

DESIGN THINKING ASSIGNMENT

DAS CABIN INSPECTION

INTRODUCTION : This comprehensive report presents the findings of a meticulous inspection conducted at DAS CABIN, a restaurant situated in the bustling Gariahat neighborhood of Kolkata. The primary object of the inspection was to thoroughly evaluate the establishment's adherence to essential health and safety standards, as well as its ability to provide a consistently satisfactory customer experience. By conducting a comprehensive assessment, this report aims to identify areas for improvement and offer actionable recommendations to enhance the overall quality of the restaurant's operations.

METHODOLOGY : The inspection was conducted on 7th September 2024 by a team of 5 individuals.

The team visited the restaurant during peak hours to observe its operations and interact with customers. Observations were made regarding hygienic practices, safety measures and overall customer satisfaction.



OUR TEAM AND DAS CABIN

TEAM MEMBERS : OINDRILA BANERJEE (LEADER) K 53 ARUNIMA GHOSH K 45
DEBRIDHI GHOSH K 29 AYUSH DAS K 55 SOHAN GHOSH K 56



FINDINGS...

HEALTH and SAFETY

• UNHYGIENIC FOOD PREPARATION:

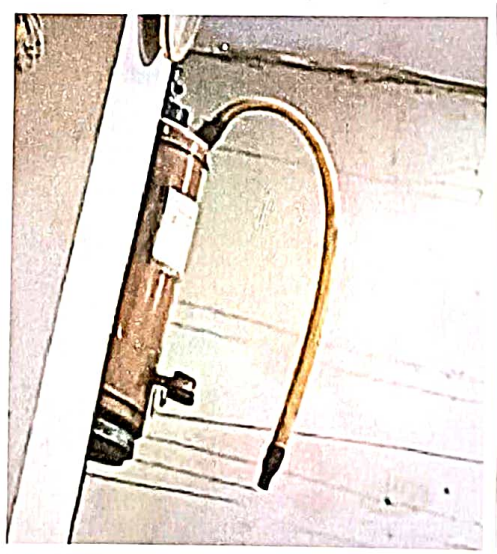
Food was being prepared on the floor in an open area, exposing it to potential contaminants.

This.

practice

violates .

basic food hygiene standards and poses significant risk to public health.



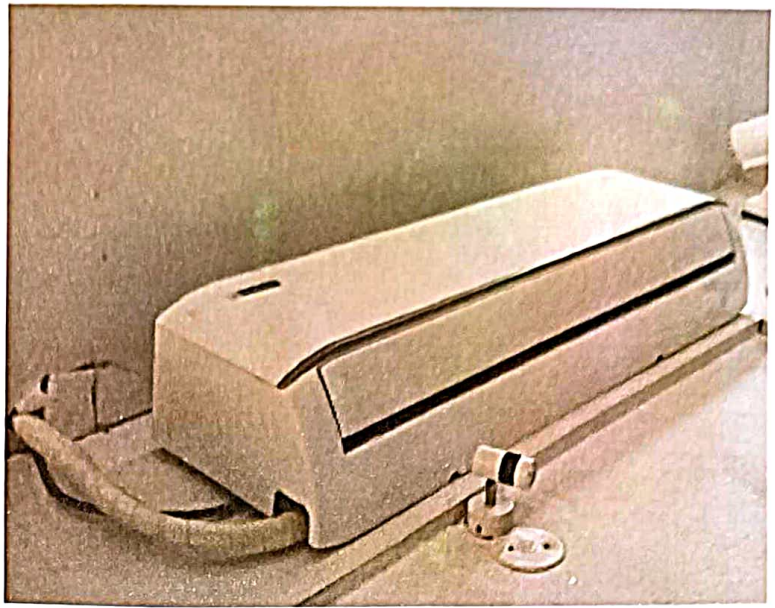
• LACK OF FIRE SAFETY EQUIPMENT:

No fire extinguishers were visible, creating a serious safety hazard in case of a fire. This negligence could have disastrous consequences for the restaurant and its patrons.

CUSTOMER'S PROBLEM

• AC MALFUNCTION:

A malfunctioning AC in a food restaurant during summer can have severe consequences, including food safety issues, customer discomfort, reputation damage and even health code violations. Regular maintenance, backup cooling systems, staff training all core impacting for this.



Limited PAYMENT OPTIONS:

Only one payment method (cash) was accepted which ~~risk~~ increases business risks, including theft, and difficulty tracking transactions. This

can be frustrating for customers who prefer to use cards or digital wallets.

• CONGESTED SPACE: The dining area was cramped and crowded, creating an uncomfortable atmosphere. This can make it difficult for customers to enjoy their meals and may lead to negative reviews.

ANALYSIS : The inspection revealed several critical health and safety concerns at DAS CABIN, as well as customer experience problems. The unhygienic food preparation practices pose a significant risk to public health while the lack of fire safety equipment creates a potential hazard. Additionally, the limited payment options and congested space can impact the customer experience.

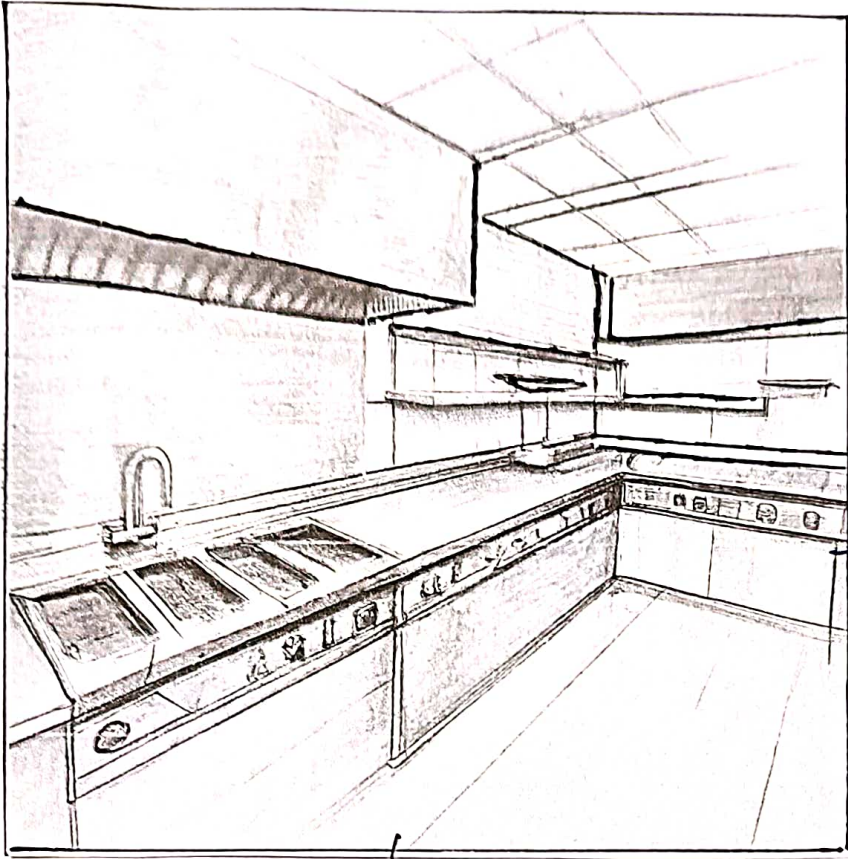
PROBLEMS: Following the DAS CABIN inspection, we have pinpointed a critical issue to tackle subpar food preparation hygiene. This shortfall contravenes fundamental food safety protocols, jeopardizing public well-being. The absence of a dedicated food preparation zone further complicates staff efforts to uphold adequate hygiene and prevent the proliferation of harmful microorganisms. We're prioritizing this issue to safeguard customer health, ensure a quality dining experience and protect the restaurant's reputation.

SOLUTIONS :

- **RENOVATE THE KITCHEN :** Create a dedicated kitchen area with proper flooring equipment and ventilation. This will help to prevent contamination and improve the overall hygiene of the food preparation process.

- Implement hygienic practices: Adhere to Strict food handling procedures to prevent contamination. This includes washing hands regularly using clean utensils and storing food properly.
- Install FIRE SAFETY Equipment: Install Fire-extinguishers and conduct regular fire drills. This will help to ensure that the restaurant is prepared to respond to emergencies.
- Repair or Replace the Ac Circuit :
Ensure a comfortable dining environment by repairing or replacing the malfunctioning Ac unit. This will attract more customers and improve their overall experience.
- Accept multiple payment methods:
Offer a variety of payment options for customers convenience. This will make it easier for customers to pay for their meals and may encourage them to visit more frequently.
- Improve the layout : Consider redesigning the dining area to create a more spacious and comfortable atmosphere. This can help to improve the customer experience and attract more patrons.

CONCEPT SKETCH



A multipurpose kitchen is perfect for narrow spaces. Use wall-mounted foldable tables, compact appliances, and carts with storage to maximize space.

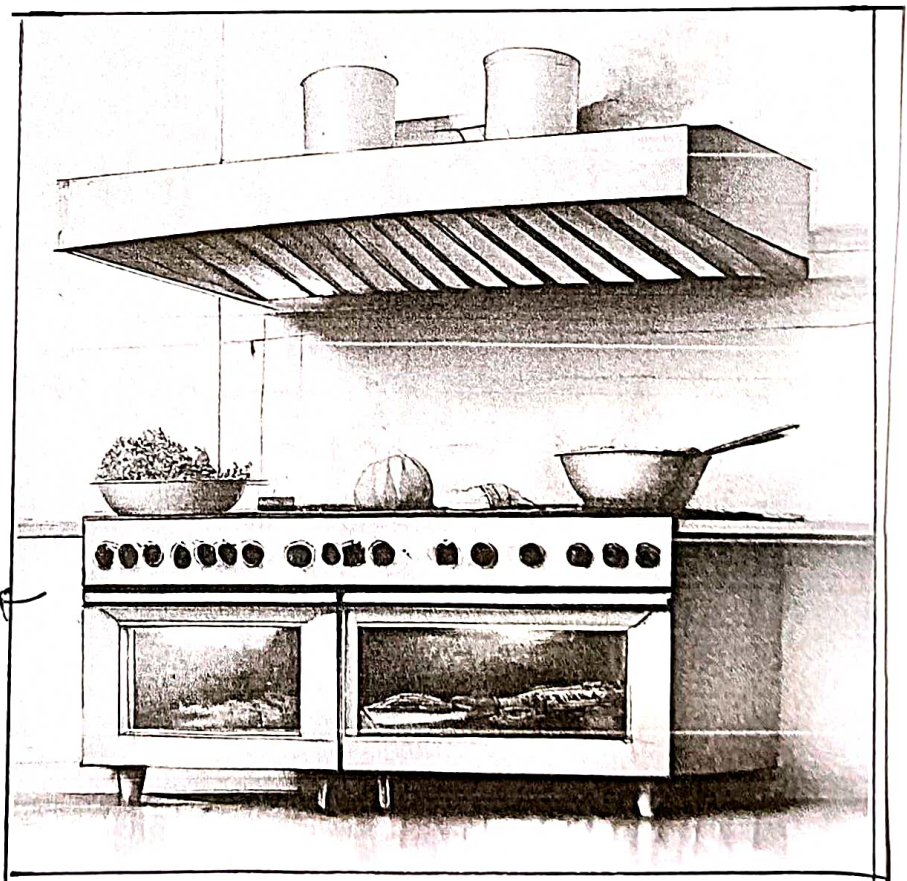
Add shelves, hooks or a pegboard to utilize vertical space. Choose space-saving sinks and appliances to

Pic: Multipurpose kitchen; create functional kitchen despite the limited footprint.

- In a restaurant setting, having 3 or more ovens in a narrow kitchen can be a game changer. Multiple ovens enable simultaneous cooking of various dishes, increasing productivity and efficiency during peak hours.

This multiple oven allows restaurants to offer a diverse menu while streamlining food preparation, making it an ideal solution for high-volume commercial kitchen.

MULTIPLE OVENS



CONCLUSION: DAS CABIN's new food preparation station will make a difference in how they work. It will help keep food safe and healthy, making customers happy and loyal. By doing this, Das Cabin shows they care about keeping their customers safe and healthy, and wanted to ~~be~~ be a leader in doing things right.

Thank you