“Table-Tracker”

Use Cases

**Who is the user?**

Our use case focuses on the perspective of an employed waiter and how he can use Table-Tracker to help him complete daily tasks and challenges.

**What are the goals?**

The waiter’s main goal is to care for the customers who come to the store to eat or drink and take that order to the corresponding staff members such as the barista or the chef, after which he is tasked to bring the order back to the customer to enjoy.

**What is the process?**

When a customer goes inside the restaurant, the waiter’s first step is to accommodate the customer to a free table, after which he greets them and asks the customer for their order.

The waiter can then do one of two things, he can place the order mobile from his phone, or go to the designated desktop computer to place the order there.

He selects the products which the customer ordered, he can organize through the “category” section or the search bar, after which he selects the product toppings, size and amount of the respective product.

After placing the order, he waits to get the confirmation from the barista or the chef depending on the order he placed, after getting the confirmation he can go and collect the products to deliver them to the intended customers.

When the customer is finished with their meal or drink, they will call on the waiter to collect and pay the check, at which point the waiter must go to the desktop PC and print out the fiscal for the customers with the amount that they must pay.

**Alternative outcomes.**

The United States of America has a “Tip” system which is calculated from a percentage of the total cost, the percentage of the sum is chosen from the customer’s, usually other applications for this system, will have an automatic button to choose the desired amount or calculate the payment amount directly on the fiscal letter themselves.

However in the Balkans we usually leave the tip as a any desired amount, since tip money is considered as “extra money” instead of the wage from which the waiters are mainly paid, so to remove extra costs and labors from our software, we do not have the automatic tip calculator, so we might run into a situation in which we need to teach foreigners on how to use our system properly.

**What are the commonalities?**

For the waiters of the company, they have procedures that can be replicated, and they are as follows:

1. Greet customers and take them to an available table.
2. Take the order from the customers.
3. Walk to the desktop pc or from the mobile, place the order inside the application.
4. Check on the restaurant for new arriving customers, or current customers who need attendance.
5. Wait for your order to be completed.
6. Complete smaller tasks that do not require much attention or time.
7. Collect the order when it is completed, and you are informed.
8. Deliver the order to the designated table.
9. Check on tasks which you can do while walking back to your station.
10. Wait for the customers to finish their order.
11. Deliver the customer their check when they request it and are finished with their foods or drinks.

**Barista:**

1. Wait for the waiter to place an order.
2. When a new order is placed, start preparing it.
3. Inform the waiter through the app when the drinks are ready.
4. Once you are done with the drink, place it in a place where the waiter has easy access.
5. Get any other empty glasses which are in your area of work.
6. Clean the glasses or other types of glassware or silverware which you are in possession of.

**Chef:**

1. Wait for the waiter to place an order.
2. When you receive an order, inform the cooks and prepare the ingredients.
3. Prepare the plates and stoves which are required.
4. Cook the food which is requested.
5. Check for alterations made to the specific product, if there are altercations then make the changes.
6. After the food is ready, inform the waiter through the application.
7. After the order has been taken, start preparations for the next potential order.
8. Clean any cutlery and tableware as well as any kitchenware that is unclean.

**Repeat for all users.**

These processes are created in mind to have a steady and smooth workflow throughout the whole restaurant and similar performing companies.