



# TEAM AQUA



**Alac, Calvin, Robert, Tony & Winnie**  
**Deliverable 2**

# AGENDA

- 1) TEAM STRUCTURE/ROLE
- 2) PERSONAS
- 3) USER STORIES



# TEAM STRUCTURE/ROLE

## **Scrum Master:** Winnie Lam

- Previous scrum master experience
- Extensive developer experience

## **Project Coordinator:** Tony Cao

- Prepare final reports and slides for deliverables
- Experienced with developing professional powerpoints and reports for leadership teams

## **Product Owner:** Calvin Cheng

- Communication of information between team and clients
- Experienced with communicating between stakeholders and team members



# TEAM STRUCTURE/ROLE

## **Technical Lead:** Robert Nichita

- Person responsible for the planning, coordination and specifications development
- Dictates which development techniques should be used, sets coding standards
- Experience with backend development standards from work

## **Architectural Owner:** Alac Wong

- Person responsible for architecture decisions on team such as framework choice and overall solution design
- Multiple experiences with building large projects

# PERSONAS AND USER STORIES

1 - RESTAURANTS OWNERS

2 - CUSTOMERS

3 - ADMIN

# RESTAURANT OWNERS



# HAMES JARDEN



- 35 year old
- Owner of well-known sports bar and steakhouse
- Well-known in community as basketball fan
  - Currently cannot connect with his community as well
- Single father with two daughters
- Efficient with technology
  - Uses an iPad at work



# HAMES JARDEN



As Hames Jarden, a restaurant owner, I want to connect my story with my regular customers through the platform so that I have their continued support.

- List and link my social media platforms
- Have a platform to talk to his customers
- Upload videos from files
- Embed videos from YouTube





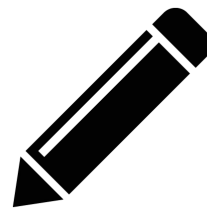
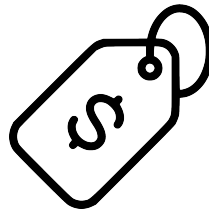
# ROBERT DOWNEY



- 28 year old
- Business marketing graduate
- Manager of small family owned restaurant, Rob's Ribs
  - Handles logistics and marketing
- Seasonal Restaurant (regular menu changes)
- Chef parents; Bill (58) and Julie (55)
  - Unfamiliar with technology, rely on son
- Good computer and analysis skills



# ROBERT DOWNEY



As Robert, a restaurant manager, I want to promote specials/discounts, to further promote my business.

- Push specials further up the search engine
- Visibility which of the dishes have specials

As Robert, a restaurant manager, I want...

- Option to edit my website
- Option to mark a dish as out of stock/sold out on the webpage
- Upload my family recipes

# CUSTOMERS



# STEVE HOBBS



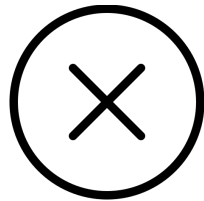
- 42 year old
- Owns small business in Scarborough
- Takes employees and clients out for lunches
  - Tax reasons; tax deductible business expenses
- Orders food for entire team while working from home
  - Hard to coordinate with entire team
  - Have to create and cancel orders many times
- Proficient with technology
  - Using Excel and sending emails



# STEVE HOBBS

As Steve Hobbs, a small business owner, I want...

- Simple to place orders for multiple dishes or quantities of a dish
- Cancel my orders so that I don't pay for incorrect orders
- Full transaction history on my business' account





# BOB LEE



- 20 year old male political science student at University of Toronto Scarborough
- Lives in Scarborough
- Comfortable with technology
- Taste for authentic cuisines
  - Cooks it at home, but no time due to work
- Two younger siblings
  - Dependent, needs to cook for them as well



# BOB LEE

As Bob Lee (a cuisine exploring user), I want to buy food from the authentic restaurants in the Scarborough area so that it delivers to my front door.

- View restaurants that serves a specific cuisine or dish
- Order for delivery
- See pictures and reviews of dishes served at a restaurant

As Bob Lee, (a cuisine exploring user), I want...

- View the recipe of a dish





# RACHEL LIN



- 21 year old
- International management student at University of Toronto Scarborough
- Acceptable English; Mandarin first languages
- Technology literate
- Foodie and loves to experiment with new cuisines
  - Commutes to local restaurants (before COVID-19)
- Likes to talk and interact with others





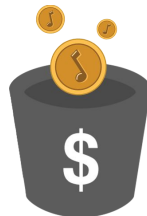
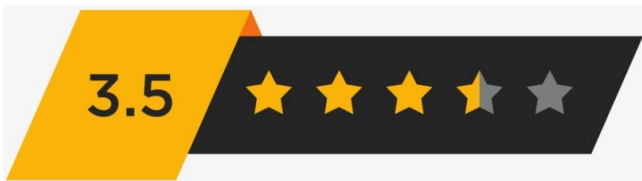
# RACHEL LIN

As Rachel Lin, a food ordering user, I want to explore and get recommended foods based on what I have ordered so I can explore different foods.

- Get metadata from the restaurants that indicate what kind of food they serve
- See user ratings of the restaurant
- See a viewing list of recommended restaurants and/or dishes

As Rachel Lin, a food ordering user, I want ...

- View service in Mandarin





# ALICE WONG

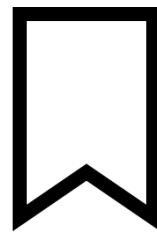
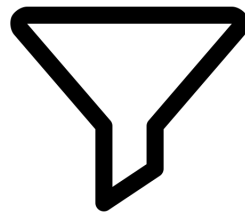


- 20 year old
- University student living in Scarborough
- Orders online delivery often
- Works on a computer for most of the day
  - More reasons to not leave home
- Regular user of online delivery apps
- Likes to experiment foods
  - Indecisive
- Wants to support the businesses again if she likes their dishes
- Tight budget
  - Tuition fees and rent





# ALICE WONG



As Alice Wong, a food ordering user, I want to be able to filter the restaurants so that I can explore different food options.

- Search for food within a certain price range
- Search for new cuisines
- Search by proximity

As Alice Wong, a food ordering user, I want...

- Save/favourite my favourite dishes
- See discounted foods
- Option to tip



# JANET JACKSON



- 30 year old
- Doctor – essential worker
  - Long shifts, not much time to eat
  - Relies on ordering food
- Moderate technology skills
  - Navigating food apps
- Use of debit/credit to avoid germs
- A bit of a foodie, likes to express opinion
  - Review and rates foods
- Doesn't like the high service fees of food ordering services



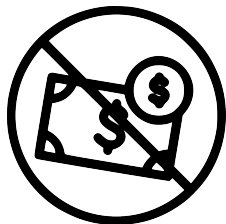
# JANET JACKSON

As Janet, a healthcare worker, I want to pay in debit/credit, so that I can reduce the spread of germs that comes with handling cash.

- save my banking info

As Janet, a healthcare worker, I want...

- Rate and leave reviews for restaurants



★★★★★ Loved it  
★★★★☆ Liked it  
★★★☆☆ It was ok  
★★☆☆☆ Disliked it  
★☆☆☆☆ Hated it



# KAREN D'SOUZA



- 60 year old, female who lives with her husband and 2 children in Markham
- Several illnesses that restrict types of food
  - Vegetarian for 5 years
  - Family also has dietary restrictions
- Prefers to pick-up at restaurants
  - Cannot commute now due to COVID-19
- Minimal technology interaction
  - Relies on children
- Hesitant to use food-ordering services



# KAREN D'SOUZA

As Karen D'Souza, a restrictive food ordering user, I want to...

- View restaurants that cater to a specific dietary restriction such as Vegetarian, Halal or Organic foods
- View symbols to denote meals that contain common allergies



ADMIN





# AL CAPONE



- System administrator
- Stats & analytics
- Aims to improve usage of the website
- Technical skill & experience



# AL CAPONE

- As Al Capone, I would like to be able to deploy the website to a remote server so that it can be accessed by potential food ordering customers.
- As Al Capone, I would like to be able to view statistics and analytics of user data so that I can gain insights into customer usage trends and modify our services accordingly.



THE END