Low-Fidelity Storyboard and Mid-Fidelity Wireframing - Techstaurant

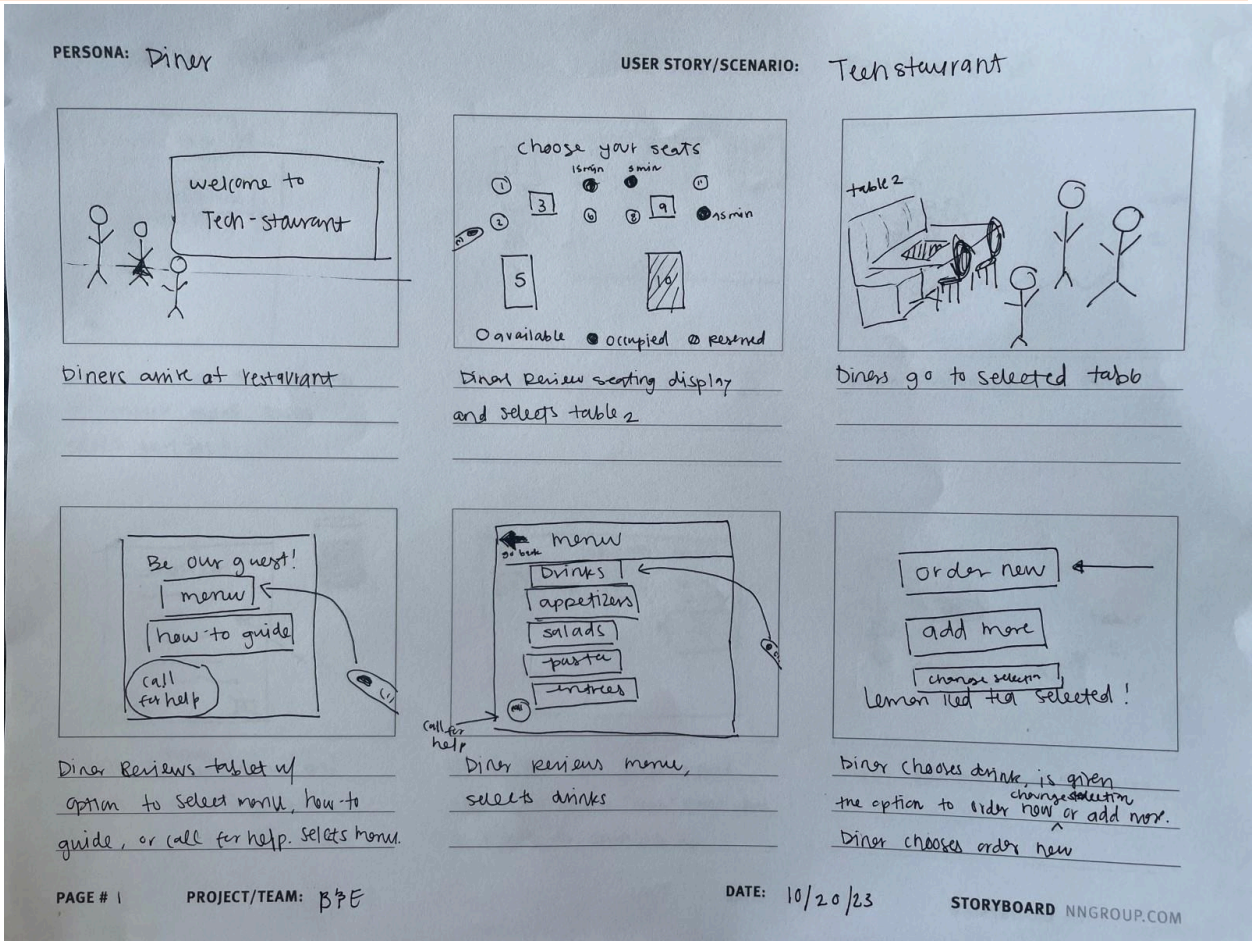
Ben Brodfuehrer and Erika Rodriguez-Guzman

Table of Contents

Product Description

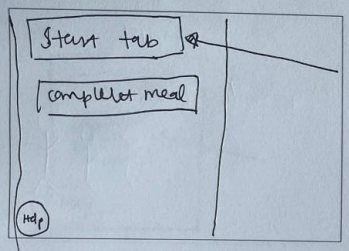
The product we have designed is a comprehensive, high-tech dining experience. This product builds on the structure of a welcoming, well-functioning restaurant to minimize diner wait times and optimize staff workflow. Diners are in full control of every aspect of their experience: they choose where to sit, what to order, when to interact with servers, and when to complete their meals.

Storyboards and Exploration

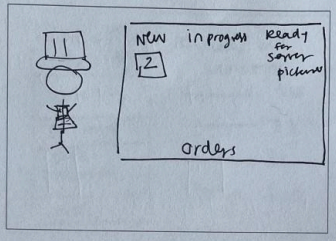


PERSONA: Diner, Cook, & Server

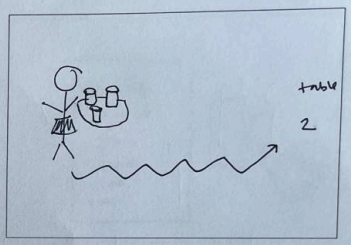
USER STORY/SCENARIO: Techstaurant



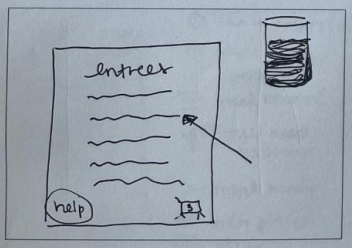
Diners can choose to start tab or complete meal. Diner selects start tab



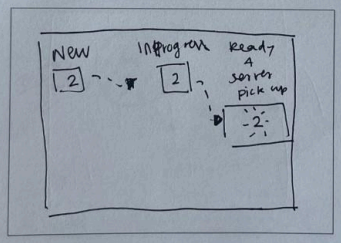
Cook receives drink order



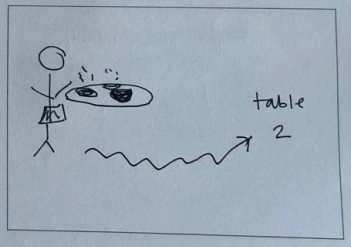
Server Delivers drink order



Diners ~~Browse~~ browse menu and select meal, adding each item to cart until all items are selected

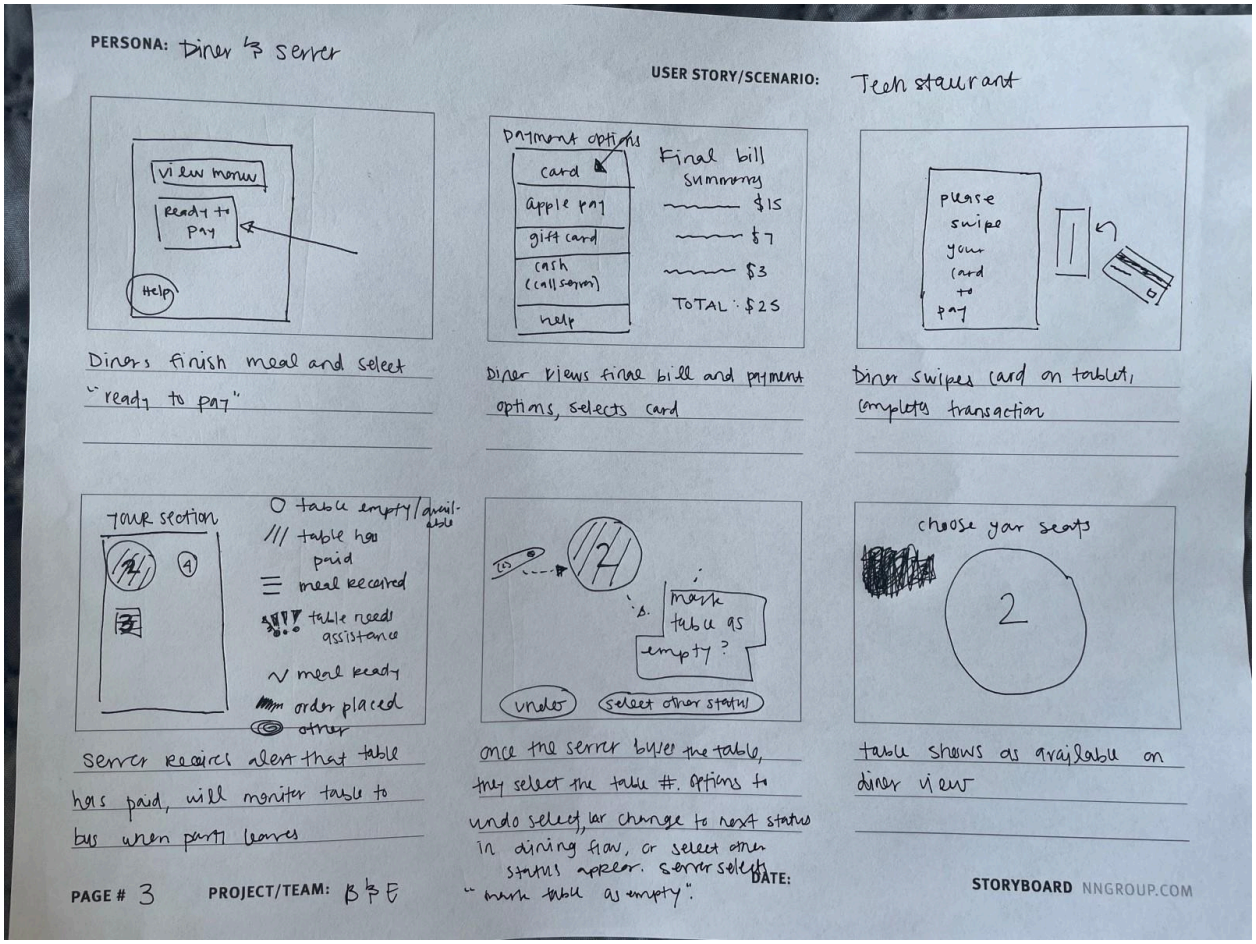


Cook receives order, prepares food, and moves food to "Ready" status when it is ready for server pick up



Server delivers meal to diners

PAGE # 2 **PROJECT/TEAM:** B조 **DATE:**



Feedback

We obtained feedback on this flow from a 28-year-old male with work experience as a server in fine dining restaurants. His feedback was related to changes to improve available information for customers, menu features, and alcohol service.

Customer-facing Information

Our reviewer advised that it was unclear how many people could sit at each table, what table types were available, and where the kitchen/restrooms were in the restaurant. He recommended these be. Easily visible to customers to avoid them wanting to change tables and potentially having a table listed as occupied when it was available.

Menu

Our reviewer advised that cooks and servers should be able to mark menu items as unavailable and add specials. He said it would also be beneficial for customers to be able to filter by allergens and dietary preferences to avoid servers having to memorize dietary restrictions on the menu.

Alcohol Service

Our reviewer advised that if this restaurant served alcohol, when customers attempted to order alcohol, the system would need to trigger the server to check identification since federal restrictions do not allow this process to be automated.

Wireframes

Seat Selection

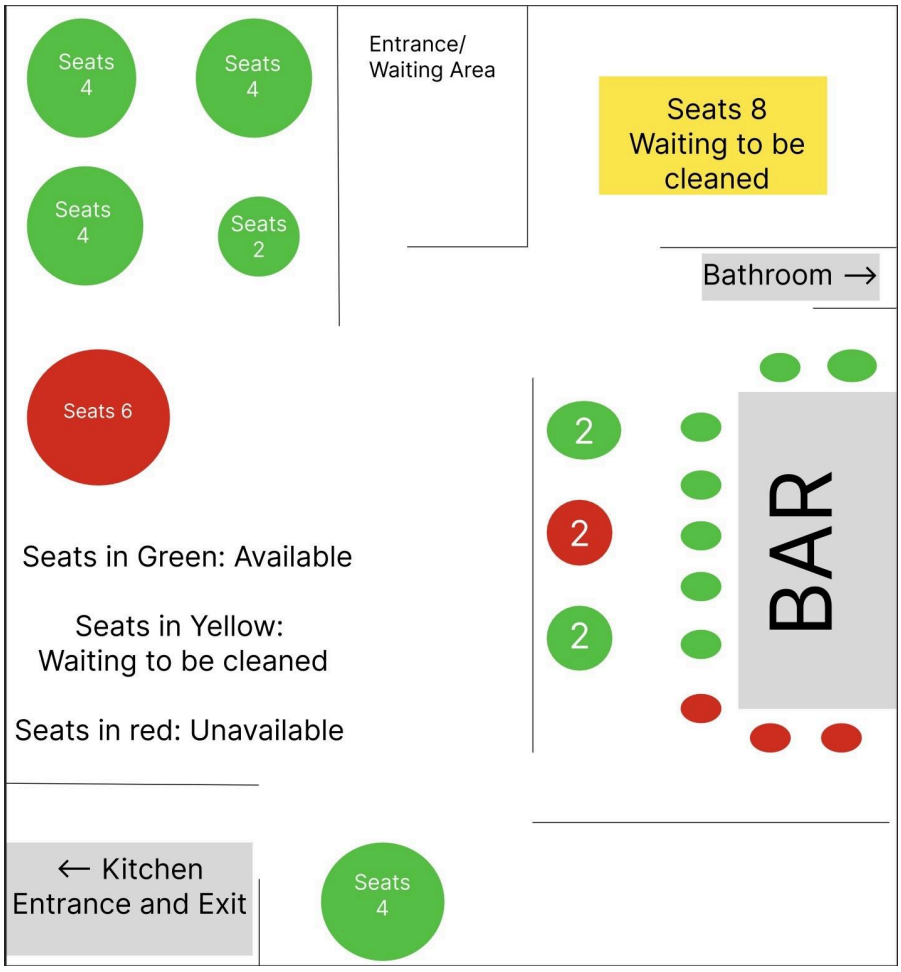


Figure 1: Customer enters the restaurant and instead of interacting with the host/hostess they see a large screen that shows the available seats and a layout of the restaurant.

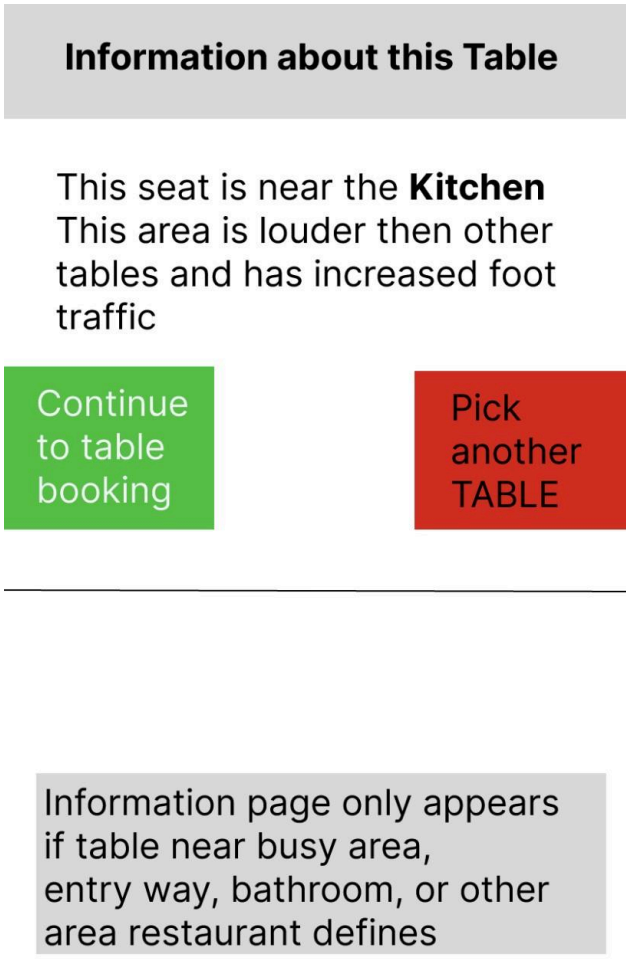


Figure 2: If the customer selects a table and it is in a high track area or close to the bathroom it shows the customer an alert letting them know that the area is close to the bathroom, kitchen, or high traffic area.

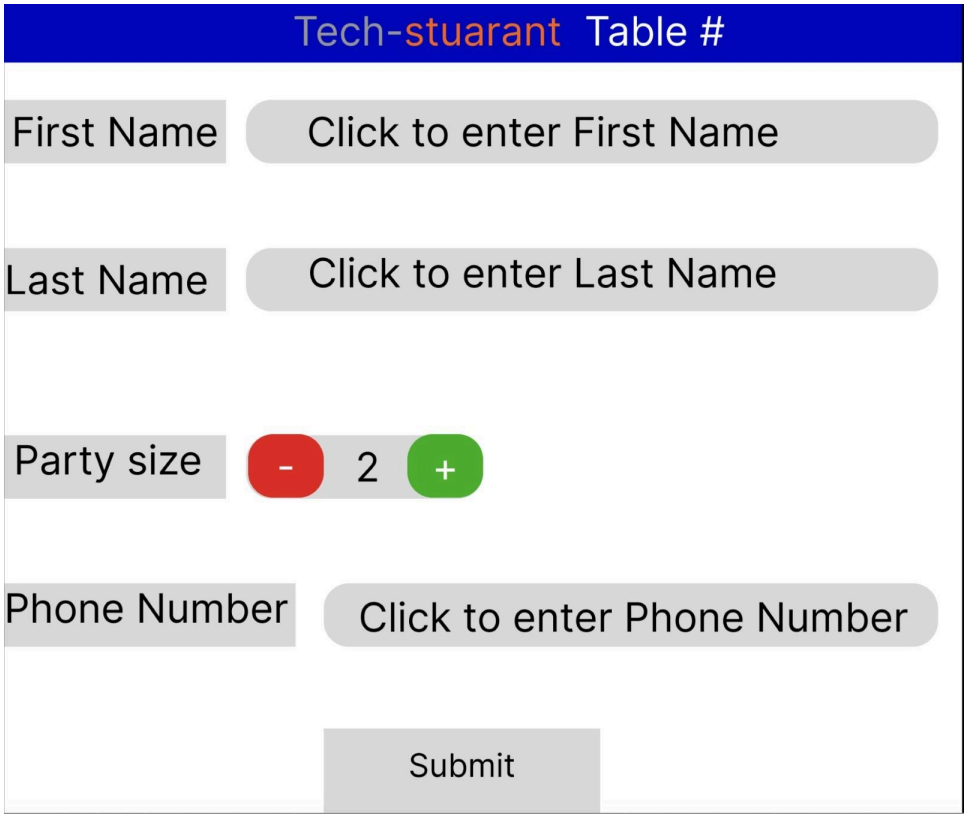


Figure 3: Screen to fill out information for the table. Party size is used so that a group of two would be unable to sit at a table for 6. Phone number is used in case the table is not ready and a notification needs to be sen.

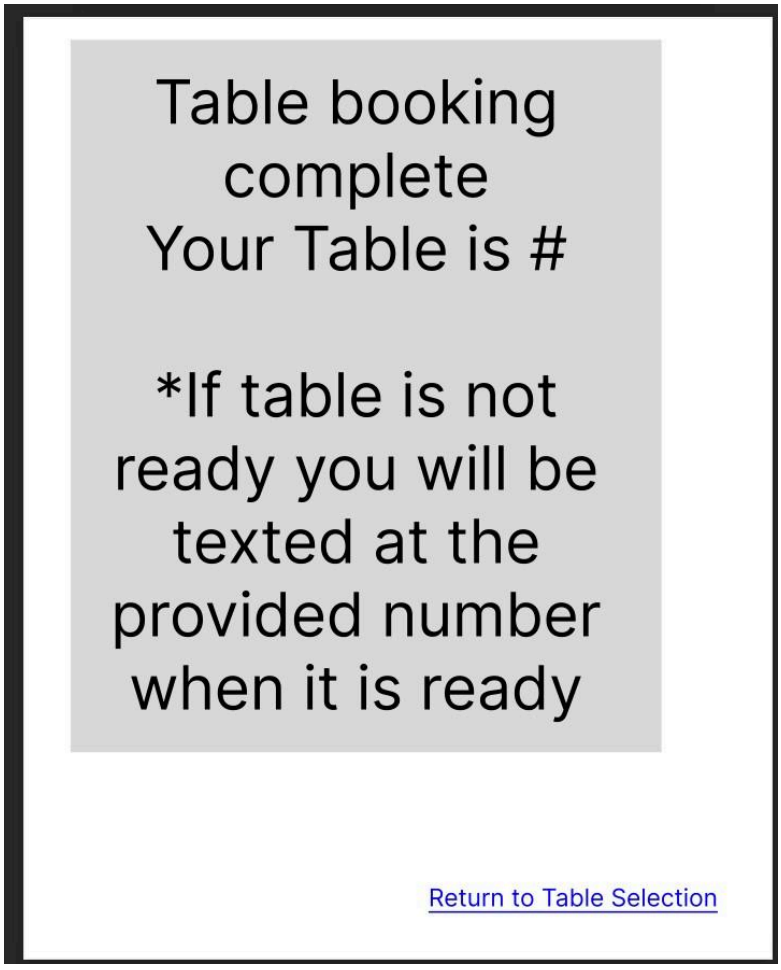


Figure 4: confirmation message.

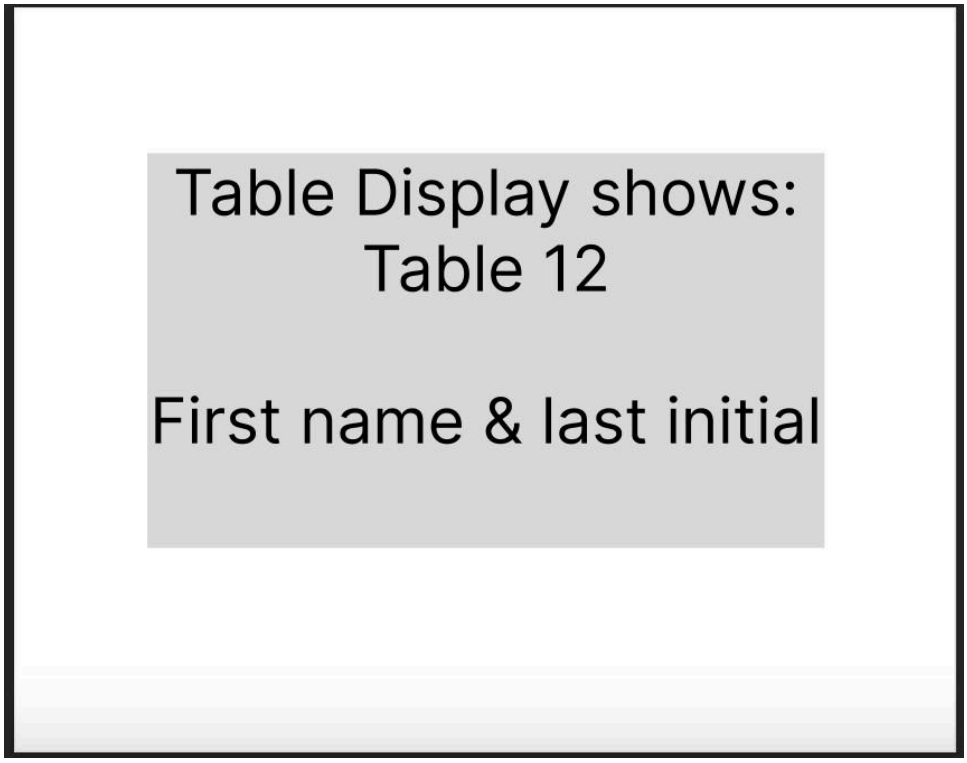


Figure 5: As part of the confirmation message the customer will see what the table display will look like, so they know which table is there.

Ordering

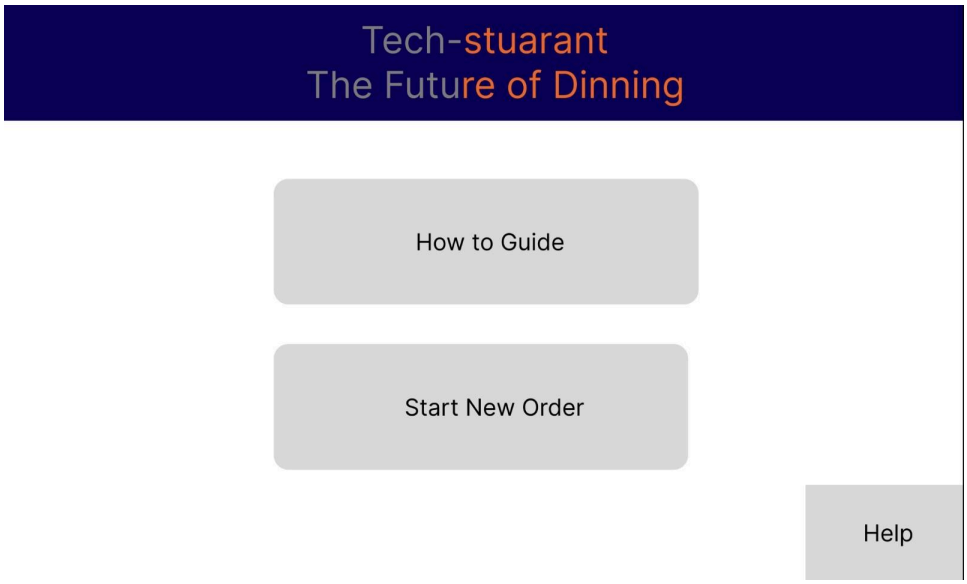


Figure 6: The screen that greets the customer when they sit down at their table. The How to Guide shows the customer how the system works. Help calls an employee to aid the customer. Start New Order is how the customer browses the menu.

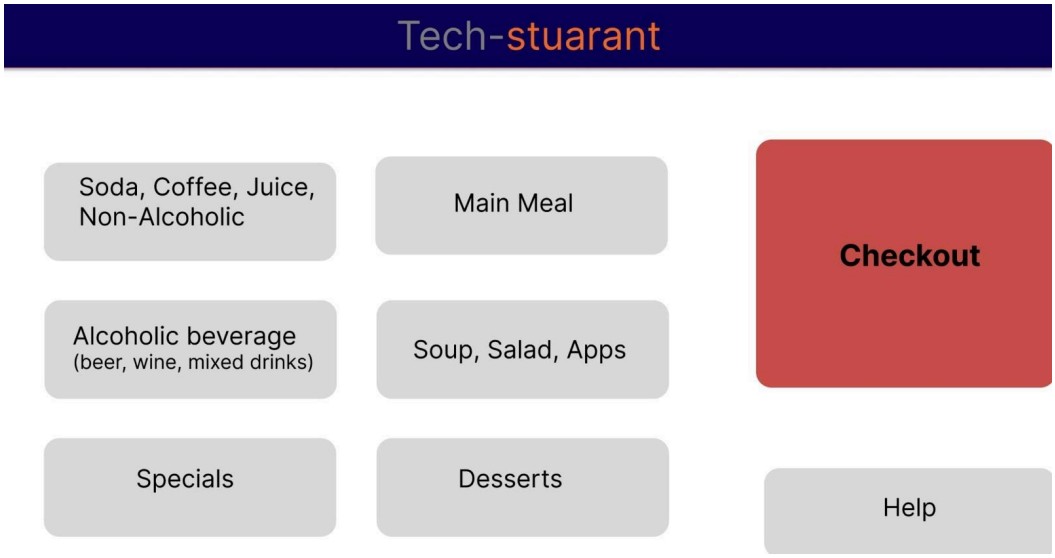


Figure 7: The main menu page. All the sub menus from this page lead back to the main menu.

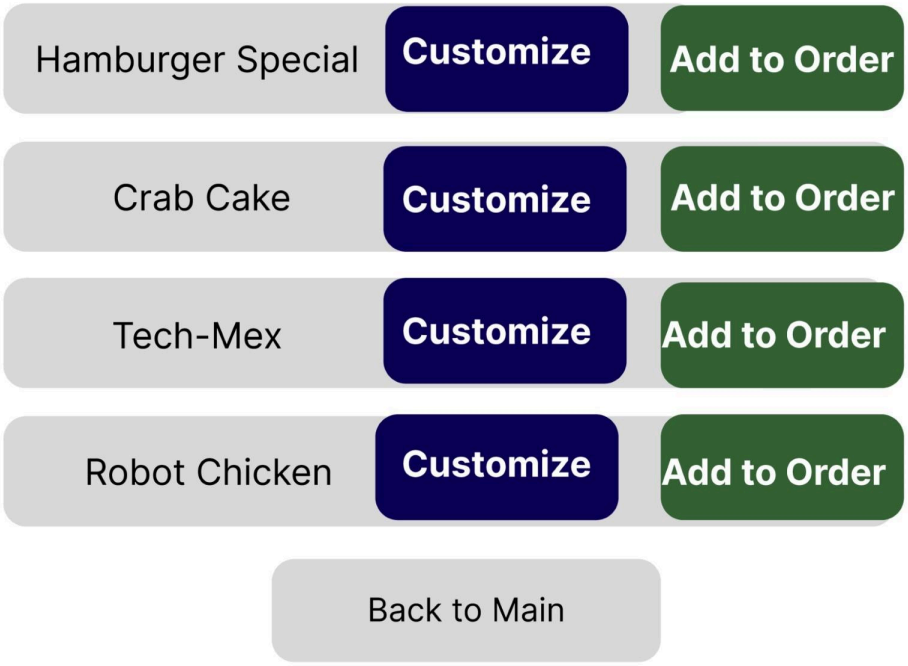


Figure 8: When the customer picks a category from the main menu it opens into the sub menu where they can see the items inside the category. They can add the item instantly or customize it to their liking.

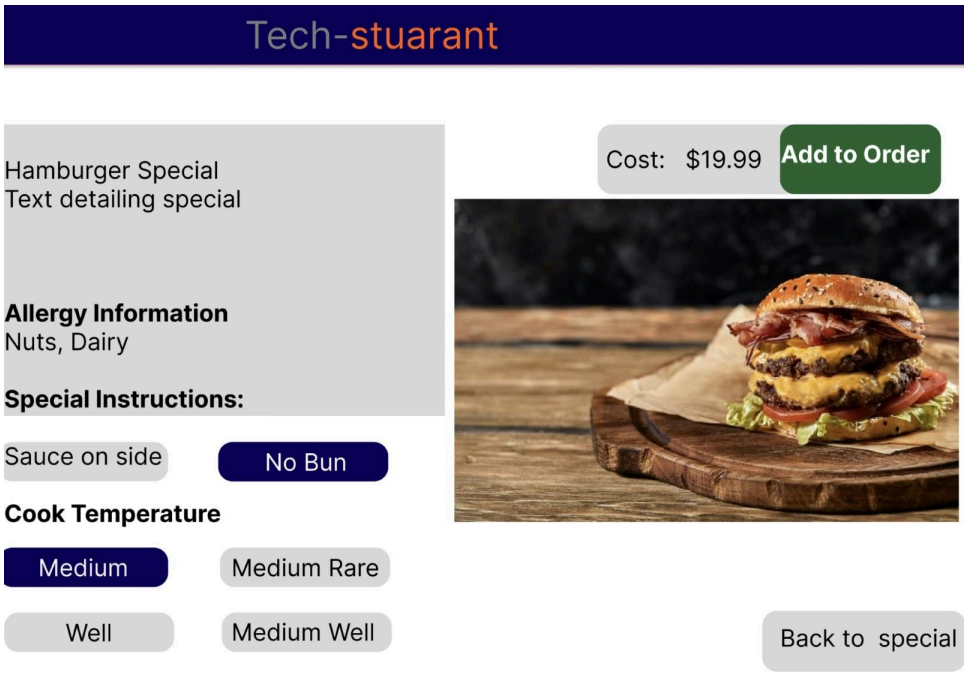


Figure 9: Provides detailed information about selected items. In addition, it also provides additional options such as cooking temperature and other special instructions. If the customer wants the item, they click add to order.

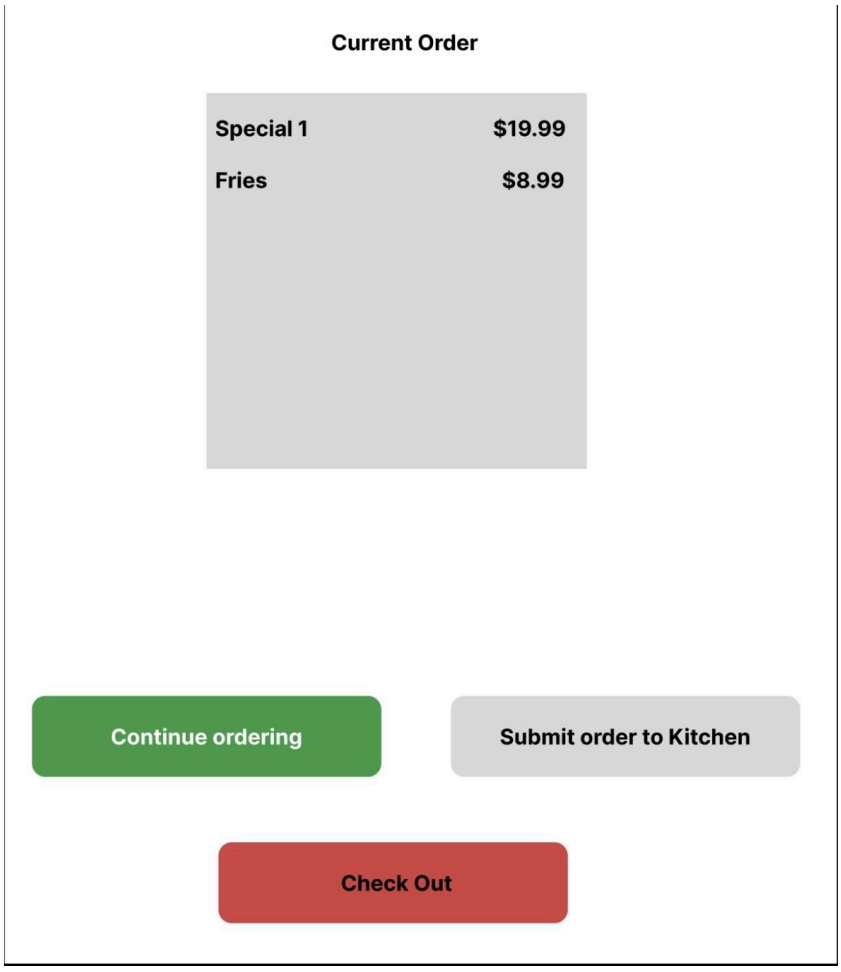


Figure 9: Current for the table. From this page the customer can continue ordering more food/drinks, submit the order to the kitchen (does not lead to checking out), or check out.

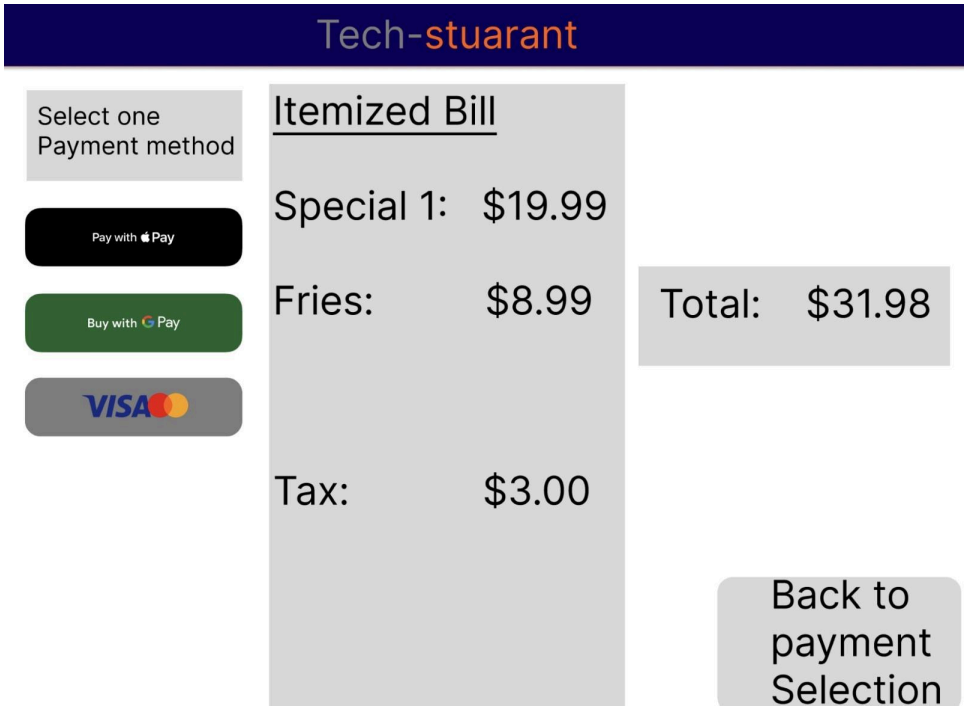


Figure 10: When the customer is ready to check out, they select the checkout button, and it shows them an itemized bill and the current total. They can choose from a variety of payment options.

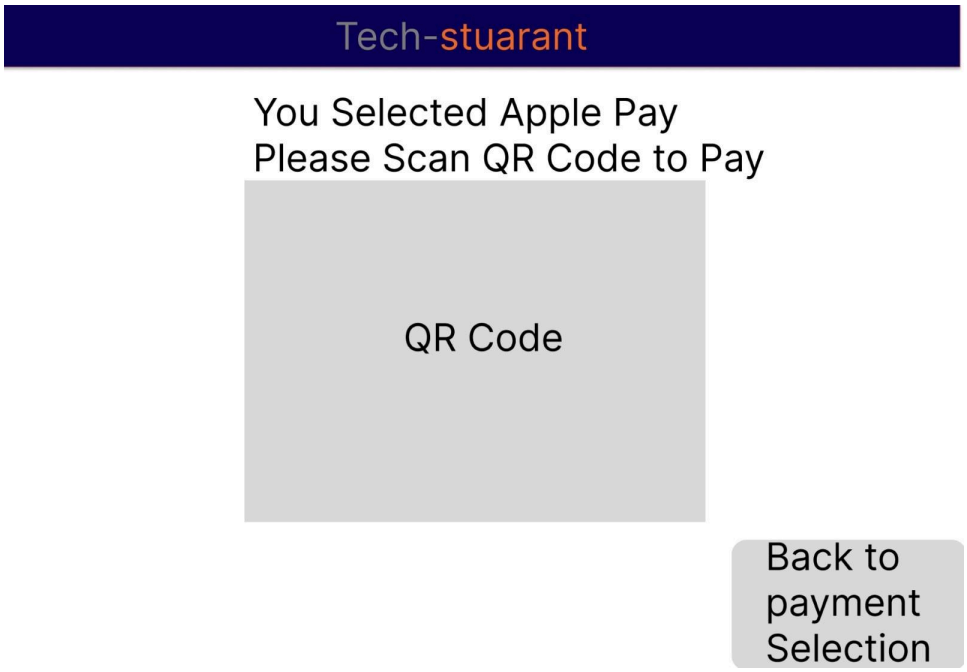


Figure 11: In this slide Apple Pay was selected and a QR code appears which the user scans and then confirms payment on phone.

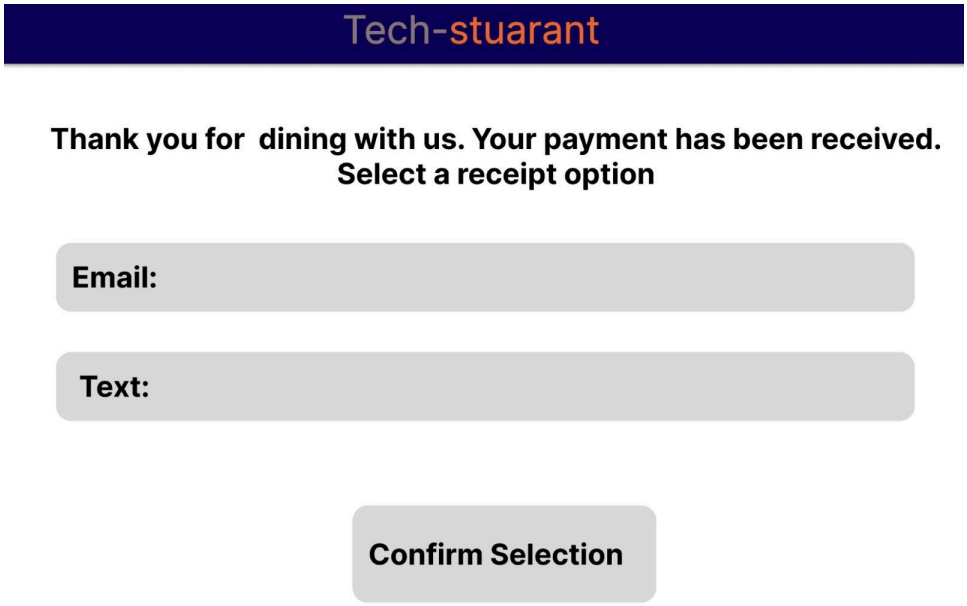


Figure 12: Confirmation of payment screen and the customer can choose how they want a digital receipt.

Design Justification

Our design process began by establishing the goal of creating a high-tech restaurant that would benefit diners, servers, and kitchen staff. We aimed to identify any points where a diner or a restaurant staff member may have unnecessary lag time, have insufficient information to proceed to the next step in their process, or become frustrated.

We began this process by designing a high-level user flow, mapping the process when a diner arrives at the restaurant and what steps they would need to go through to find seating, order their meal, request assistance, and complete their transaction (Appendix A). This flow allowed us to identify at which points in the interaction servers and kitchen staff would need to be aware of diners' presence and need to plan when to address them and plan the flow of their processes.

After creating a high-level user flow, we designed a high-level, low-fidelity storyboard to map out the steps involved in this process and what sort of information should be visible to be helpful but not overwhelming. After the storyboard was complete, we met with a former fine dining server who reviewed user flow and the storyboard to identify where there was room for improvement. This feedback was helpful as it gave us a better understanding of common customer preferences and potential critical errors that we could anticipate and incorporate into our design to better serve our users.

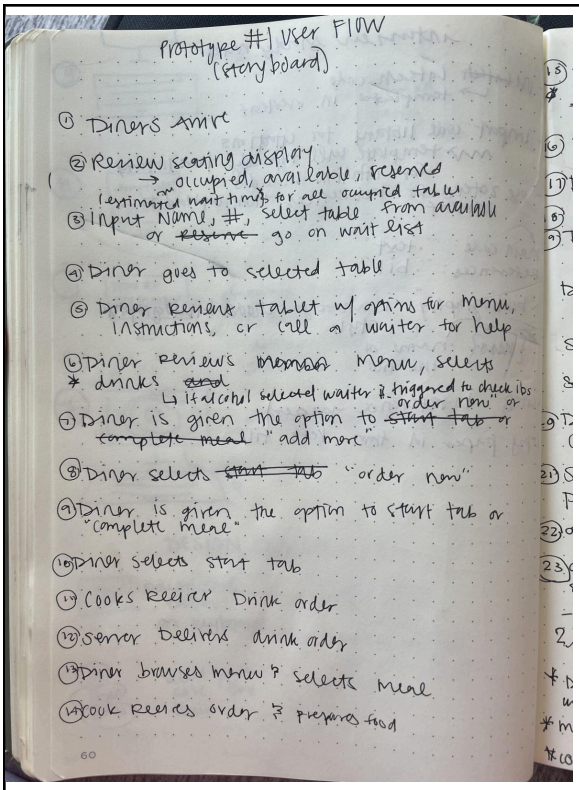
Portfolio Links

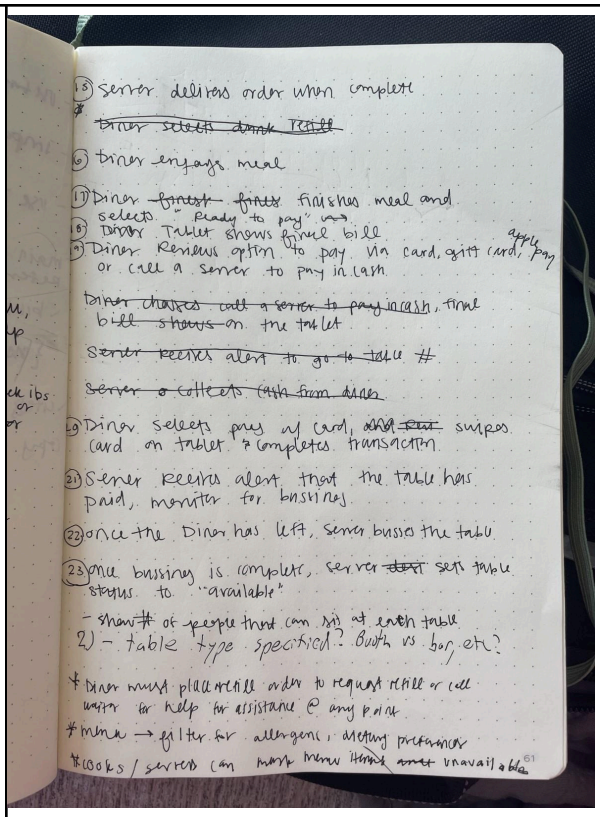
Erika: https://erikarodriguezdesign.com/

Ben: https://bb3344.wixsite.com/ben-ux

Appendices

Appendix A – User Flow





Appendix B – Feedback Session Notes

... pay w/ card, ~~and~~ ~~Rest~~ swipes card on tablet & completes transaction.

21) Server receives alert that the table has paid, monitor for bussing

22) once the Diner has left, server busses the table

23) once bussing is complete, server ~~[illegible]~~ sets table status to "available"

- show # of people that can sit at each table

2) - table type specified? Booth vs. bar, etc?

* Diner must place refill order to request refill or call waiter for help for assistance @ any point

* menu → filter for allergens, dietary preferences

* cooks / servers can mark menu items ~~[illegible]~~ unavailable

---

→ occupied, available, ...

estimated wait times for all occupied tables

3) input Name, #, select table from available or ~~Reserve~~ go on wait list

Diner goes to selected table

5) Diner reviews tablet w/ options for menu, instructions, or call a waiter for help

6) Diner reviews ~~menu~~ menu, selects * drinks ~~and~~

↳ if alcohol selected waiter is triggered to check IDs

7) Diner is given the option to ~~start tab or complete meal~~ "order now" or "add more"

8) Diner selects ~~start tab~~ "order now"

9) Diner is given the option to start tab or "complete meal"

Diner selects ...