NOVA NOVA SCHOOL OF
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TAKE A SEAT

Stage 2: User and task analysis

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Problem Description

Nowadays people live a busier lifestyle and they want simplicity and customizability in their life. Many restaurants don't have the option to book a certain table or to pre-order food to be ready when you sit down. This app aims to gather all of these functionalities in order to meet these needs.

Users

From all of our potential users, we can distinguish two classes:
- The clients, that is, every person that browses for restaurants, eats inside or just orders take away.
- The owners, that is, all food establishment owners that could benefit from this application.

Tasks

1. Book a table from a restaurant.

Objective - The user wants to book a table at a chosen restaurant on a desired date.
Pre-Conditions - The user must have an account and be logged in.
Sub-Tasks:
- Browse through the list of restaurants and pick one.
- View reviews/recommendations/pictures of the food,
- Pick a date and hour,
- Look through availability (if the desired place is full, you can change the date/hour),
- See the view of the dining room. Pick your favourite spot depending on preferences,
- If he wants, the user can pre-order food so it is ready when he gets there.

Exception - No available tables on the user's desired date. The restaurant is closed on the user's desired date.
Frequency of Use: High Frequency - This should be the main task for this application

2. Order takeaway from a restaurant.

Objective - The user wants to order food to take away from his desired restaurant.
Pre-Conditions - The user must have an account and be logged in.
Sub-Tasks:
- Browse through the list of restaurants and pick one
- View reviews/recommendations/pictures of the food
- Browse through the restaurant's menu and choose the dish
- Pick a date and time for the pickup
- Pay

Exception - The restaurant is closed on the user's desired date. The restaurant doesn't allow takeaway.
Frequency of Use: Medium - This is not the main focus of the app, but a nice feature to bring more clients.

3. Browse for new restaurants.

Objective - The user wants to discover new restaurants near him.
Pre-Conditions - The user needs the App installed.
Sub-Tasks:
- Browse the list of restaurants, or explore the map view.

Exception - None.
Frequency of Use: Medium/High - This will be an important part of the App.
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Scenarios

Description of scenarios involving at least the 3 most relevant high-level tasks.
While task descriptions are abstract (ex: buy grocery), scenarios are concrete (ex: Mr. Jones went to the supermarket, on his way home, to buy bread, milk, …).
These scenarios will be used later during user evaluation.
A.K.A We make up 3 scenarios where we make use of the tasks

(Scenario 1).
Nuno likes to lunch out on the weekends. He also enjoys tables where he can eat and talk with his family without being disturbed by the noise around him. With *Take a Seat* he can easily choose a table that fits his needs and even check if the restaurant will be full enough to disturb him.

(Scenario 2):

João works full-time in one of the international corporations. He has to arrange meetings with the purpose of acquiring new business partners. In order to succeed, he has to make a good impression, everything has to be perfect. Unfortunately, this day nothing goes as planned. He had a very stressful day at work since the first minute he came into the office and it's not over yet - he has an appointment with representatives of one of the most profitable company available on the market right now. The meeting was arranged a month in advance but just an hour before the scheduled time he gets a phone call from the restaurant he was supposed to hold the meeting in, that they have a sudden malfunction - a power cut.

João has to find the solution very fast, his future career depends on it. So he uses one of his most trusted apps - *Take a Seat*. Not having much time left, he finds quiet, uncrowded, available restaurants with great reviews. He looks through the menu to see if it is appropriate. After making sure everything meets his expectations, he picks the table next to the window, away from other tables so as not to be disturbed during a discussion. It took only a few minutes, João regained control of the situation and can cool down before the meeting.

(Scenario 3):

Maria is an architecture student during the day and a hostel worker in the evening. She doesn't enjoy wasting time in the kitchen and that's why she likes eating out a lot but most of the time she has a very tight schedule - during the classes the only break she has lasts about 20 minutes. To address this problem she uses the *Take a Seat* app, which allows her to preorder the food from her favorite restaurant instead of any low-quality fast food and have it to go. Also, because most of the time she sticks to her routine, Maria can repeat her order from the last time or choose one based on recommendations and not lose time browsing the menu.