

# Introduction

## Project title : Cafeteria Menu Display

In ServiceNow administration, a Cafeteria Menu Display refers to a custom application or module designed to showcase daily or weekly cafeteria food menus within an organization. This feature can be implemented using ServiceNow's App Engine Studio, Service Portal, or Now Experience UI Builder.

Administrators can configure menu items, categories (e.g., breakfast, lunch, dinner), and schedule entries using custom tables and forms. The data can then be dynamically displayed to employees through dashboards or self-service portals, enhancing internal communication and employee satisfaction.

## Importance

1. ServiceNow is important because it's a cloud-based platform that helps organizations manage digital workflows, automate tasks, and improve business operations.
2. It centralizes information, enhances collaboration, and offers a range of applications for various departments, leading to increased efficiency and productivity.
3. Essentially, ServiceNow transforms how businesses operate by streamlining processes and improving overall performance.

## Project overview

A cafeteria menu display project aims to modernize the traditional cafeteria experience by implementing digital menu boards. By leveraging ServiceNow's low-code capabilities, organizations can efficiently manage and present cafeteria information in a centralized, easy.

## Purposes

1. Learn the Platform Fundamentals

Understand the ServiceNow architecture: tables, records, scripts, and modules.

2. Master the Core Modules

Focus on key ITSM modules: Incident, Problem, Change, Knowledge, and Service Catalog.

### 3. Use Best Practices for Customization

Use Update Sets properly to track and move changes across environments.

### 4. Automate with Flow Designer

Use Flow Designer instead of legacy workflows when possible.

### 5. Service Portal & UI Builder

For better user experience, use Service Portal or Now Experience UI Builder to create dashboards, custom forms, and display data.

## Ideation phase

### Problem statement

The Cafeteria Menu Display Portal will enhance the management, publication, and accessibility of daily and weekly cafeteria menus across an organization. Administrators will be able to create, update, and publish menus efficiently, ensuring employees have real-time access to meal options. The portal will streamline the approval process for new menus, automate menu scheduling, and maintain a historical record for future reference. Employees can easily view upcoming meals, dietary options, and special offerings, improving cafeteria engagement and meal planning. By centralizing menu management, the platform will reduce manual effort, minimize errors, and enhance the overall dining experience for employees.

### Objectives

- CRUD operations for menu items (Create, Read, Update, Delete)
- Role-based access for cafeteria staff and employees

- Integration with calendar or notification systems
- User-friendly UI using Service Portal widgets or UI Builder components

## Requirement Analysis

<b>Team ID</b>	<b>LTVIP2025TMID30896</b>
<b>Project Name</b>	<b>Cafeteria Menu Display</b>

## Solution requirement

### Tools Used:

Modeling Tools: UML, ER diagrams

Documentation Tools: MS Word, Confluence, Google Docs

Requirement Management Tools: Jira, Trello, IBM DOORS, Azure DevOps

Solution Requirements define the specific capabilities and conditions that the ServiceNow platform must fulfill to meet business and user needs. They are typically categorized as functional and non-functional solution requirements.

## Functional requirement

<b>S. No</b>	<b>Fuction requiremens</b>	<b>Description</b>
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<b>1</b>	<b>Studio</b> <ul style="list-style-type: none"> <li>• Create studio</li> </ul>	To create a Studio which is used to develop and manage custom applications.
<b>2</b>	<b>Table</b> <ul style="list-style-type: none"> <li>• Create table</li> </ul>	Creating a table is a core step in building custom applications or modules. You can create a table in App Engine Studio (low-code) or directly in Studio / Table Builder (classic interface).
<b>3</b>	<b>Servicecatalog</b> <ul style="list-style-type: none"> <li>• Create service catalog</li> </ul>	Creating a Service Catalog lets you offer services through a user-friendly portal.
<b>4</b>	<b>Report</b> <ul style="list-style-type: none"> <li>• Create Report</li> </ul>	Creating a report in ServiceNow allows you to visualize and analyze data from any table, such as incidents, requests, changes, custom app tables, etc.
<b>5</b>	<b>UI action</b> <ul style="list-style-type: none"> <li>• UI Action</li> </ul>	Creating a UI Action in ServiceNow allows you to add buttons, links, or menu items to forms and lists—useful for triggering scripts, workflows, navigation, or any custom logic.

<b>6</b>	<b>Testing</b> <ul style="list-style-type: none"> <li>• Testing service catalog</li> <li>• Testing UI Action</li> </ul>	<b>ServiceNow testing aims to ensure the quality, reliability, and security of applications developed on the platform by identifying and resolving issues before they reach production. This includes verifying functionality, validating configurations, and ensuring compatibility with integrations.</b>
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## Non Functional requirement

<b>Sno</b>	<b>Non functional requiremens</b>	<b>Description</b>
<b>1</b>	<b>Scalability</b>	<b>The ability of the platform to handle increasing workloads and user traffic without performance</b>

		<b>degradation.</b>
<b>2</b>	<b>Security</b>	<b>Protecting sensitive data and system froms unauthorized access and cyber threats.</b>
<b>3</b>	<b>Performance</b>	<b>Ensuring the platform responds quickly and efficiently to user actions and data processing.</b>
<b>4</b>	<b>Reliability</b>	<b>Ensuring the platform is consistently available and operate without errors or failure</b>
<b>5</b>	<b>Usability</b>	<b>Ensuring the platform is easy and intuitive for user for users to navigate and interact with.</b>

## Data flow diagram

Data Flow Diagram (DFD) for a cafeteria menu display in ServiceNow would visually represent how data flows through the system, showing how information about the menu is accessed, processed, and displayed. The diagram would include external entities like users (employees, guests), processes (menu retrieval, display logic), and data stores (menu database).

## Use

**User:** Represents anyone accessing the cafeteria menu (employees, guests, etc.).

**Menu Database:** A data store containing menu items, prices, descriptions, and potentially images.

**Studio**



**Table**



**Service catalog**



**Report**



**UI Action**

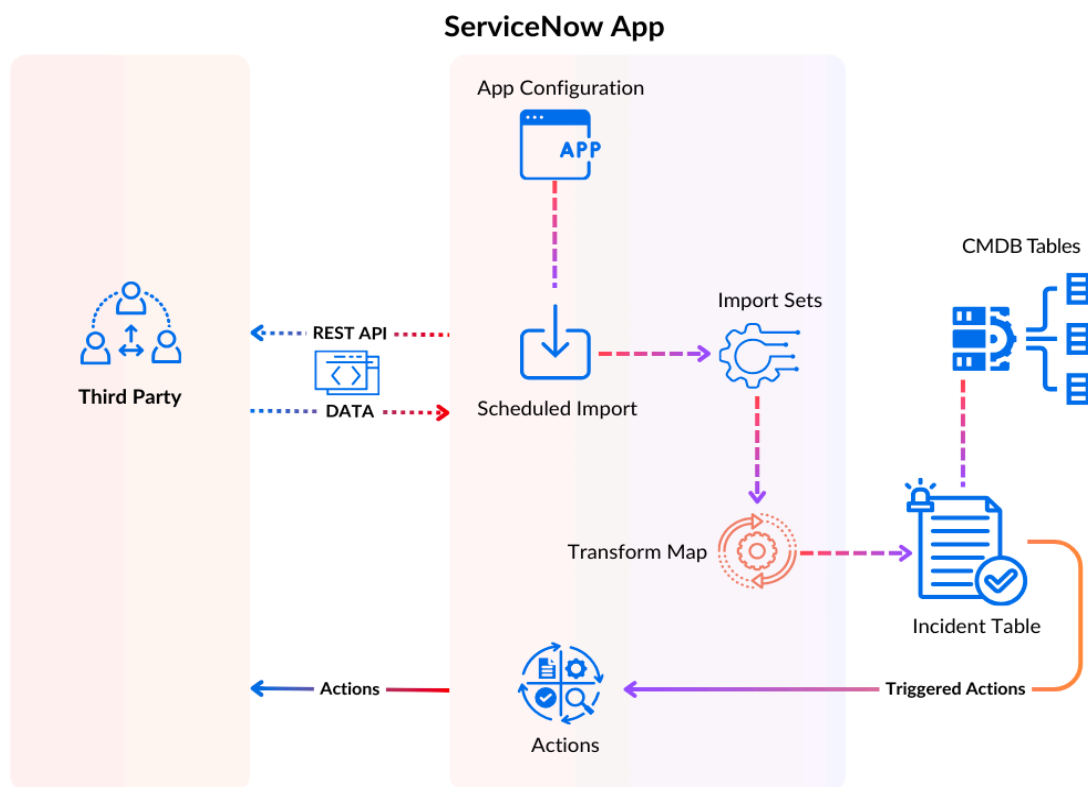


**Testing**



# Conclusion

## Technology stack



A technology stack for a cafeteria menu display typically includes a combination of hardware, software, and network components to present menu information digitally.

## Project planning & Scheduling:



Assigned Task to the Group members as shown in below

The screenshot shows the Smartinternz web application interface. At the top, there is a navigation bar with a back arrow, a dropdown arrow, the logo 'Smartinternz', the URL 'apsche.smartinternz.com', a share icon, and a settings icon. Below the navigation bar, there is a sidebar with icons for home, tasks, and help. The main content area is titled 'Assign Roles & Responsibilities to Team' and contains a table of tasks. A note at the top of the main area reads: 'Note: Request you to please click on "Tick mark ✓" after assigning the activities for each milestone.' A green button labeled 'Proceed to Workspace' is located at the top right of the table. The table has seven rows, each representing a task. Each row contains a 'Studio' dropdown, a 'Create Studio' dropdown, a list of team members, and two buttons: a green checkmark button and a red 'X' button. The tasks are: Studio (Duppalapudi Bavani), Table (Bantu Mohini), Service Catalog (Battala Shilpa), Report (Bojja Vijayalakshmi), UI Action (Duppalapudi Bavani), Testing (Bantu Mohini), and Testing (Battala Shilpa, Bojja Vijayalakshmi). A blue '+ ADD' button is located at the bottom left of the table.

Studio	Create Studio	Team Members	✓	✗
Studio	Create Studio	* Duppalapudi Bavani	✓	✗
Table	Create Table	* Bantu Mohini	✓	✗
Service Catalog	Create Service Catalog	* Battala Shilpa	✓	✗
Report	Create Report	* Bojja Vijayalakshmi	✓	✗
UI Action	UI Action	* Duppalapudi Bavani	✓	✗
Testing	Testing Service Catalog	* Bantu Mohini	✓	✗
Testing	Testing UI Action	* Battala Shilpa * Bojja Vijayalakshmi	✓	✗

Assigned Task to the Group members as shown in below

Functional requirement	User story	No of Activity	Team Members
STUDIO	A user is start create studio to navigate to all and create studio in global then it create.	1	Duppalapudi Bavani
TABLE	A user create table to	1	Bantu Mohini

	navigate to all search for table and create then use for further process.		
SERVICE CATALOG	A user create service catalog to navigate to all on service catalog form maintain item to create service catalog	1	Battala shilpa
REPORT	A user used to navigate all to create report must to create a new dashboard to add the report to the application of project	1	Bojja vija laxmi
UI ACTION	A user create UI action to navigate all open table to attach the menu items, menu date and menu name to make a order	1	Duppalapudi Bavani
TESTING	A user aims to ensure the quality, reliability, and security of applications developed on the platform by identifying and resolving issues before they reach production.	2	Bantu Mohini Battala shilpa Bojja vija laxmi

## Project Design:

### Proposed Solution:

Project team shall fill the following information in the proposed solution template

S. No	Parameter	Description
1	Problem statement (problem to be solved)	The Cafeteria Menu Display Portal will enhance the management, publication, and accessibility of daily and weekly cafeteria menus across an organization. Administrators will be able to create, update, and publish menus efficiently, ensuring employees have real-time access to meal options. The portal will streamline the approval process for new menus, automate menu scheduling, and maintain a historical record for future reference.
2	Idea / Solution description	This proposed solution provides a flexible and scalable way to manage and display a cafeteria menu within ServiceNow, leveraging its core functionalities for a streamlined user experience and efficient order management.
3	Novelty/Uniqueness	In essence, the cafeteria menu display project is unique because it's a blend of art and science, aimed at optimizing the dining experience while also boosting the cafeteria's bottom line.
4	Social Impact/Customer	Customer satisfaction with a

	satisfaction	cafeteria menu display project can be assessed by evaluating several key aspects, including ease of navigation, visual appeal, and information clarity.
5	Business model (Revenue model)	A cafeteria menu display project can be viewed as a component of a broader business model focused on improving customer experience, streamlining operations, and boosting revenue.
6	Scalability of the Solution	To ensure scalability for a cafeteria menu display project, the solution should be designed to easily accommodate growth in the number of displays, menu items, and integration with other systems.

## Cafeteria Menu Display

### MILESTONE 1: Studio

**Activity 1:** create studio

#### PURPOSE:

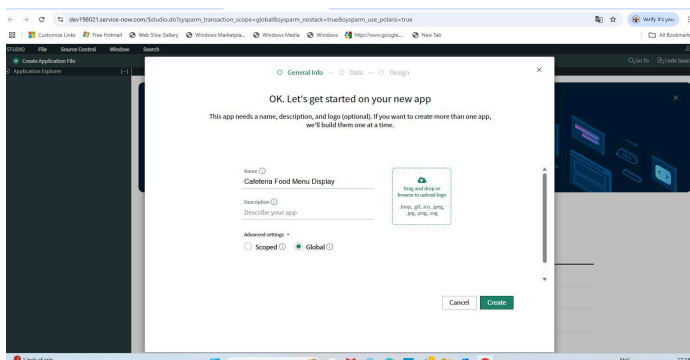
Studio in service is to provide a dedicated space for creative work, innovation, and problem-solving. Studios can serve various functions depending on the context. A studio can be a space for artists, musicians, writers, or other creatives to work on their projects, experiment with new ideas, and bring their visions to life.

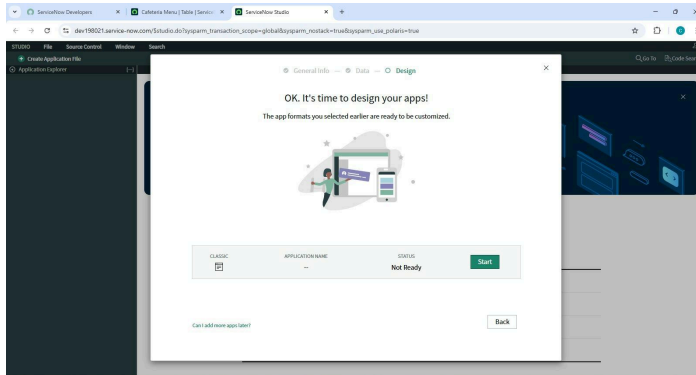
#### USE:

Studio is a dedicated space for creative work and can be used for a wide range of purposes, including: art, music, dance, theater, video production, and more. Specific types of studios include recording studios for music and voiceovers, photography studios for capturing images, and even studio apartments for living.

## STEPS:

1. Open service now.
2. Click on All >> search for studio
3. Click on create new
4. Fill in the details as
5. Name : Cafeteria Menu Display
6. Click on create
7. Click on continue
8. And then again create
9. Click on start





## MILESTONE 2: Table

### Activity 2: create Table

#### PURPOSE:

The purpose of the table in the cafeteria menu display is to organize and present information about the menu items in a clear and structured .

1. **\*Menu Date\*:** This column displays the date for which the menu is applicable.
2. **\*Menu Items\*:** This column lists the various food items available on the menu for that date.
3. **\*Menu Name\*:** This column might provide additional details or names for the menu items.

#### USE:

Present menu items, dates, and names in a structured format. Make it easy for customers to quickly scan and identify available options.

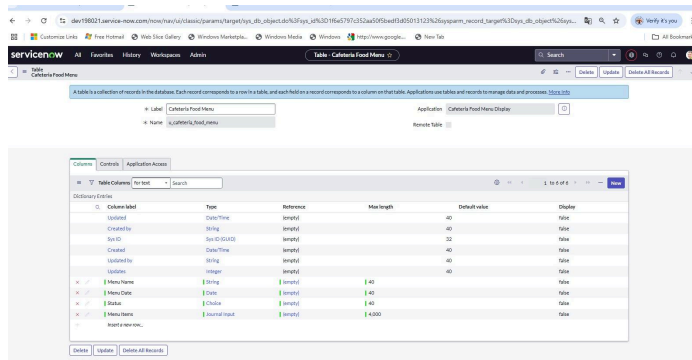
Improve User Experience Provide a clear and concise overview of the menu, facilitating informed dining choices.

#### Steps:

1. Open System definition >> tables
2. Click on new
3. Fill in the details

4.Name : Cafeteria Menu Display

5.Fields : Menu Name , Menu Date , Menu Items , Status



## MILESTONE 3: Service catalog

### Activity 3: create Service catalog

#### PURPOSE

Provides a user-friendly interface for end-users to easily find and request services. Acts as a single source of truth for all available services, including IT and business-related offerings. Offers pre-defined request options and automates workflows, making the request process efficient and consistent.

#### USE

A Service Catalog is a consumer-like user interface (UI) for requesting services or products. The Service Catalog UI is for users of all skill levels and is familiar to anyone who has ordered online. Catalog Items have user-friendly forms for making requests. Navigate to All >> service catalog.

#### Steps

1. Under Catalog Definitions open maintain items

2. Click on new

3.Fill in the details

4.Name : Submit new cafeteria menu

5.Catalog : Service catalog

6.Category : cafeteria services

7.Click on save

8.And Scroll down and create new variables under variables

9.Menu name : single line text

10.Menu date : date

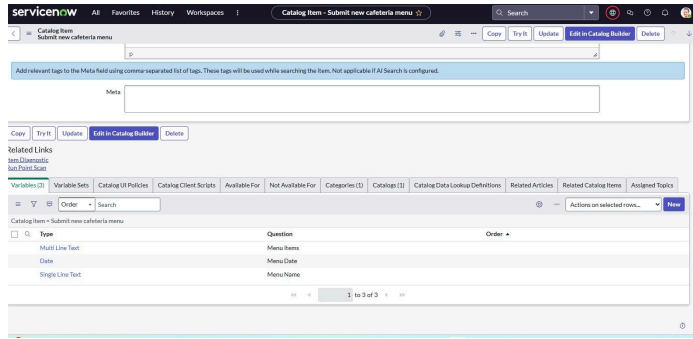
11.Menu items : Multiline text

12.Click on update.

The screenshot displays the ServiceNow Catalog Item form for 'Submit new cafeteria menu'. The form is divided into several sections:

- Header:** Includes the ServiceNow logo, navigation tabs (All, Favorites, History, Workspaces, Admin), and a search bar.
- Left Sidebar:** Contains a list of navigation links such as 'My Catalogs', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Catalogs', 'Maintain Items', 'My Content Items', 'Content Items', 'Ordered Item Links', and 'My Order Guides'.
- Main Table:** A table listing various catalog items. The columns are: Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The table contains 15 rows of items, including 'Privacy Filter-X3 Carbon', 'Microsoft Access', 'Add-on for Apple iPhone 13', and 'Apple iPhone 13 pro'.
- Form Fields:** Below the table, there are several input fields for the 'Submit new cafeteria menu' item:
  - Name:** 'Submit new cafeteria menu'
  - Application:** 'Cafeteria Menu Display'
  - Catalog:** 'Service Catalog'
  - Category:** 'Cafeteria service'
  - State:** 'None'
  - Checked out:** 'None'
  - Owner:** 'System Administrator'
- Form Controls:** There are checkboxes for 'Active' and 'Fulfillment automation level' (set to 'Unspecified').
- Form Editor:** At the bottom, there is a 'Short description' field and a 'Description' field with a rich text editor toolbar.





## MILESTONE 4: Repot

### Activity 4: create report

#### PURPOSE

In ServiceNow, the purpose of a report is to extract, visualize, and share data from the platform to analyze trends, monitor performance, track key metrics, and ultimately, support data-driven decision-making. Reports in ServiceNow are used to present information in a clear and concise manner, often through charts, graphs, or tables, and can be shared with others via dashboards, service portals, or through exports and emails.

#### USE

In ServiceNow, reports are used to analyze and present data in a meaningful way, enabling users to gain insights, track performance, and make data-driven decisions. They can be used to identify trends, monitor field values, track work, and visualize progress across various business processes. Reports can be shared via dashboards, emails, or service portals, making them a versatile tool for communication and collaboration.

#### Steps

1. Navigate to All >> Reports
2. Click on new
3. Click on Create New
4. Report Name : Cafeteria Report , Source Type : Table , Table : Cafeteria menu

5.Type : List

6.Group By : Menu date , Columns : Menu date,menu items,menu name

7.Click on save

8.Then Click on add to dashboard

9.Click on add

The first screenshot shows the 'Create a report' wizard in ServiceNow. The 'Data' tab is selected, and the 'Report name' field is empty. The 'Source type' is set to 'Data source'. The 'Data source' dropdown shows 'No data source selected'. The 'Report Title' field is empty. The 'Next' button is visible at the bottom.

The second screenshot shows the 'Create a report' wizard with the 'Report Title' field filled with 'Cafeteria Report'. The 'Next' button is visible at the bottom.

The third screenshot shows the 'Cafeteria Report' table. The table has columns: Menu Date, Menu Items, Menu Name, and Status. The data is as follows:

Menu Date	Menu Items	Menu Name	Status
2025-06-25	2025-06-25 02:37:45 - System Administrator	[1]	
2025-06-05	2025-06-25 02:44:07 - System Administrator		
2025-06-03	2025-06-25 02:43:22 - System Administrator		

The fourth screenshot shows the 'Subscription Overview' dashboard. The dashboard has a 'Platform' tab. The 'Subscription Status' section is empty, and the 'No data available' message is displayed.

## MILESTONE 5: UI Action

Activity 5: UI Action

## PURPOSE

In ServiceNow, UI actions are custom actions that allow users to interact with records on forms and lists, enhancing user experience and functionality. They appear as buttons, links, or context menu items, and when clicked, they execute specific scripts, enabling actions like creating new records, updating fields, running scripts, or navigating to other pages.

## USE

UI Actions in ServiceNow are custom actions that allow users to interact with records and lists, appearing as buttons, links, or context menu items. They are used to automate tasks, create new records, update fields, navigate to related information, or perform other operations based on user interaction.

## STEPS

1.Navigate to System Definition >> UI action

2.Click on New

3.Fill in the details ;

Name : Mark As Repaired

Table : Asset Inventory

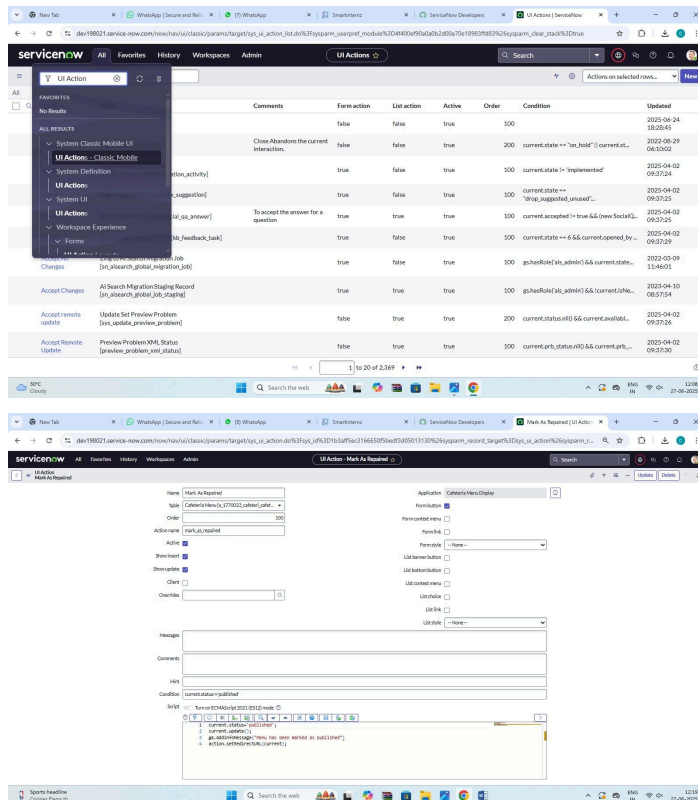
Action name : mark\_as\_repaired

Condition : `current.status != 'Published'`

Script : `current.status = 'Published';  
current.update();  
gs.addInfoMessage("Menu has been marked as Published")  
action.setRedirectURL(current);`

4.Check the form button box

5.Click on save



## MILESTONE 6: Testing

### Activity 6: Testing Service catalog

#### PURPOSE

ServiceNow testing aims to ensure the quality, reliability, and security of applications developed on the platform by identifying and resolving issues before they reach production. This includes verifying functionality, validating configurations, and ensuring compatibility with integrations.

#### USE

A testing service catalog is used to manage and test a collection of pre-defined IT services, ensuring they function correctly and meet user needs before deployment. It streamlines the process of delivering and consuming IT services by providing a standardized and accessible way to request, manage, and test them.

#### Steps

1. Open service catalog
2. Click on try it

3. Fill in the menu item , menu name and menu date details

4. And then click on order now

The screenshot shows the ServiceNow Catalog Item form for 'Submit new cafeteria menu'. The form includes fields for Name, Catalog, Catalog Item, State, Checked out, Owner, Application, and Fulfillment automation level. The 'Short description' field is empty, and the 'Description' field is a rich text editor. The 'Order Now' button is visible on the right side of the form.

The screenshot shows the ServiceNow Order Status page for request REC0010003. The page displays the order status as 'Submitted' and provides details such as the order placed date (2025-06-25 22:55:24), request number (REC0010003), and estimated delivery date (2025-06-27). A table shows the order details with columns for Description, Delivery Date, Stage, Price (ex), Quantity, and Total. The total amount is 1.00.

## MILESTONE 6: Testing

### Activity 7: Testing UI ACTION

#### PURPOSE

In ServiceNow, the purpose of testing UI actions is to ensure that custom buttons, links, or menu items you've added to forms and lists function as expected, both from a user interface perspective and a logic perspective.

## USE

UI actions in ServiceNow are used to create custom buttons and menu items on forms and lists, enabling users to perform specific actions on records.

## Steps

1. Navigate to cafeteria menu table
2. Click on new
3. Fill in the details of menu items, menu date , menu name
4. And click on mark as published

The image shows two screenshots of the ServiceNow UI Actions configuration interface. The top screenshot displays a list of existing UI Actions for the 'cafeteria\_menu' table. The bottom screenshot shows the 'Mark As Published' configuration form for a new UI Action.

**UI Actions List (Top Screenshot):**

Comments	Form action	List action	Active	Order	Condition	Updated
	false	false	true	100		2025-06-24 18:28:45
Close Abandons the current interaction.	false	false	true	200	current.state == 'on_hold'    current.st...	2025-06-29 06:10:02
action_activity	true	false	true	300	current.state != 'implemented'	2025-04-02 09:37:24
suggestion	true	false	true	300	current.state == 'line_suggested_unused'...	2025-04-02 09:37:25
UI Action: [as_answer]	true	true	true	300	current.accepted == true && new SocialQ...	2025-04-02 09:37:25
UI Feedback Link	true	false	true	300	current.state == 'S' && current.opened_by...	2025-04-02 09:37:29
Changes [on_previews_generated_logs]	true	false	true	300	githubRole(is_admin) && current.state...	2022-03-09 15:44:01
Accept Changes	true	true	true	300	githubRole(is_admin) && current.isMe...	2022-04-10 08:57:54
Accept records update	false	true	true	200	current.status == 'S' && current.avail...	2025-04-02 09:37:26
Accept Records Update	false	true	true	300	current.prh.status == 'S' && current.prh...	2025-04-02 09:37:30

**Mark As Published Form (Bottom Screenshot):**

Name: Mark As Published  
Type: Category: New UI Action (Default: UI Action)  
Order: 100  
Action name: mark\_as\_published  
Active: ☒  
Restricted: ☒  
Show updates: ☒  
Client: ☐  
Override: ☐  
Messages:   
Comments:   
Help:   
Condition: current.state == published  
Script: 

```
function markAsPublished() {  
    current.state = 'published';  
    current.save();  
    // alert(message); // This has been removed in published state  
    action.refreshPage();  
}
```

# Functional and performance testing

## MILESTONE 6: Testing

### Activity 6: Testing Service catalog

#### PURPOSE

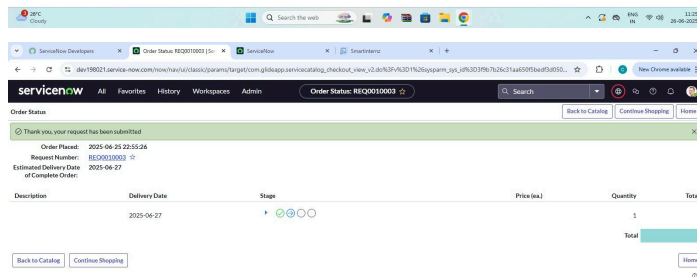
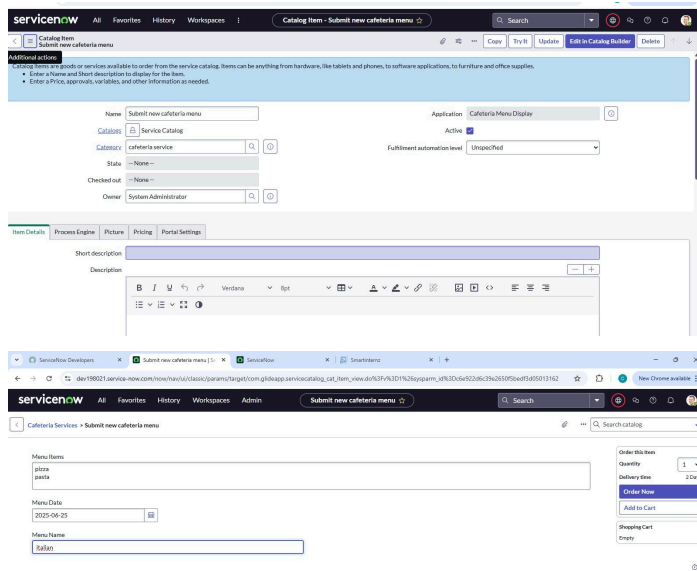
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#### USE

A testing service catalog is used to manage and test a collection of pre-defined IT services, ensuring they function correctly and meet user needs before deployment. It streamlines the process of delivering and consuming IT services by providing a standardized and accessible way to request, manage, and test them.

#### Steps

1. Open service catalog
2. Click on try it
3. Fill in the menu item , menu name and menu date details
4. And then click on order now



## MILESTONE 6: Testing

### Activity 7: Testing UI ACTION

#### PURPOSE

In ServiceNow, the purpose of testing UI actions is to ensure that custom buttons, links, or menu items you've added to forms and lists function as expected, both from a user interface perspective and a logic perspective.

#### USE



UI actions in ServiceNow are used to create custom buttons and menu items on forms and lists, enabling users to perform specific actions on records.

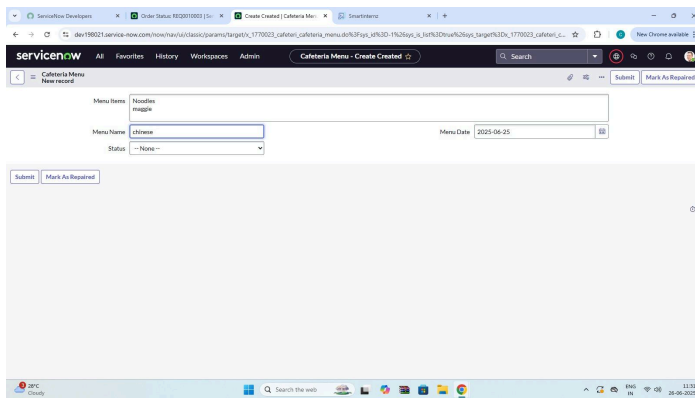
## Steps

1.Navigate to cafeteria menu table

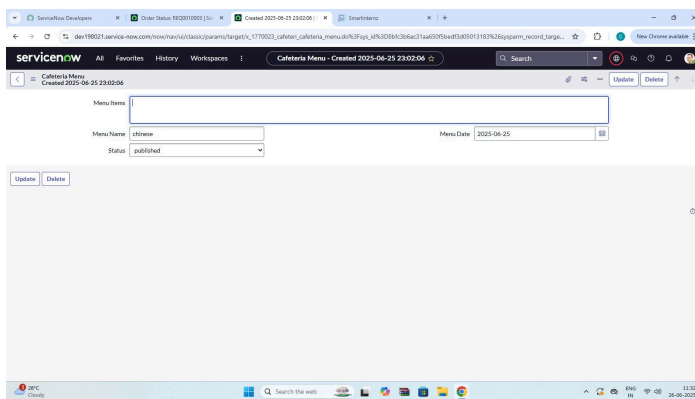
2.Click on new

3.Fill in the details of menu items, menu date , menu name

4.And click on mark as published



This screenshot shows the 'Cafeteria Menu - Create' form in ServiceNow. The form includes a 'Menu Items' text field with the value 'Noodles', a 'Menu Name' dropdown menu with 'chinese' selected, and a 'Menu Date' field with '2025-06-25' and a time zone of 'EST'. A 'Status' dropdown menu is set to 'None'. At the bottom, there are 'Submit' and 'Mark As Required' buttons.

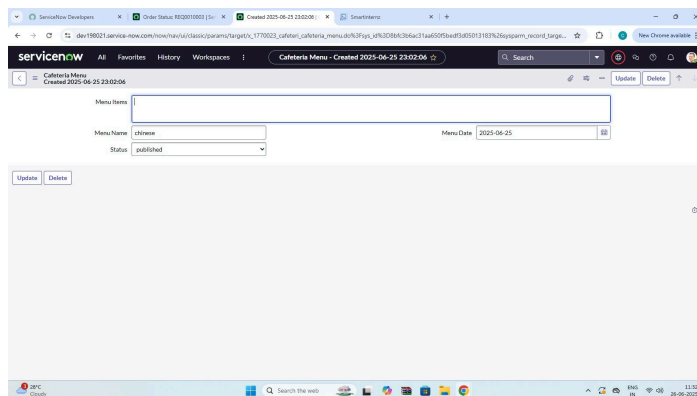
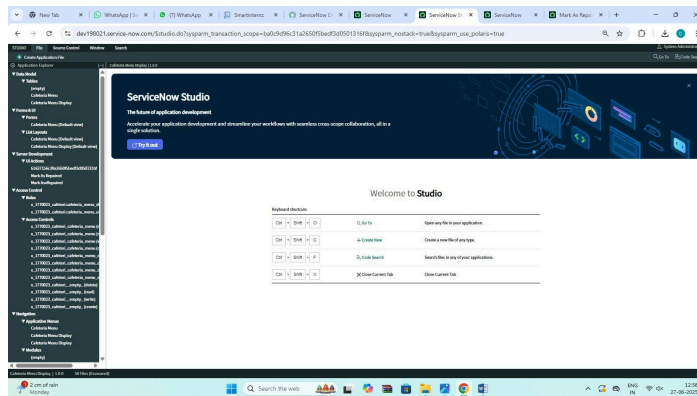


This screenshot shows the 'Cafeteria Menu - Created' form in ServiceNow. The form includes a 'Menu Items' text field, a 'Menu Name' dropdown menu with 'chinese' selected, and a 'Menu Date' field with '2025-06-25' and a time zone of 'EST'. The 'Status' dropdown menu is now set to 'published'. At the bottom, there are 'Update' and 'Delete' buttons.

## Result

The project aimed to design an intuitive and user-friendly cafeteria menu display. The outcome includes:

1. **\*Clear Menu Organization\***: A table format effectively presents menu items, dates, and names.
2. **\*Enhanced Readability\***: The structured layout facilitates easy scanning and identification of options.
3. **\*Improved User Experience\*** Customers can make informed dining choices quickly and efficiently.



## Advantages

### 1. Centralized Access

- Employees can view the menu alongside other workplace services (IT, HR, Facilities) in a unified platform.
- Reduces reliance on emails, PDFs, or bulletin boards.

### 2. Real-Time Updates

- Menus can be updated daily or weekly by cafeteria staff or content managers.
- Supports scheduling and version control through ServiceNow's CMS or Knowledge Management.

### **3. Personalization**

- Integration with user profiles allows tailoring menus (e.g., dietary preferences, location-specific menus).

### **4. Improved Engagement**

- Interactive menus with images, nutrition info, or feedback options can boost engagement and satisfaction.

### **5. Audit and Analytics**

- Track menu views, most visited days, or food preference trends using ServiceNow's reporting capabilities.

## **Disadvantages**

### **1. Development Overhead**

Requires time and technical effort to build and maintain a user-friendly UI (especially if not using out-of-the-box widgets).

Content updates may require training or specific roles.

### **2. Access Control Complexity**

Over-permissioned roles can risk data integrity; under-permissioned roles can lead to access issues.

### **3. Not Mobile-Optimized by Default**

Without responsive design (or a mobile app front-end), it may be difficult to use on phones.

### **4. Limited if Not Integrated**

Without integration to backend systems (like cafeteria POS or inventory), it may remain a static display.

## **5. User Adoption**

Users may still prefer email alerts, printed menus, or other channels unless properly promoted.

## **Conclusion**

The Cafeteria Menu Display Portal provides a comprehensive solution for managing, publishing, and optimizing cafeteria menus with ease and efficiency. By leveraging automation and real-time updates, the platform ensures accurate meal scheduling, reduces administrative workload, and enhances employee engagement. Automated workflows for menu approval, publication, and reporting enable organizations to streamline cafeteria operations, minimize errors, and improve the dining experience.