

Interview with the Owner of Chaiology

- **Do customers ever complain about long waiting times or queues for certain services/items? If so, where do these queues form?**

Sometimes, some patrons complain about long waiting times, especially during peak hours when the restaurant is crowded with customers. The main area of concern is usually the preparation and delivery of food orders. Customers raised the issue of delays in receiving the food they requested. However, despite concerns about food preparation often, customers appreciate quick service for drinks and desserts. Our restaurant is constantly looking for ways to facilitate operations during business hours with the aim of improving the overall dining experience for all guests.

- **How long would you say it takes for a customer's order to reach them? Do you think this time could be improved?**

At our facility, we pride ourselves on providing prompt service to our valued customers. Drink orders are usually filled quickly. For food, we aim for delivery within 5 minutes. However, during peak hours, due to increased demand on the weekends, there may be slight delays. To improve our service, we actively monitor the customer's waiting time and, if necessary, we recommend easier-to-produce meals to our customers. We are constantly looking for ways to optimise our processes and ensure our customers enjoy a seamless and timely dining experience.

- **When is the business most busy and do any areas struggle to cope with the increased demand?**

The restaurant is most busy from 5 PM to 11 PM on the weekends. There are often large queues for ordering since we take in both dine-in and take away orders. This causes the delay in order preparation and serving.

- **Which item has the highest demand?**

Both drinks/desserts and food are almost equally popular in our cafe, but there is a slightly higher demand for food compared to drinks and desserts.

- **Do you have other staff take their place or will your staff take on additional roles?**

Typically, our kitchen staff is dedicated solely to cooking. However, other members of our staff often take on multiple roles, including taking orders, and serving them to ensure efficient service.

- **How would you improve customer service at your restaurant?**

One possible way that I can think of to improve customer service is to expand the number of employees, particularly during busy hours, to reduce serving times. Beyond that, I don't have any specific ideas for improving customer service at the restaurant.

- **Do you feel you have enough resources to cater to all your customers? If not, which ones could you use more of?**

Yes, we are always very well stocked. We have not had issues with supply.

- **What are the average preparation times for the food and dessert?**

7 minutes for Food, 3 minutes for drinks and dessert. It takes the customer about 18 minutes to eat the food, and about 10 minutes for desserts or drinks.