**Q1. Your understanding of our business**

**My Understanding of Dinify Platform:**

**What it is:**

Dinify is a contactless dining platform which improves the process of instant ordering by customers and order management by restaurants and food trucks by ensuring Speed of Service (SoS) and Operational Efficiency (OE). Its operational location is within Canada.

**How it works:**

**For Customers:**

Customers must place their food orders through the Dinify website, and in order to do so, restaurants must first be registered on the platform. The entire ordering process, from viewing the menu to making a payment, occurs within the platform which allows customers to order quickly without physical interaction. This is useful in a post-pandemic environment.

**For Restaurants and Food Trucks:**

Restaurant/ food truck owners and operators have access to a dedicated dashboard as an admin. They can perform the following actions through the dashboard:

1. Analytics: Admins can track the number of orders received within specific date ranges in graphical format.

2. Order Management: Admins can accept pending orders, generate takeout orders for customers.

3. Floor Layout: They can divide their restaurant area for dining into various sections and plan the seating arrangement for customers allowing for an efficient space utilization and improved service.

4. Menu Management: Admins can create new menu and add food items to them. There are options to delete food items, update their information. The admins can also create various discounts or offers on food items within a specific time period.

5. Employee and Customer Information Management: Add, update and delete employee information and can change their roles. This is helpful for easily adding new employees and assigning them roles as well as managing information of all employees. There is also a search functionality which helps in finding an employee easily. Similarly, information regarding new and repeating customers can be found which can facilitate in making business decisions for the future.

7. Accounting Information: The accounting components such as GST (Goods and Services Tax), PST (Provincial Sales Tax), total app fees and total income can be viewed in the accounting section of the dashboard. This helps Dinify admins to get a clear overview of sales, applicable taxes, platform fees and facilitate in maintaining accurate financial records and comply with tax regulations in Canada.

8. Other functions: The admins can control payment and ordering method, reservations, update working hours, manage calls and connect clover device. It also has a KDS or Kitchen Display System to help restaurant kitchen staff to manage their food preparation in a streamlined fashion and reduces errors.

**Q2. Your findings on how we can improve our UI (including minor UI fixes, mainly include about Manage Menu and Orders Page on business-demo.dinify.io)**

**Orders:**

**Buttons:**

1. The "Create Takeout Order" button on Orders page adds item to an existing order yet to be completed. There is already a button for that (named "Add to Order") in the table for "Orders needing Action” and thus seems redundant. **Improvement:** Distinct button function. For example: Create Takeout Order button can be used for creating new takeout order for new customers, while the "Add to Order" button can be used for adding to an existing order yet to be accepted as it is specific to each order made.
2. On toggling the takeout order switch button to off state, the Create Takeout Order button still appears and is functional. **Improvement:** It can be disabled with the switch state.
3. The "Create Takeout Order" button is not responsive for mobile screens.

**Improvements:** For mobile screens the button can appear full-width and the toggle switch and settings button can appear in the same line just below it

**Tabs:**

1. In the tabs section, when there's no live order the text "There are no live orders" appear under every tab.  
   **Improvement:** The text can be removed from under the waiting tab.
2. The option to “Add to order” appears for both tables (Orders in Action and Progress) in the mobile UI, but only on Orders in Action table in the desktop/laptop UI.

**Improvement:** It can be kept for Orders in Action table only.

1. The waiting tab doesn’t contain any kind of orders, neither the ones in action or progress.

**Improvement:** Either orders in action or progress can be transferred there.

1. The modals are not responsive. **Improvement:** Responsive modals.
2. The update button doesn’t update the Orders in Progress. **Improvement:** Functional update button.

**Manage Menu:**

Categories:

1. New menu item under new category can’t be created. **Improvement:** Functional add menu item button

Discount:

1. There’s no option to add food items on which the discount applies to. **Improvement:** Addition of food items for a particular discount.
2. The discounts are not reflected in the client facing application. **Improvement:** Transmission of created discounts to client facing application.
3. A horizontal scrollbar appears in the modifiers part of each row when more than 1 modifier is added, as space needs to be kept for options column. **Improvement:** The options column can be omitted and the actions such as: edit, delete, set as today’s special can be moved to a modal which would appear on clicking the table rows (for this, rows are to be made clickable). On clicking each of these buttons on the modal another modal for performing the particular task would open up. The mark offline action can be performed by toggling the switch on the Online column.

**CRM:**

1. All the menu items of the repeating customers don’t appear. **Improvement:** All menu items of a repeating customer can appear making it easier to take future decisions.

**Accounting:**

1. Filtering based on order total isn’t available. **Improvement:** It can be added, and can aid in business decision-making.
2. Pagination not available. **Improvement:** Pagination can be added.

**Employees:**

1. Employee ID, working hour related information isn’t available. Improvement: Employee ID, working hour related information can be added
2. Filtering option based on role (admin, employee) and pagination isn’t available. **Improvement:** Filtering option and pagination can be added.

**Q3. What would be the first thing you might do to fix those UI problems?**

At first, I will address the responsiveness issue and make the design adapt to all screen sizes, as users can access the application from various devices. Then I’ll move on to fix the inconsistency in design in mobile and desktop screen. While doing this, I will follow UI practices that are common (such as placing the close modal button at the top right corner of the modal). I will proceed to fix the non-functional elements such as: action buttons, toggle switches or remove them if they are redundant. I can then replace various components (such as: omitting a table column to incorporate more space for another column) for a better user experience. After these fixes, I will work on adding meaningful changes to some of the workflows, such as: incorporating the option to add food items on which discounts are to be applied, adding or removing table columns, incorporating pagination etc.

**Q4. What makes you excited about this role and how would it help in your career?**

I am excited about the Software Engineering Internship role at Dinify for several reasons. Firstly, I am passionate about software development, and have been taking courses, building projects, switching between technology stacks to hone my skills in this area. As a Computer Science and Engineering major, I was able to immerse myself in this field by enrolling in a range of relevant courses. These courses, including Software Engineering, Database Systems, Data Structures and Algorithms, have equipped me with a strong foundational knowledge essential for pursuing a career in this domain. As I've had the opportunity to build several projects using the tech stack that Dinify utilizes, I was excited about this internship opportunity, which can help me in developing my skills in a professional context. The specific responsibilities and requirements of the role perfectly align with my passion for user interface development and my professional growth aspirations. In a post-pandemic world, the need for contactless dining cannot be overstated.

I am genuinely eager to work on the projects because it offers a holistic view of what it takes to build and refine a software product. From the development of user interfaces and functionality to the behind-the-scenes technology that powers it, this role encompasses various moving pieces. This experience will be invaluable in helping me understand the intricate process of translating user requirements into code. This skill, translating requirements into code, is an integral part of software development, and mastering it is crucial to my future career goals.