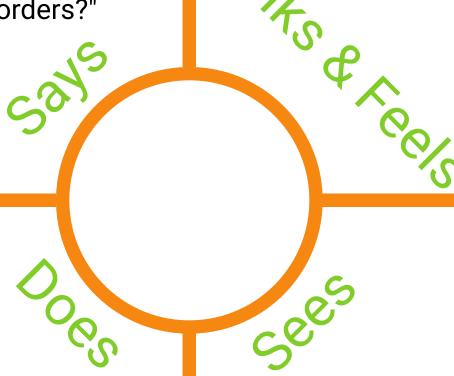
Empathy Map for a Restaurant Manager

- "We need better organization"
- "Where is that delivery driver?"
- "The kitchen can't keep up"
- "These tablets are driving me crazy"
- "I need more staff during rush hours"
- "The customer is complaining about wait time"
- "Can someone update the delivery status?"
- "We need to prioritize these orders"
- "Is this order ready for pickup?"
- "Who's handling the dine-in orders?"

- "I'm Worried about balancing dine-in & delivery"
 - "I'm Stressed during peak hours"
 - "I'm Concerned about food quality"
- "I'm Frustrated with delivery timing issues"
 - "I'm Anxious about negative reviews"
 - "I Values customer satisfaction"
 - "I Want to grow business"



- Uses multiple devices to manage orders
- Constantly checks order status
- Updates delivery times manually
- Coordinates between kitchen & drivers
- Prioritizes orders ad-hoc
- Uses whiteboards for tracking

- Competing restaurants adapting faster
- Growing delivery market
- Customers expecting faster service
- Multiple delivery apps/tablets
- Kitchen getting overwhelmed
- Delivery drivers waiting

Pain Points

- Inaccurate delivery time estimates
- Poor communication with drivers
- Difficulty managing peak hours
- Multiple system management
- Order prioritization challenges
- Staff coordination issues
- Limited tech integration

Needs/Opportunities

- Unified order management system
- Al-powered delivery time prediction
- Automated driver communication platform
- Smart kitchen capacity monitoring
- Dynamic staff allocation system
- Integrated inventory management
- Real-time analytics dashboard
- Automated order prioritization
- Staff training and onboarding tools
- Quality control monitoring system