Problem Statement: Restaurant Manager

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How might we help restaurant owners efficiently manage multiple delivery orders while maintaining food quality and kitchen efficiency during peak hours?

Key Performance Indicators (KPIs)

1. Order Management Efficiency: Track the percentage improvement in processing orders across multiple platforms and maintaining kitchen efficiency.
2. Kitchen Performance Accuracy: Measure the average time variance between estimated and actual preparation times, targeting 95% accuracy.
3. Restaurant Operation Satisfaction Rate: Assess restaurant staff and management satisfaction through periodic surveys, targeting a satisfaction rate of 85% or higher.

Key Learnings

- Restaurant owners experience stress due to managing multiple platforms and manual order processing, often leading to operational inefficiencies.
- High-pressure peak hours with simultaneous dine-in and delivery orders contribute to quality inconsistencies and staff fatigue.
- Restaurant staff need integrated tools for better communication between kitchen, front-of-house, and delivery drivers to streamline operations.
- A unified order management system is critical to maintaining food quality and reducing coordination challenges.