

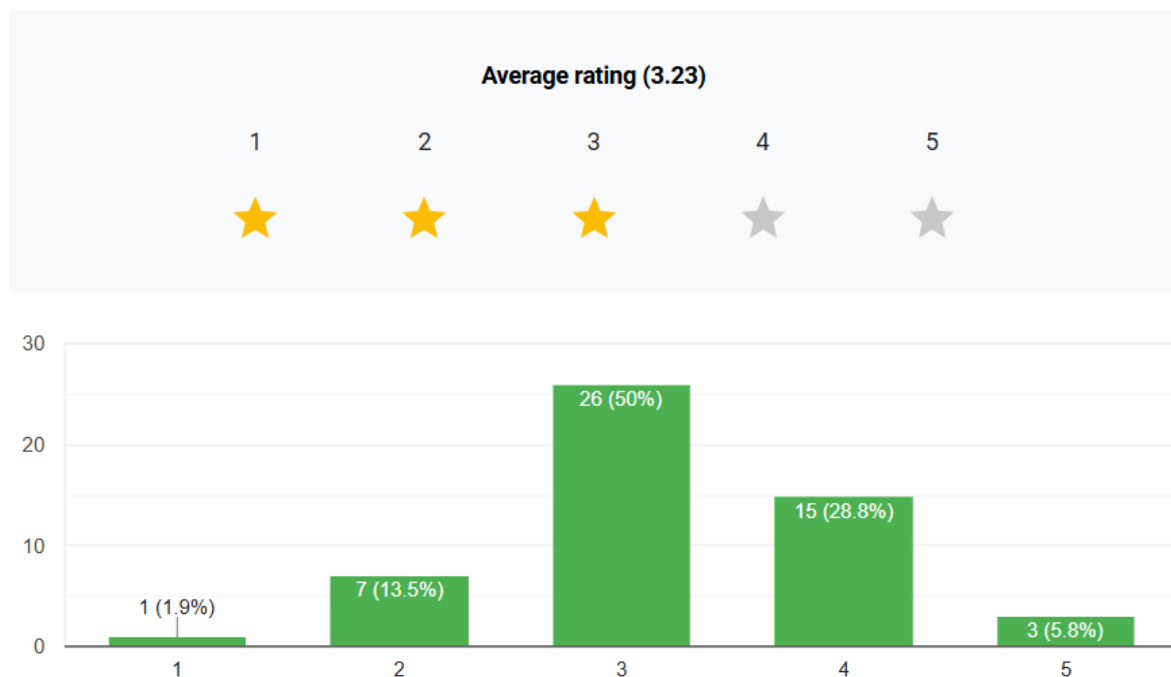
## Elicitation Techniques

### 5.1.1.1 Survey

The purpose of the survey in this project is to gather insights and feedback from employees regarding their experiences and challenges with the current canteen operations. The survey aims to identify key issues such as long wait times, food quality, satisfaction levels, and preferences. By collecting this data, the survey helps in understanding employee needs and expectations, which will guide the development and implementation of digital solutions like pre-order systems, menu updates, and payment options to optimize the canteen operations and enhance overall employee satisfaction.

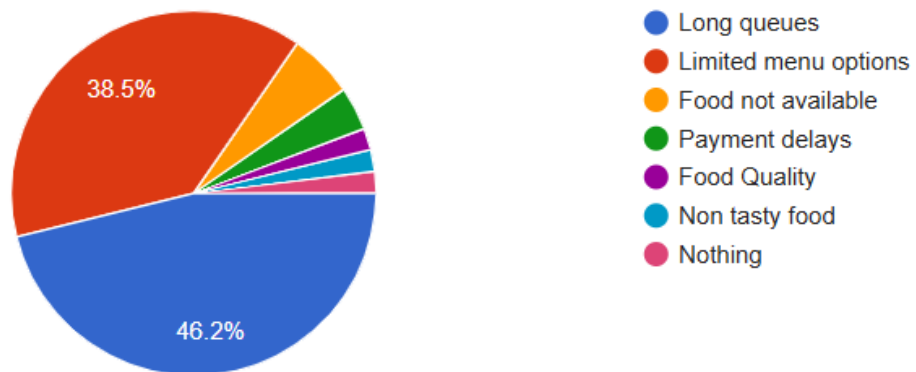
- Survey Methodology
  - Survey Target: Employee and canteen staff.
  - Sample Size: 60 participants (Mock Data)
  - Format: Online Survey Via Google Forms.
- **Key Findings from Employee feedback**

“Figure1: Employee satisfaction with current canteen service”



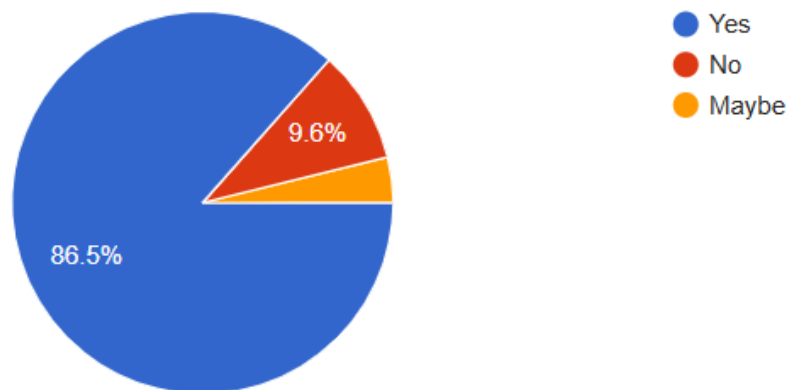
Satisfaction Rating	Percentage of Respondents
Very Satisfied (5)	5.8%
Satisfied (4)	28.8%
Neutral (3)	50%
Dissatisfied (2)	13.5%
Very Dissatisfied (1)	1.9%

“Figure 2: Common challenged faced by Employees in the canteen”



Challenges	Percentage
Long queues	46.2%
Limited menu options	38.5%
Food Not Available	5.8%
Payment delays	3.8%

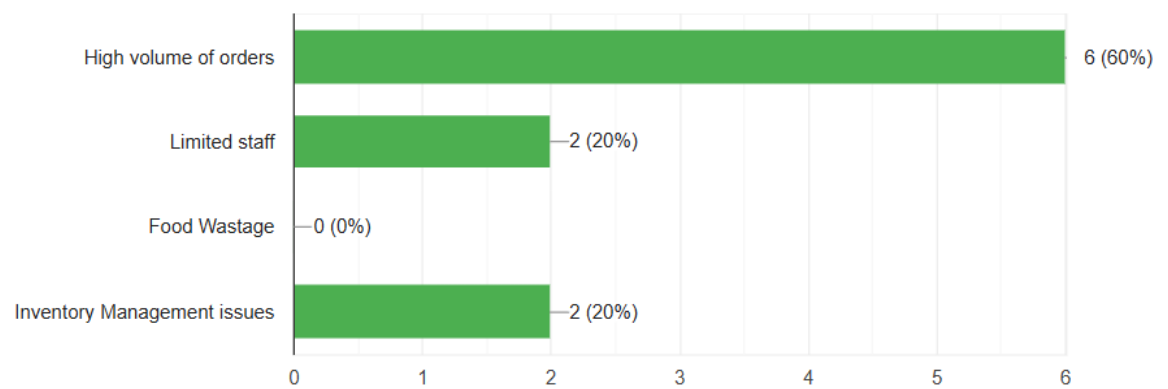
“Figure 3: Pre-Orders meals Via Mobile app”



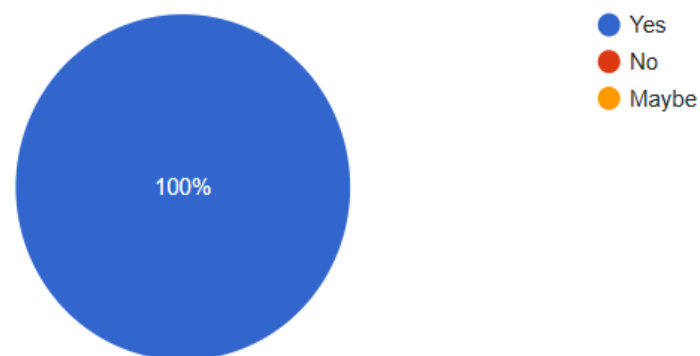
- Conclusion
  - 46.2% of employees identified long queues as their main Challenges.
  - 86.5% of participants expressed interest in Pre-ordering meals Via a mobile app.

- **Key findings from Canteen staff Feedback**

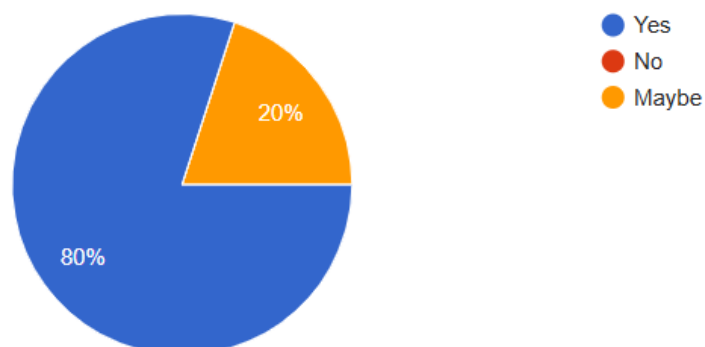
“Figure1: Common issue faced by Canteen staff During pick hours”



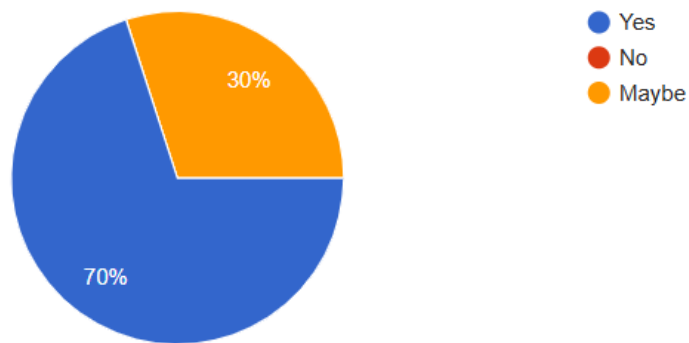
“Figure 2: Digital system for Order management



“Figure 3: Canteen staff suggestion on Pre-Ordering system



“Figure 4: Digital system helpful for tracking and reducing food wastage”



- Conclusion
  - 60% of Canteen staff faced challenge during peak hours is “High volume of orders”
  - 100% of canteen staff expressed interest in digital system for Order management.
  - 80% of canteen staff pre-ordering system helps to reduce pressure on staff.
  - 70% of canteen staff find helpful to have a digital system to track and reduce food wastage.

### 5.1.1.2 Interview

The purpose of the interviews was conducted to gain deeper insights into the challenges faced by employees and canteen staff and to explore potential solutions for optimizing canteen operations.

- Interview Methodology
  - Interview Type: It's a structure interview and its conducted face-to-face. Each interview lasted approximately 10 minutes.
  - Participants: 5 employees are regular users of the canteen who experience operational issues.  
1 canteen staff member who involved in food preparation and management and 1 manager.
  - Procedure: A structured interview framework was developed with predefined questions.  
Participants were invited through Calls and scheduled for interviews.  
Interviews were conducted face-to-face, lasting approximately 10 minutes each.  
Notes and key insights were recorded during each session.
  
- Interview Framework
  - For Employees:

Section	Details
Introduction	Thank the participant and explain the purpose of the interview.
Questions	<ol style="list-style-type: none"><li>1. Can you describe your usual canteen experience?</li><li>2. What specific challenges do you face during peak hours?</li><li>3. How would you feel about pre-ordering meals through an app?</li><li>4. What additional features would you like in digital canteen system?</li></ol>
Follow-Up	Ask for examples like any stories to elaborate on their challenges.
Conclusion	Summarizing feedback and thank them for their time.

○ For Canteen Manager

Section	Details
Introduction	Thank the participant and explain the purpose of the interview.
Questions	<ol style="list-style-type: none"> <li>1. What challenges do you face in managing inventory and reducing food wastage?</li> <li>2. How do you currently handle peak-hour operations to meet demand?</li> <li>3. What are the key metrics you track to evaluate the canteen's performance?</li> <li>4. What features would you prioritize in a digital platform to support your operations?</li> </ol>
Follow-Up	Ask for examples like any stories to elaborate on their challenges.
Conclusion	Summarizing feedback and thank them for their time.

○ For canteen staff:

Section	Details
Introduction	Thank the participant and explain the purpose and assure them their feedback is valued.
Questions	<ol style="list-style-type: none"> <li>1. What is the most challenging part of managing the canteen during busy hours?</li> <li>2. How do you currently estimate meal preparation quantities?</li> <li>3. Have you faced issues with food wastage? If yes, why?</li> <li>4. Would a digital solution for order tracking and management make your job easier?</li> </ol>
Follow-Up	Investigate for specific examples of Inefficiencies.
Conclusion	Summarizing feedback and thank them for their time.

- Key Findings

Present finding in a summary table:

Interviewee	Name	Role	Challenge	Suggested solutions
Employee 1	Ashwini	Software engineer	Long Waiting times	Pre-order meals
Employee 2	Sonali	Software engineer	Long Waiting times	Pre-order meals
Employee 3	Pratik	HR	Limited meal options	Customized/personalized meal options
Employee 4	Chinmay	Associate	Food Unavailability	Improve inventory management
Employee 5	Rahul	Team Lead	Long waiting times	Pre-order meals
Staff Member	Milind	Worker	Food wastage	Real-time inventory tracking
Canteen manager	Sanjay	manger	Food Wastage	Real- time inventory

I found some of the challenges are faced by employees and Canteen staff member:

- Employees: They Mention common challenges like long waiting times or lack of pre-ordering options.
  - Canteen Staff Member: Highlight operational issues like food wastage or difficulties tracking orders.
  - Canteen manager: Highlight food wastage and inefficiencies during peak hours
- Insight
    - Employees: Supported a mobile application for pre-ordering meals.
    - Canteen staff member: Emphasized the need for better inventory tracking system to reduce wastage.
    - Canteen Manager: Implementing real-time inventory tracking and analytics can empower managers to make data-driven decision, reducing wastage and improving overall operational efficiency.