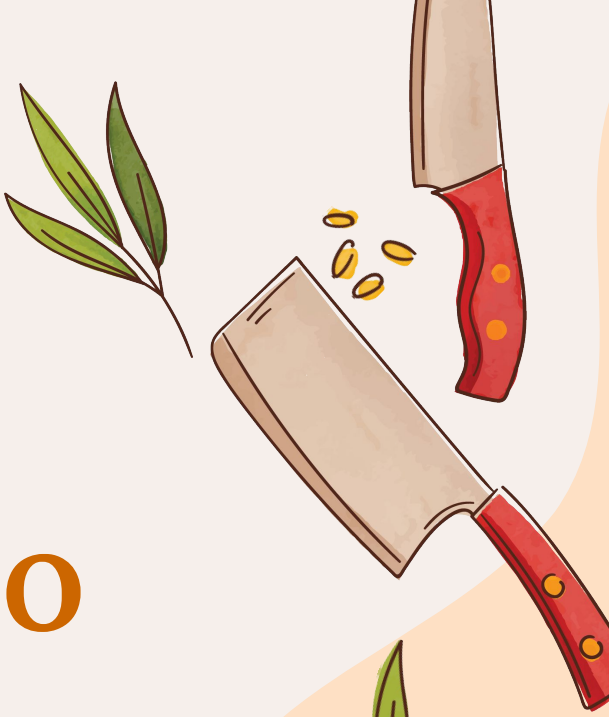


Luno e Vino

Digital Restaurant Management System

Introduction

The family-owned restaurant, which was once able to manage a 30-seat capacity with a simple manual, paper-based system, has found its operations to be increasingly inefficient and unsustainable as the business grows to accommodate over 200 customers.

Problem Statement

Problem Identified

- Manual processes, like chalkboards and handwritten orders, cause delays, miscommunication, and inefficiencies.
- Manual updates increase risks of errors, overbooking, and poor coordination among staff.
- Lack of a centralized system slows service, frustrates customers, and reduces table turnover.
- Managers face challenges in tracking performance and inventory, leading to shortages and last-minute restocking.

Design Goals

- Modernize and streamline current restaurant operations by replacing manual operations. Provide real-time updates
- Use role based access for employees to improve security and task management.
- Directly send orders to the kitchen, reducing miscommunication and speeding up service.
- Automate table statuses to prevent overbooking and delays.
- Allow customers to manage reservations and view menus online.
- Offer managers real-time insights into performance, schedules, and inventory.

Primary Users

01 Owners

02 Management

03 Kitchen Staff

04 Hostess

05 Waiter

06 Bus Staff

What challenges does the system solve?

- Reduces order errors and delays
- Improves employee coordination and communication
- Enhances table turnover
- Prevents inventory shortages
- Streamlines billing with instant adjustments
- Provides a centralized dashboard for managers to monitor operations and analyze trends.
- Allows customers to make reservations and view menus online.
- Automates processes to improve efficiency, reduce errors, and speed up service.

Innovative UX/UI features

Waitlisting Reservations

Simplifies the process of adding waitlisted customers to reservations with a single click.

Dietary Requirements

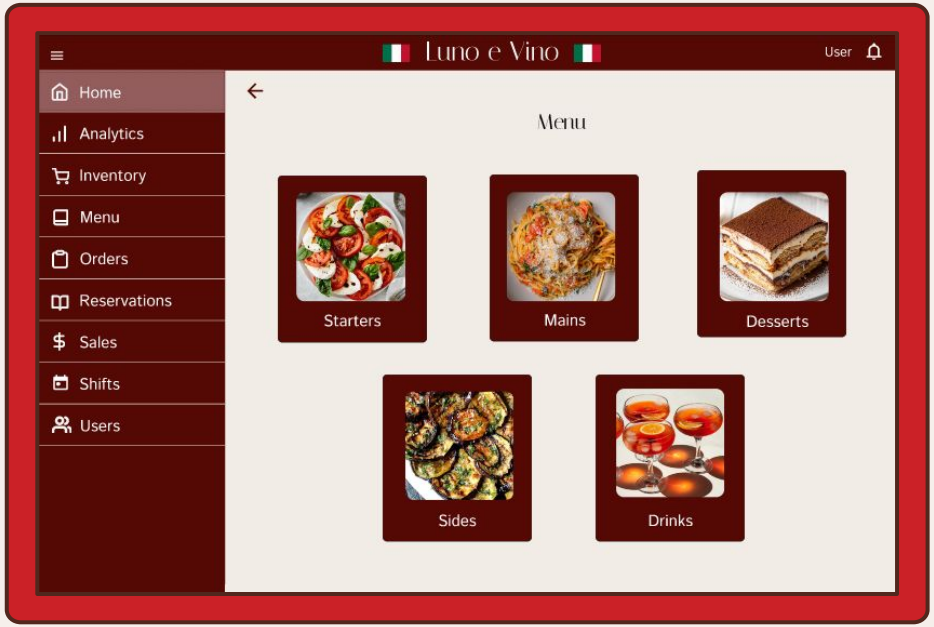
Menu drop downs enable waitstaff to access ingredient details for customer safety.

Interactive Floor Plan

Allows hosts to view real-time table statuses and assign reservations directly on the floor plan.

Broken Items Inventory

Logs damaged items in real time and notifies managers for improved inventory control and accountability.



Live Prototype Demonstration

Click here to access our clickable prototype for the Digital Restaurant Management System on Figma!

Design Rationale & UX Considerations

User Research

Owners and Management
Different permissions for each user type

Kitchen Staff
Intuitive designs that are simple to update in real time

Hosts
Table layout reflects the physical arrangement of tables in the restaurant

Wait Staff
Consistent, centralised information

Bus Staff
Real time notifications

Design Rationale & UX Considerations

Usability Principles

Learnability, robustness, and flexibility

- Intuitiveness
- Consistency
- Clear instructions
- Feedback
- Skeuomorphism
- Use of colour
- User support when errors occur
- Multiple navigational paths available

Accessibility

- Colour blind friendly
- High contrast
- Easy to read fonts
- Standardised screen sizes

Design Rationale & UX Considerations

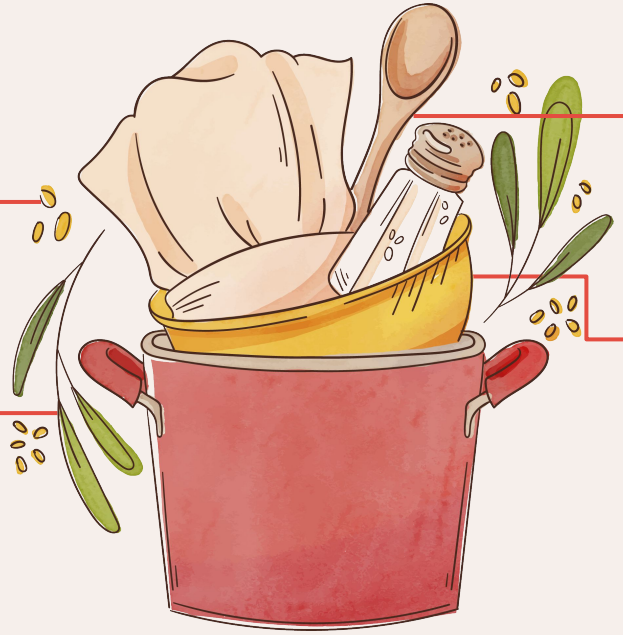
Real Time Communication and Efficiency

- Centralised Notifications
- Order and Table Updates
- Stock and Inventory Management
- Role-Based Access
- Quick Menu Access
- Sales and Analytics Trends
- Shift management

Our new system:

Efficiency

Accuracy



Communication

Coordination

Thank you!