  • Connected  • On

Oven Temperature
99 °C
1 Min ago

Alerts (1)
Temperature Low

1 Min ago
See All

WOOD PELLET STOCK LEVEL in %

TEMPERATURE OVEN & FOOD (in °C)

WOOD PELLET CONSUMPTION IN KG

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