Logo

Description automatically generated

Human Computer Interaction (CS421)

GIKI Food Ordering System

Project Milestone #3

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# Briefing for Test users

As we all know and somehow have experienced the problem with the food ordering system in GIKI, we have proposed a solution to finally end the mess we are in. This would not only beneficial for the end users but also the restaurants in GIKI. This would help eliminate the communication issues and wrong order being dispatched due to the miscommunication.

# Issues for Customer/Restaurant

1. The lead time caused by the busy operators during the peak hours.
2. Not being able to cater to the special instructions due to shear number of orders.
3. Wrong quantity, and mismatch of orders.
4. Difficult to keep track of order history without reliable method of documentation on restaurants end.
5. Delivery man doesn’t have the change, or credit to contact the customer.

# Solution

1. The system will be changed to online instead of manually operating via phones, so lead time would be reduced by a huge amount.
2. Special instructions would be given with the order so the kitchen manager can easily view them.
3. The quantity and type of order would be communicated to Cashier, Delivery man, and Kitchen manager, so it would be hard to mess-up.
4. Propper history of the orders for the day and cash flow would be saved in the database so it can be viewed any time.
5. The order comments would enable the Delivery man to bring change, and he can call the user via internet or message through the interface.

# Scenarios Given

## Task 1

1. Add the Beef Burger, and Pizza from the menu to the cart.
2. Add the special instructions and quantity if any.
3. View the cart, finalize, and submit for the order.

## Task 2

1. View the pending orders.
2. See the order in detail, for example the instructions for the order.
3. Approve, cancel, or complete the order.
4. View the other tabs as needed to check the status of the orders.

## Task 3

1. View the preparing orders.
2. Click on basket if you want to deliver that order.
3. View the orders pending for your delivery.
4. Mark the order as complete once delivered.
5. Check the orders that you have delivered throughout the day.

# Observations

## Task 1

The users were able to complete the task without experiencing any difficulty and were able to perform every sub task they were given. Furthermore, they explored and enjoyed using the interface we provided. The only thing they wanted to change in the interface was to add the order history for themselves and add the cart icon to main page instead of having it in the hamburger menu.

## Task 2

The users related to this task performed the task without experiencing any difficulty, and they were able to perform subtasks without any problems. Their only main concern was about the icons in the sub menu. They found these icons a little confusing but also showed the motivation to learn the program.

## Task 3

The users in this category also performed the tasks without any difficulties and enjoyed using the interface. Their main concern was about the change balance thing, they asked us if we can remove that feature as it can be abused by the students residing in the institute. They wanted to opt for traditional taking the institutes id card as an insurance.

# Screenshots of the Prototype

## Task 1