

Software Feature Request - Order Ready Notifications

We have a problem - we're getting too popular! Our lines are almost always out the door and we just can't keep up with it. We're trying to come up with ways to speed up the order process so we can serve people faster.

We watched the security footage of the cash registers for the past few weeks and we noticed something amazing. There's normally a 5-10 minute delay between someone ordering and actually getting their food. Where do they wait? Right in front of the cash register! It looks like that area is getting over congested and there's not enough space for the next person in line to order. Eventually, the cashier gives up and goes in the back to check on the food. By the time he's back to his station, the line is even longer!

I'm no expert in how much space people need to stand, but I did find the [Alberta Fire Code](#) requires at least 0.4 square meters per person in a standing area. There's 2m from our cash register to the first table and each register is 1m wide. That means in the best case we have 2 square meters - or enough space for 5 people to wait. That's just not enough to keep up with the lines! (See attached floor plans).

We've decided to change our floor plan to accomodate this. We're creating a designated "waiting area" away from the registers. That will give us enough space for 70 people to wait comfortably. To support this, we want to add "order ready" notifications to our order system. When a customer places an order, they'll give us a phone number for SMS notification or enroll in our app for push notification. If the customer doesn't have a phone, we'll give them an old fashioned flashing pager instead. The customer can go to the waiting area and sit, work, read, or whatever. When their food is ready, we'll page them and they can come claim it. The phone number (or pager) is proof the order is theirs, so we don't need cashiers or customers to wait around!