

Team Peaches

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Summarized customer notes

During the usual check-in with John from the Regina Food Bank on Wednesday, we presented a demo of our work in progress with the high fidelity prototype. We went through the usability and interactivity of the app and requested John's feedback on what we had presented.

Firstly, he told us to dial down the product options to display just hampers due to the fact that it is what the food bank can offer for now. Initially, we had different item selections which after the check-in with John, we realized that it is not a feasible design and can also result in duplication of orders. He told us not to over promise anything. Therefore, we made some slight changes especially to the home page of the app to include only hampers according to different dietary restrictions suitable for different categories of customers.

John also reiterated the need for the order cycle which is limited to every two weeks to avoid excess ordering by customers of the food the bank. We noticed that we had not done anything to enforce this demand so we will work on that in the coming activities. The number of hampers depends on the family size of the customer so we will

add an option to add family members in a customer's account. Food in the hampers at Regina Food Bank is based on the Canada Food Guide. Therefore, they can't go against the rules mentioned in the guide.

John also told us that each hamper has random food items each time. For example if someone orders a halal hamper then the hamper might contain chicken and other products but when the same hamper is ordered another time they might have beef. So the point John made was that they couldn't set fixed items in the hamper and that the items will be different each time.