

Cafeteria Worker, James



"I want to be able to help the students eat what they want without making my work harder"

Age: 32

Work: Cafeteria Worker

Family: Married, No Kids

Location: Dorchester, MA

Personality



Friendly

Hard Working

Stressed at Peak Hours

Goals

- To meet student food needs each day.
- Reduce chaos in the kitchen.
- Increase work efficiency with coworkers.

Frustrations

- A "flavor of the month" tool that ends up reducing efficiency.
- Tools that require a lot of new skills or training.
- Tasks outside of his job description.

Bio

James cares about his work and thinks it's important that each student has access to the food they want daily. He also thinks his work is hard and stressful, especially at peak times. There is constant chaos in the kitchen, and it's easy to lose track of food demands and prepare too much or too little food. James is demoralized at the end of the day by all the extra food that needs to be thrown away. He likes most of his coworkers, but communicating effectively in the middle of peak hours can be difficult and stressful. The staff have tried several things over the months to make work more efficient, but they're often either forgotten about or cause more work than they save. James wants a tool that is easy to use in his daily routine and makes work less stressful.

Motivation



Preferred Channels



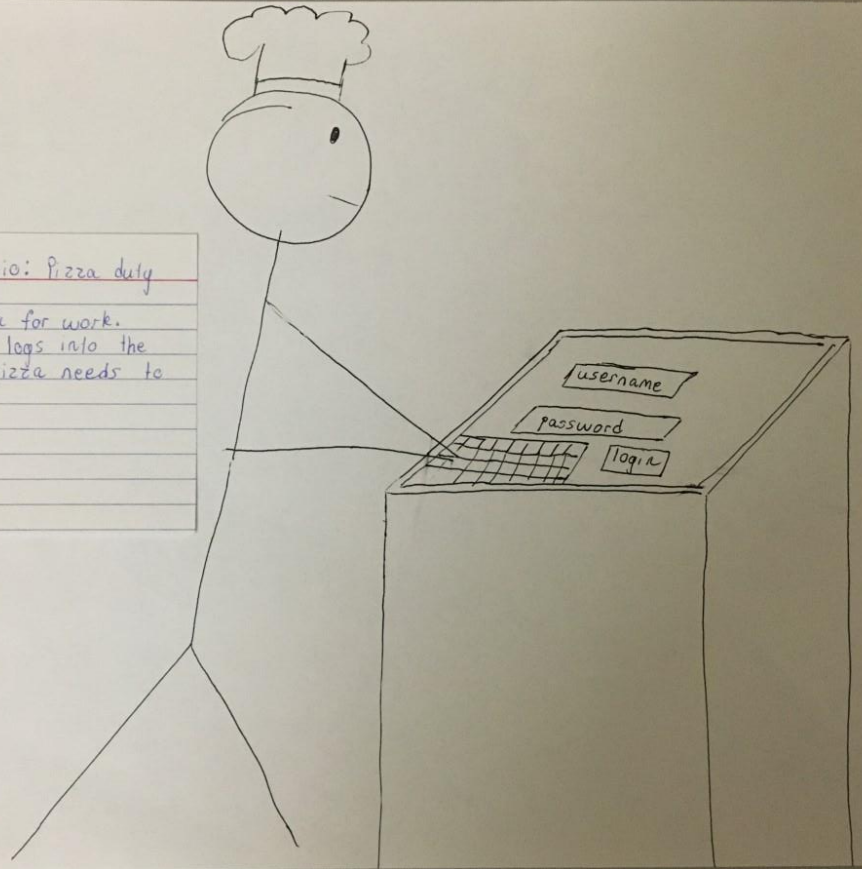
Scenario:

- James arrives for work at the start of his shift. He logs into the app using his employee credentials to bring up the pizza quantity counts.
- James picks a pizza type where the quantity made is less than the quantity required. He chooses to make a pepperoni pizza.
- James cooks a pepperoni pizza.
- He returns to the terminal and increments the quantity made of pepperoni pizzas. This action automatically marks the next orders in queue as complete, and his view updates accordingly.
- James repeats this process as long as more pizzas need to be made.
- At the end of the day, James logs out of the app and heads home

Persona: James

Scenario: Pizza duty

James arrives at the cafeteria for work.
Since he's the first one in, he logs into the
app to see what kinds of pizza needs to
be made







Persona: James

Scenario: Pizza Duty

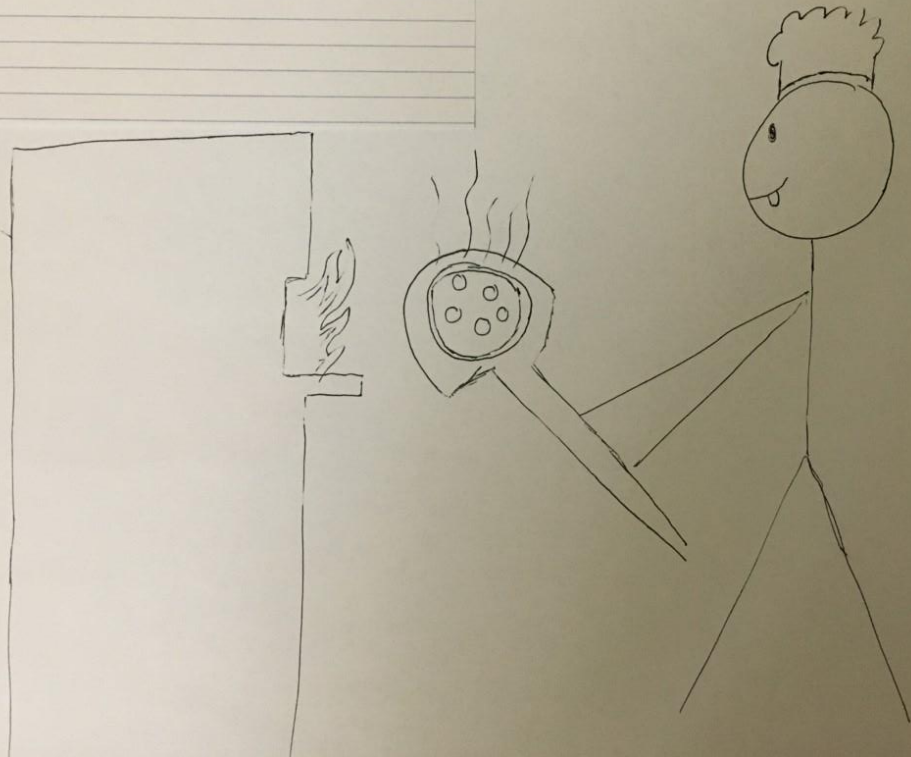
He examines the types of pizzas with the needed amounts and amounts made. He sees that more pepperoni are required, so he goes to make a pepperoni pizza.

pepperoni it is!

	needed: $x+2$ made: x pepperoni orders: 
	needed: b made: $b-1$ anchovy orders: 

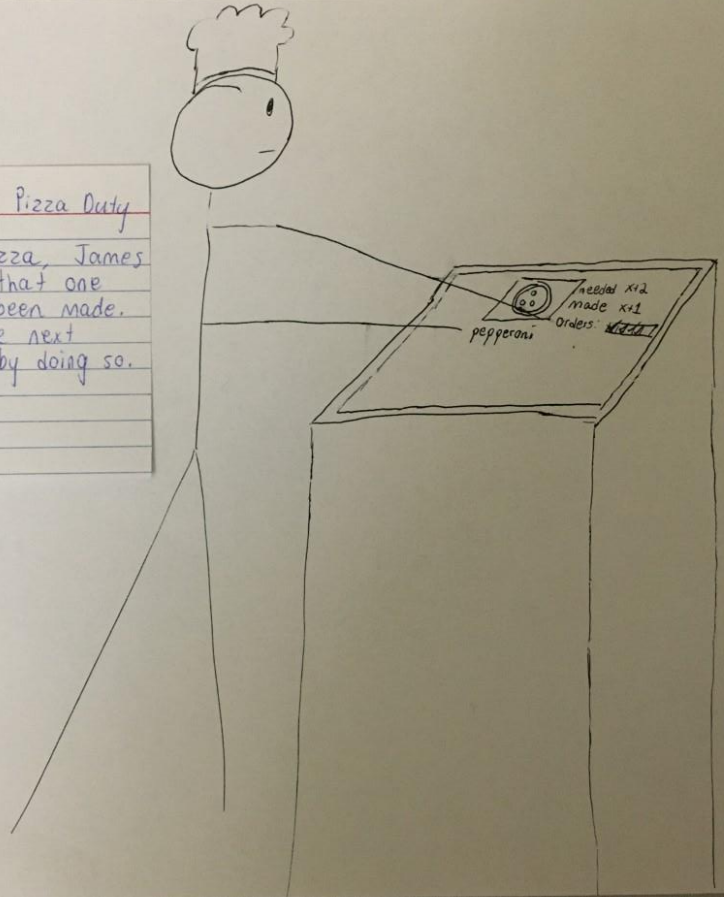
Persona: James Scenario: Pizza Duty

James cooks a pepperoni pizza using the cafeteria equipment



Persona: James Scenario: Pizza Duty

Now that he's finished a pizza, James goes to the app and records that one more pizza (pepperoni) has been made. He also automatically marks the next student orders as complete by doing so.



Persona: James

Scenario: Pizza Duty

The process repeats while there are pizza types that have fewer made pizzas than required pizzas. James makes a lot of pizzas.



Persona: James

Scenario: Pizza Duty

By the end of the meal period, all the required pizzas have been made. James logs out of the app and heads home, very tired.



Goodbye