Order Ready Notifications (SMS or App)

Customer Story

" As a busy customer, I can get a text message or app alert when my food is ready so that I can work on other things while I'm waiting instead of wasting time standing around. "

Cashier Story

" As a cashier, I can take a customers phone number when they order, so that I don't have to remember everyone waiting and slow down the order process. "

Cook Story

" As a cook, I can notify customers their food is ready remotely, so that I don't have to leave the kitchen and find them. "

Use Case

Main Path	*Alternate Paths*
1. Customer places order	
1.1. Cashier takes customer phone number	1.1.1. If customer has no phone, cashier gives them a flashing pager instead
	1.1.2. Cashier adds pager id to order in place of phone number
2. Customer proceeds to waiting area	
2.1. Cook begins cooking customer order	2.1.1. Customer get impatient and comes to check status
	2.1.2. Cashier checks phone # / pager id to locate order
	2.1.3. Cashier sees start time and prep time estimate to tell customer
2.2. Cook completes order	
2.3. Cook hits "Notify Customer" on system	
2.4 System automatically sends an SMS or app push	2.4.1. If customer has a pager, system makes pager flash and beep instead
3. Customer comes to pickup counter to get their food	
3.1 Cook or cashier checks the phone # to locate order	3.1.1. Cook or cashier checks pager id instead if phone # if needed
3.2. Any cook or cashier can give out the order	