waiterAPP

1. Story

This app is for food & beverage industry and gastronomy.
It aims especially at restaurants, bars, pubs and all kind of gastronomic businesses deploying waiters to serve their customers and want improve the quality and efficiency of their service.
The waiterAPP saves time and effort: Waiters can overlook at a glance which tables are free, which are occupied, what food and drinks have been ordered for a table and what is the open invoice amount so far. Once an order is recorded in the app, the dishes are automatically requested in the kitchen. When all dishes of the order are ready, the waiter will see it on the screen and can collect the food. When a table is paid and closed, invoice data is transfered to the accounting.

2. Persona

Name: **Luigi**

"For me, I would like to ..."

Focus more on my guests, less on everything else.

Background:

60, married, 4 children; passion for his guests; works at Marios Pizzeria for 30

Job Title / Role:

Head Waiter

JOB RESPONSIBILITIES

Main tasks and frequency:

Handles the service:
-welcomes and places arriving guests
-takes the orders and informs the kitchen
-delivers food and drinks
-collects payments
-responsible for the cash journal

MAIN GOALS

-reduce effort for accounting and cashing
-instead, spend more time with his guests
-keep the overview on tables, orders etc.
-don't forget anything

PAIN POINTS

-not good at mental calculation and accounting
-starting to get oblivious in last few years
-always alone in the service, has to be everywhere

NEEDS

-help with calculating and accounting

-fast and simple overview

COMPETENCIES

Casual User	Power User
Proactive	Reactive
Work in team	Lone Fighter
Global focus	Local focus
Innovative	Conservative

STAKEHOLDERS

Main persons in contact during work:

Mario (Owner)

3. User Experience Journey

Duration: 75 Minutes

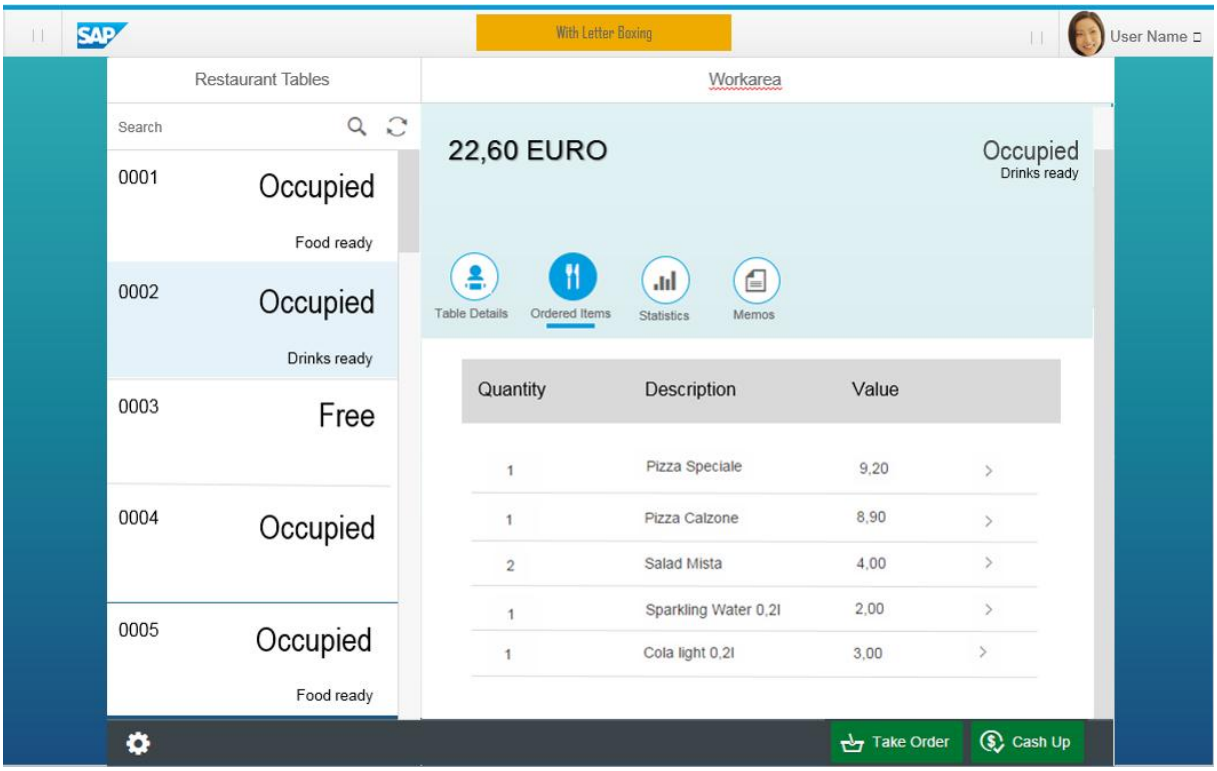
Mindset	Actions	Touchpoints	PP	IP
Let's see what I can do for you	Welcome Guests	Guests		
Everything's full in the front, hope I still have a table in the back room	Search empty table	Front room, back room	X	
Ah, lucky me, there's still one in the corner	Find Table and place guests	Table		X
Hm…what was the offer of the day again?	Bring menu	Menu card		
Which whine is best for the Vitello Tonnato?	Take the Orders and recommend a fitting whine	Pencil and note pad		X
My knee hurts again, today, also thin walking around all the time ☹	Bring the Orders to the kitchen	Kitchen	X	
Oh, like the smell of this new pino grigio, my guests will definitely like it	Make drinks and bring them to the guests	Bar		X
Oh no, I forgot a starter! ☹	Bring ordered dishes to the table	Dishes	X	X
I'm getting to old for this…	Take care that the guest gets his starter	Kitchen		
I love when my guests liked their meals ☺	Clear the table			
3,30 + 13,30 + 8,50 + … 3 in mind … I need a pocket calculator	Cash up the guests	Bill	X	X
I feel like a bookkeeper sometimes	Update the cash book	Register, cash book	X	

*PP = Pain Points

*IP = Important Points

4. Mock Up

Idea:
There will be apps for kitchen (and bar if needed) and for the waiters. The App for the waiters will look like this:



Explanation:

Master View
Here you can see every table of the restaurant. The waiter can see which ones are free ore occupied. If there is any alert for this table (like Food ready) you can see it here

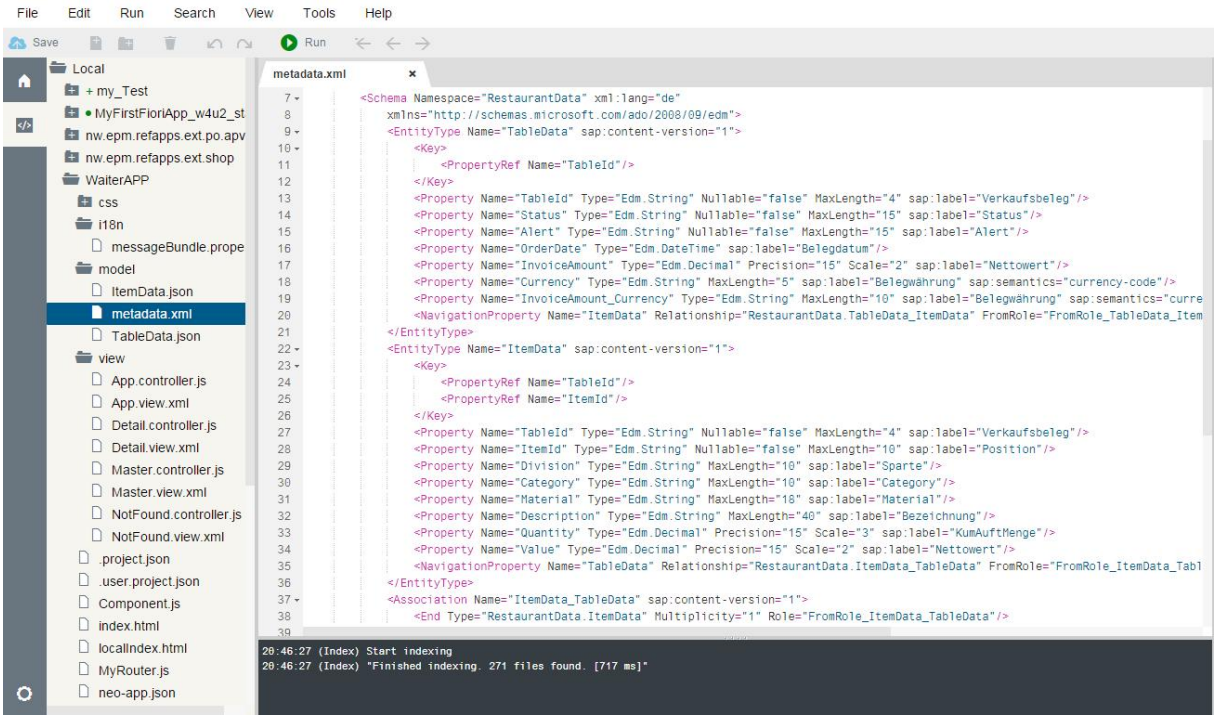
Detail View
-Header: You see again status and alert, as well as the current invoice amount (sum of all orders)
-Tab Table Details: Relevant information on the selected table
-Tab Ordered Items: List of all items that guests have been ordered at this table
-Tab Statistics: Personal sales statistics for the registered waiter
-Memos: Place where important Information for all users can be displayed

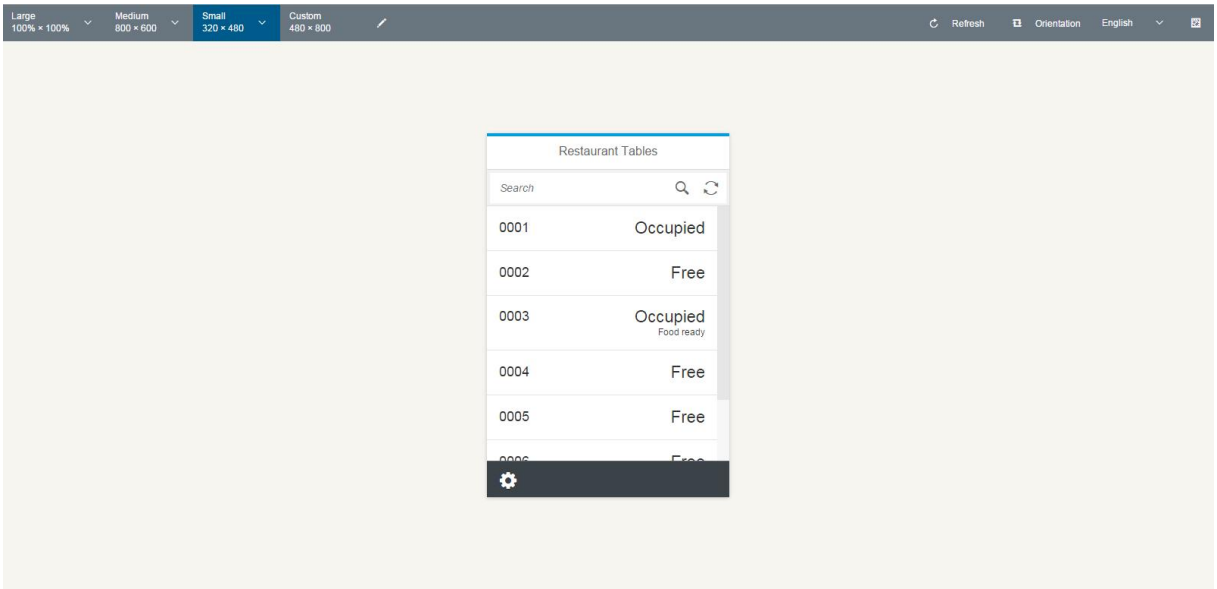
Buttons

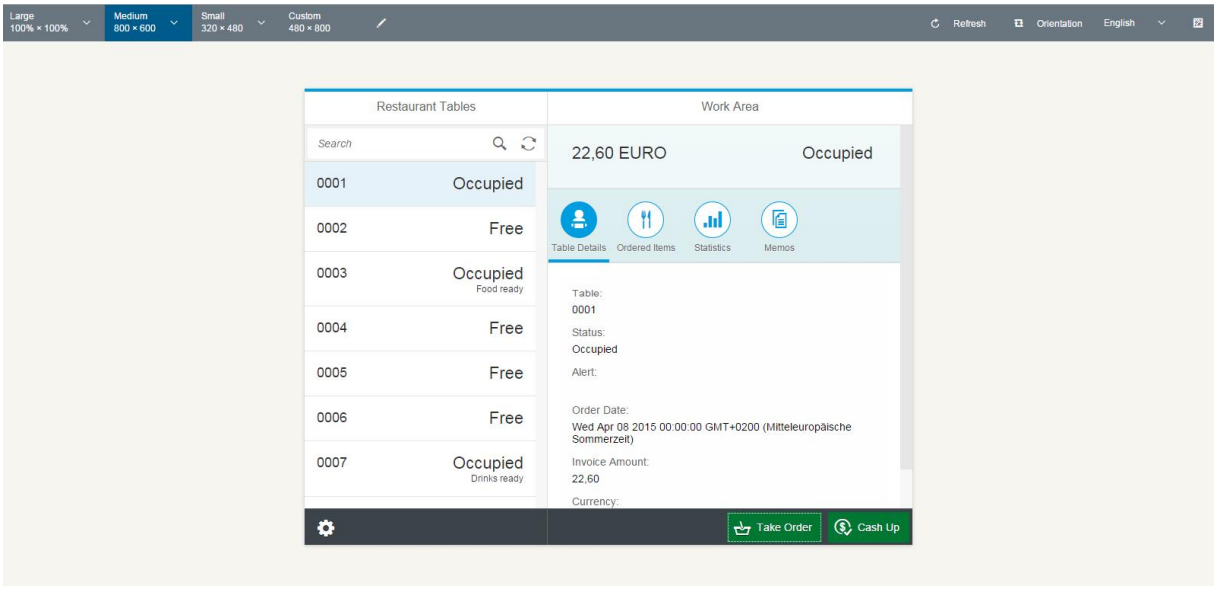
-Take Order: Opens View where waiter puts the orders of his guests in the App; if an Order is placed on a table with status “Free”, the status will automatically change to “Occupied”; order information is automatically transferred to the kitchen/bar (will have own app); if food/drinks are ready kitchen/bar will notify that on their app and a corresponding alert will appear in the WaiterAPP

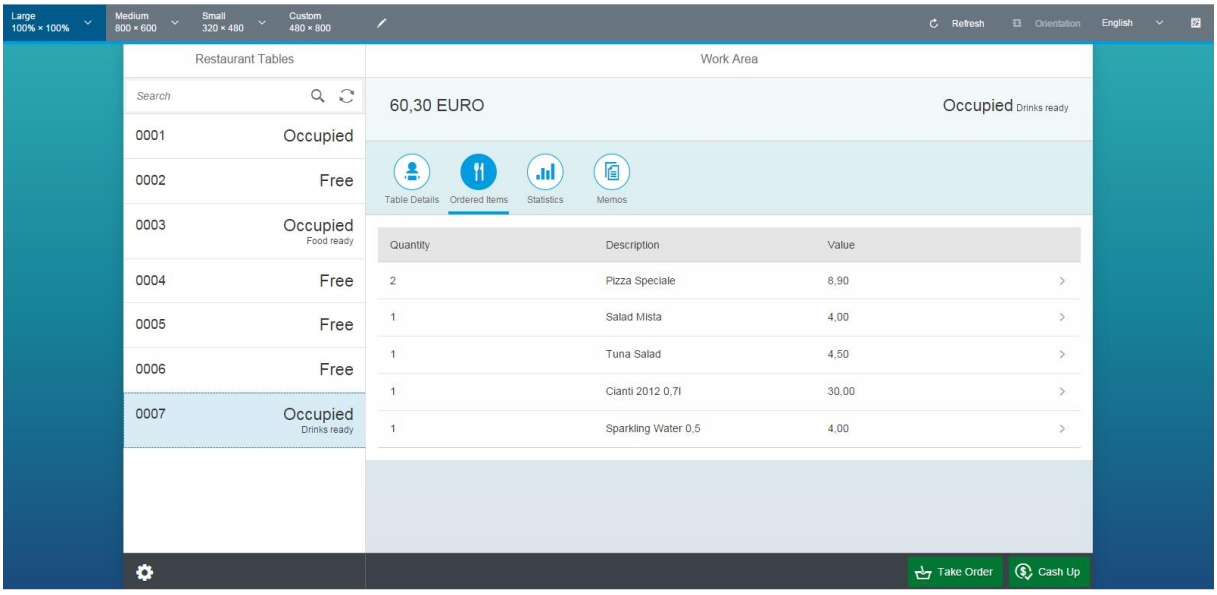
-Cash Up: When guests pay, the waiter will push this button and select the payment instrument the guests used in the following view; billing data is automatically transferred to accounting; status of table will change to “free”

5. SAP Web IDE App






Large
100% × 100%
Medium
800 × 600
Small
320 × 480
Custom
480 × 800
Refresh
Orientation
English
Restaurant Tables
Search
0001 Occupied
0002 Free
0003 Occupied
Food ready
0004 Free
0005 Free
0006 Free
0007 Occupied
Drinks ready
Work Area
22,60 EURO
Occupied
Table Details
Ordered Items
Statistics
Memos
Table:
0001
Status:
Occupied
Alert:
Order Date:
Wed Apr 08 2015 00:00:00 GMT+0200 (Mitteleuropäische Sommerzeit)
Invoice Amount:
22,60
Currency:
Take Order
Cash Up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Restaurant Tables
Search
0001 Occupied
0002 Free
0003 Occupied
Food ready
0004 Free
0005 Free
0006 Free
0007 Occupied
Drinks ready
Work Area
60,30 EURO
Occupied Drinks ready
Table Details
Ordered Items
Statistics
Memos
Quantity
Description
Value
2 Pizza Speciale 8,90
1 Salad Mista 4,00
1 Tuna Salad 4,50
1 Cianti 2012 0,7l 30,00
1 Sparkling Water 0,5 4,00
Take Order
Cash Up