



Carlos Owino

Scenario: Restaurant Manager

Carlos Owino is a 35-year-old restaurant manager at a popular urban restaurant in Kisumu. He has been managing restaurants for 8 years and has seen the significant shift toward delivery services in recent years. His restaurant serves both dine-in customers and manages a growing delivery business, which now accounts for 40% of their orders.

Happy: 👍 Neutral: 🙄 Unhappy: 🙏

Goals & Expectations

- Reliable delivery management tools that provide real-time updates.
- Easy-to-use systems for assigning tasks and prioritizing deliveries.
- Effective communication channels to address rider and customer concerns.

Stage1 : Order Receipt

- Receives order notification
- Reviews order details
- Checks kitchen capacity



I hope the system doesn't lag today—it's going to be a busy day.

Stage2: Order Processing

- Confirms order
- Assigns to kitchen staff
- Assigns to kitchen staff

Why hasn't the Chef updated the order status yet?



Stage3 :Preparation

- Monitors progress
- Updates status
- Manages resources



I need to motivate the team to push through the rush.

Quality Check

- Verifies order
- Checks packaging
- Final inspection



Handoff

- Coordinates pickup
- Confirms handoff & Marks complete



Opportunities

- Order consolidation
- Auto-prioritization
- Smart assignment
- AI time prediction
- Resource optimizer & Smart packaging
- Auto-updates & Quality checklist
- Driver tracking & Auto-coordination