SAP Fiori - Take Order

Story

Betty is working 4 days a week as a waitress in “Chili Diners”, a very popular restaurant among young people. Every evening all tables are filled and there’s a line of people waiting for a table. There is only 1 more waitress in “Chili Diners”. You can imagine how busy those 2 waitresses are. Long hours, difficult customers and running around on their feet all day.

Due to the stress and high physical activities (walking back and forth, heavy lifting), Betty is not able to provide good service to the customer. Her efficiency might be affected. Scientists has now officially declared that waiters and waitresses has one of the most high stress jobs out there. The stress is bad for their health and it’s a cause for concern.

Betty needs a mobile app to make her job easier. The app has to replace the handwritten orders, and has to give her an overview of the tables and corresponding orders (pending or served). This way she’ll be in control and that will bring her less stress. It will also decrease the amount of walking back and forth to the cashier to get the bill to handle the payment - which equals to less physical activities. Should the restaurant uses ‘SAP Fiori – Take Order’ app in combination with ‘SAP Fiori – Prepare Order’ app[1], Betty will even be more efficient in her daily tasks.

The app must be as simple as possible to handle. It must make it possible to present the bill and handle the payment by QR-code banking on the spot. (A lightweight mobile receipt printer would be a good investment, to hand out the bill to the guests)

1. “SAP Fiori - Prepare Order” is not available in the SAP Fiori apps library. It will only be developed after successful feedback of “SAP Fiori - Take order” app.

Persona

Name: Betty

Role: Waitress

For me, I would like to focus on the guests' needs and hospitality. In the end I want to earn more money and do less physical work

Background

23 year old, single. Works 4 days a week at "Chili Diners" for 3 years now. Studies Hotel Management. Friendly, Team player, quick thinking.

Main Goals

- improve guest satisfaction
- improve visibility in the restaurant
- receive more tips
- improve turn-over and get bonus

Job Responsibilities

Main tasks

- To be attentive and responsive to the guests and anticipate their needs
- Take orders
- Serve drinks and food
- Check with guests to ensure that everything is going well
- Clear dirty dishes from table
- Refill beverages throughout the meal
- Handle billing

Pain Points

- Walk a lot
- Write down orders and remember who ordered what
- Hard to keep guests satisfied when they have to wait long for their food

Needs

- Tools to help facilitate my job and also anticipate guests' needs
- Tools to reduce the number of miles I walk during work
- Tools that simplify my job so I can focus on my customer service

Stakeholders

- Guests
- Kitchen staff
- Restaurant manager
- Penny (my colleague)

Competencies

Casual user	X				Power user
Proactive			X		Reactive
Work in team		X			Lone fighter
Global focus			X		Local focus
Innovate	X				Conservative

Current User Experience Journey

Mindset	New guests... I'll put them on table 1	Ok more guests at the door.	I think table 1 is ready to order	Ok.. Food is ready to serve for table 1	All tables are served. At last some rest	Table 1 is all finished. Wow.. They eat fast	They want to use their bankcard	Nice people. They gave me 15 euro tip	2 more hours to go
	Those people are snobbish. Stay friendly.	Let's get the drinks first	Let's take their order first.	Pfff... they ordered a lot. It's heavy	That guy at table 4 is cute...	Oooh.. They are asking for the bill	Almost everyone is using cards to pay nowadays		
		Now quick to the new guests		Maybe they'll give me good tips too		Let's see if they are good tippers	I hope they don't forget my tip		
Actions	Assist guests to table 1	Walk to the bar	Ask table 1 what they want to order	Walk to the kitchen	Walk around the restaurant	Walk to the cashiers	Walk to the cashiers	Assist guest to the door	Touch up make-up
	Ask what they want to drink	Get drinks	Tell about the recommended steak	Pick up food	Ask guest if they need something	Print out receipt	Get mobile ATM	Wish them a great evening	
		Bring drinks to table 1	Walk to the kitchen	Walk to table 1	Communicate with guests	Walk to table 1	Walk to table 1	Walk to cashiers	
		Assist guests to table 2	Drop the order	Drop food		Hand out receipt	Type total amount on ATM	Drop ATM at cashiers	
		Ask what they want to drink	Get drinks for table 2			Ask if everything was to their liking	Hand out ATM, and wait		
			Drop drinks at table 2			Walk away	Get back ATM and receive cash tip		
Touch points	Chair	Bar	Notebook and pen	Kitchen door	Hair	Cashiers	Mobile ATM	Door	Lipstick
	Menu Card	Drinks	Kitchen door	Plates and cultery		Printer	Cash Money	ATM	
	Notebook and pen	Menu card	Bar			Receipt		Cashiers	
		Notebook and pen	Drinks						

Pain points
Important points

Point of View

Betty, the waitress, needs a way to decrease here walking around the tables, the kitchen and cashiers, so that she can concentrate on providing good customer service that keeps the guests satisfied and enhance their dining experience by upselling better dishes.

Mock Ups

Table set

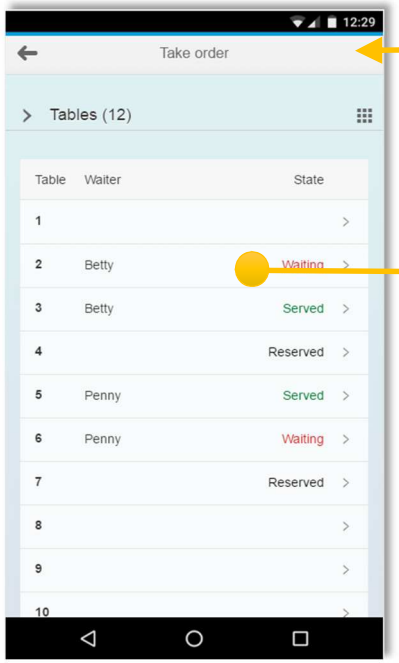
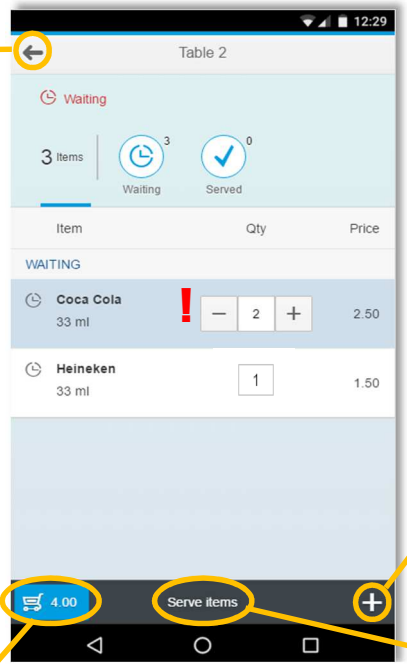
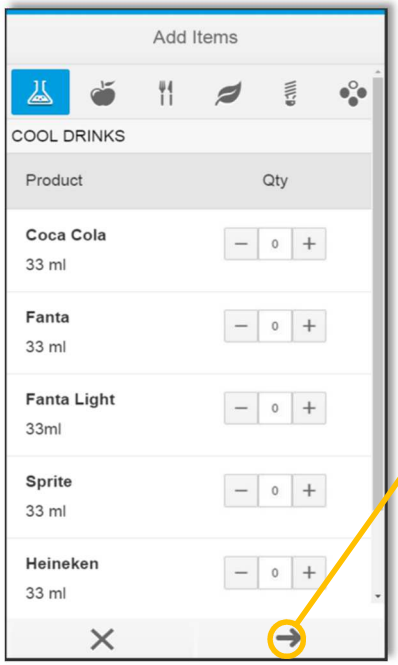


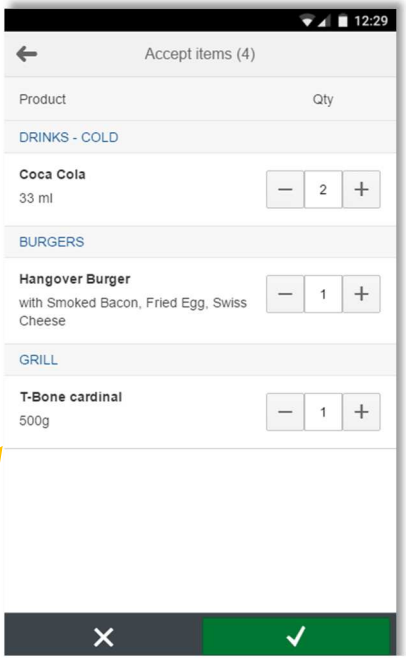
Table order



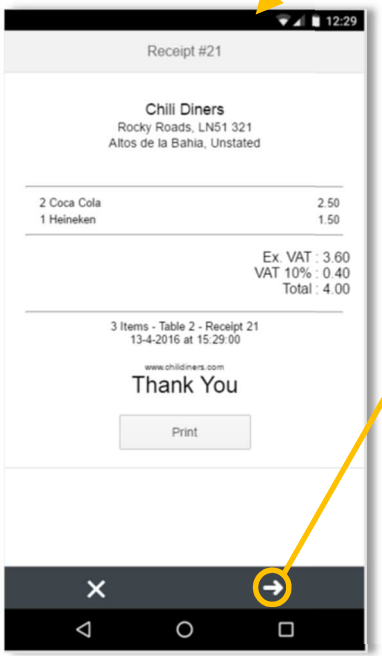
Add to order



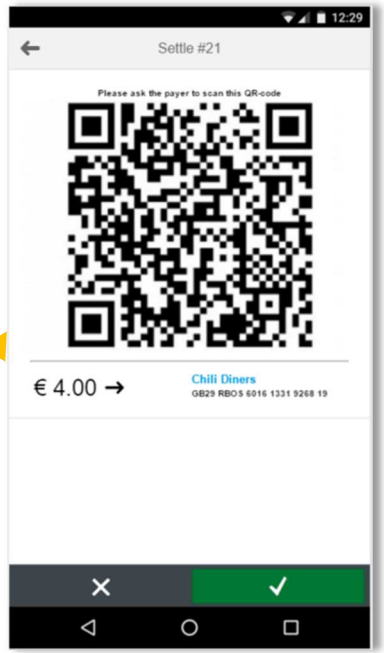
Confirm new items



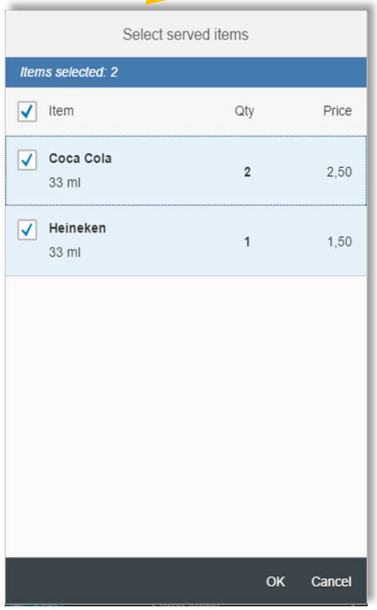
Receipt



Payment

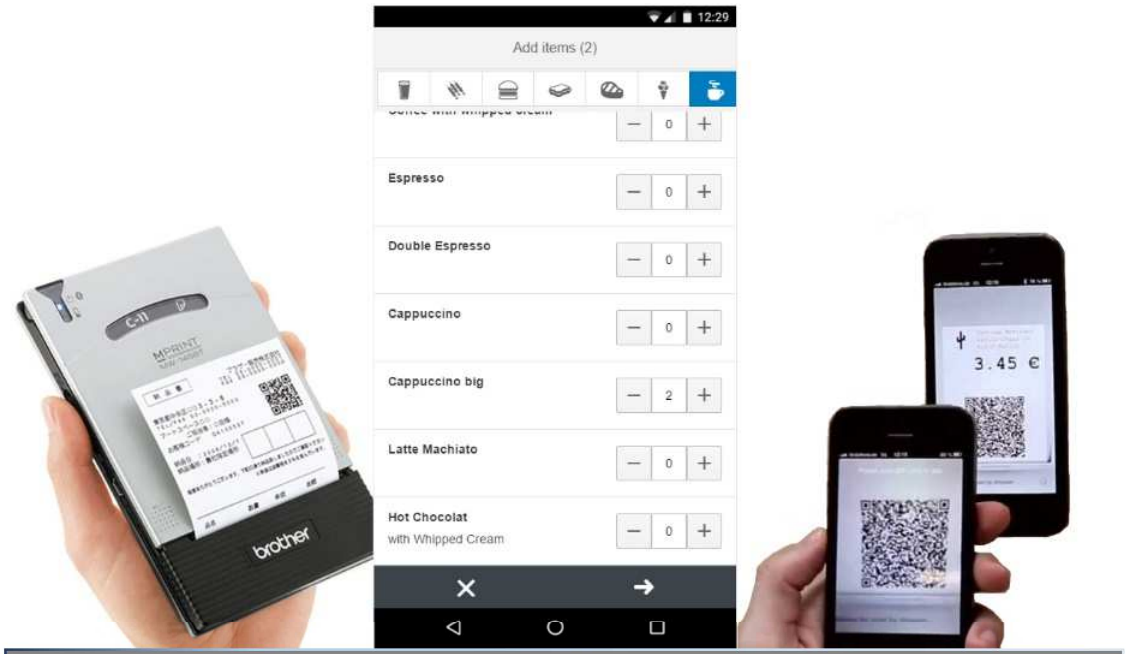


Serve items

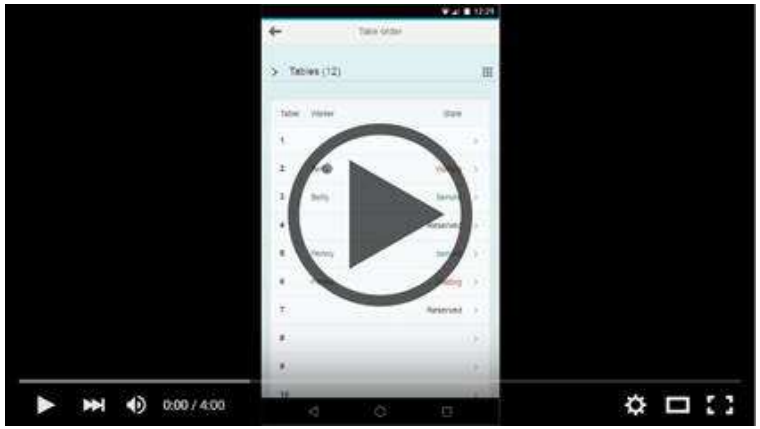


This control is a combination of a FlexBox with two Buttons and an Input. The number in the Input changes by pressing the plus/minus buttons.

The “Table Orders” view is binded with a local JSON-model (2-way). Changes will be saved in the oDataModel with a 1 second delay after the last button is pressed.



SAP Web IDE App Prototype:



https://youtu.be/sFPdzgKd_pI