Low-Fidelity Storyboarding and Mid-Fidelity Wireframing Assignment One

Jay'llen Hathman, Dallas Thompson III, and Amber Walker

INFO 691: Prototyping The User Experience

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Table of Contents

Design Product Choices

- Diners can find/see vacant tables and reserve or occupy them
- Diners can browse the menu and enter their order at any time throughout their visit
- Cooks receive orders
- Servers deliver orders when complete
- Diners can signal a need for help at any point in the process
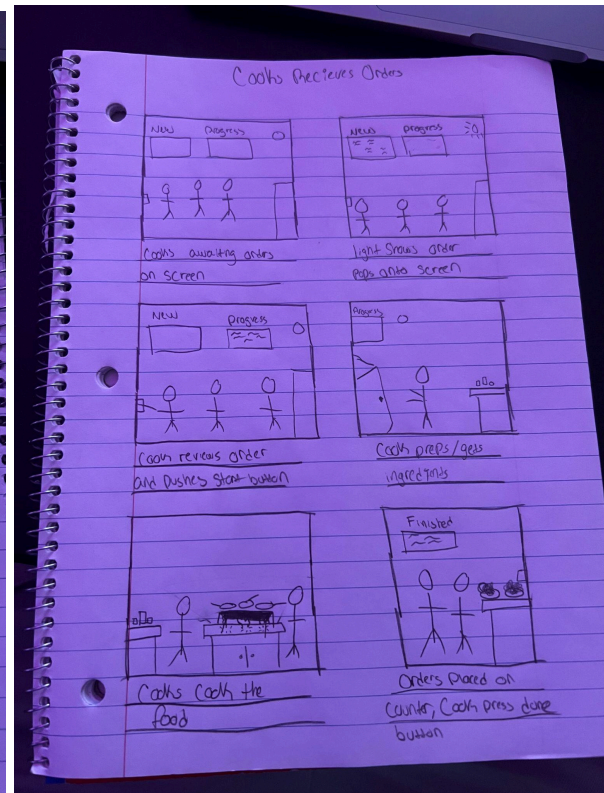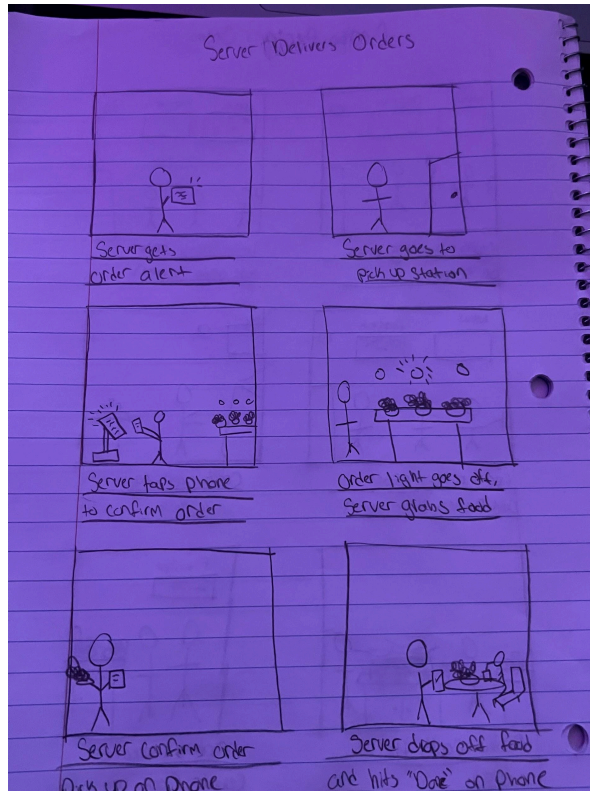- Staff are alerted to tables that need bussing
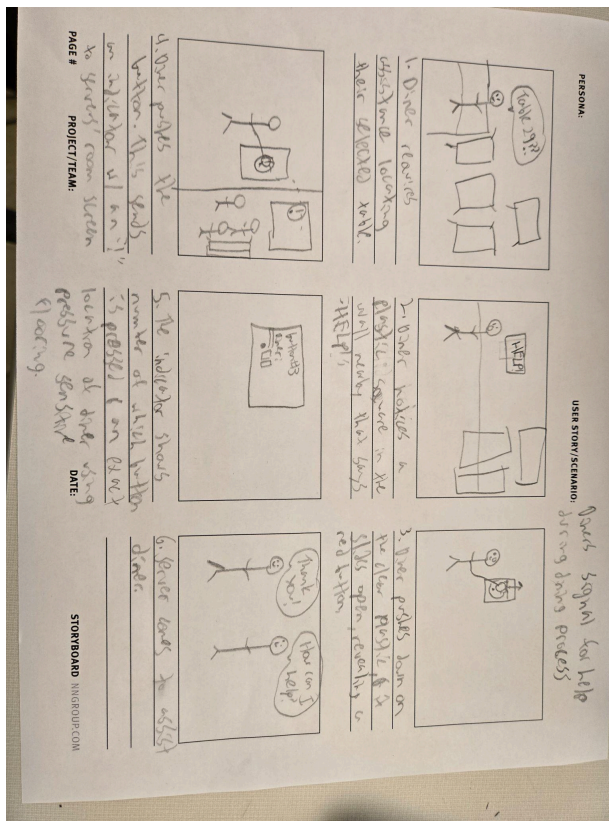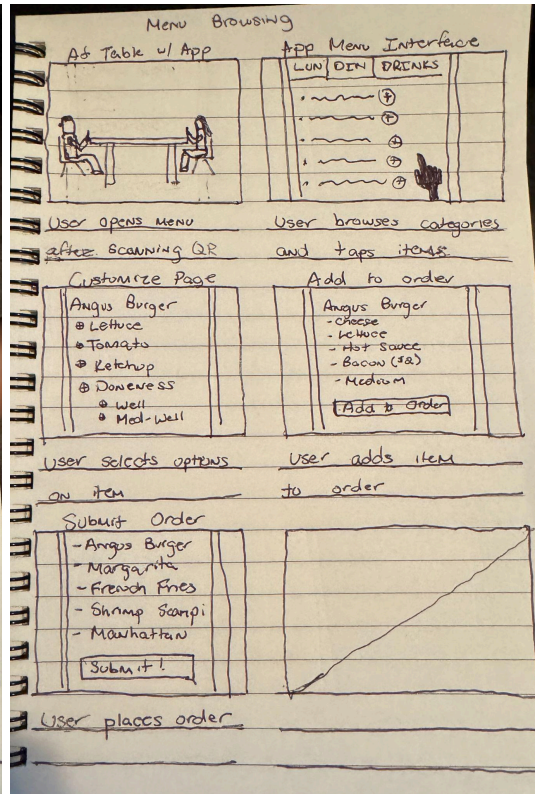
Why We Made Our Choices

Our product creates an interactive experience for all diners in our modern, automated restaurant. We will have an integrated system throughout the restaurant in which users can use their phones and our digital menus to navigate the dining experience. This product's purpose will streamline the dining experience and decrease the typical hiccups diners and servers often experience.

During the process, we wanted to focus on the user experience. We made our decisions based on what we believed would be ideal and less of a hassle to diners. We wanted to design an interface and app that would allow diners to focus on what is most important to them: their food and their quality time with their guests.

User feedback focused on the new experiences having great potential. However, users also expressed concerns regarding the use of an app due to potential added barriers and technical difficulties. Although we moved forward with the idea of utilizing phones and apps, we simplified the app's design and features. We made the function of the app similar to that of delivery services as users are already often familiar with how these services work. If they are unfamiliar with it, we have made the interface straightforward for new users to learn quickly.

Storyboards

Left page: "Server Delivers Orders"

- Server gets order alert
- Server goes to pick up station
- Server taps phone to confirm order
- Order light goes off, Server grabs food
- Server confirm order pickup on phone
- Server drops off food and hits "Done" on phone

Right page: "Cooks Recieves Orders"

- Cooks awaiting orders on screen
- Light shows order pops onto screen
- Cook reviews order and pushes start button
- Cooks preps/gets ingredients
- Cooks cook the food
- Orders placed on counter, Cook press done button

Let diners view vacant tables & reserve/occupy them

Arrival | **Table Availability**

User opens rest. app on phone or scans QR code | User sees live table availability and layout

Table Selection | **Confirmation**

CONFIRMED
- Left front entrance
- Your table will light up slightly

User chooses which table they want | App confirms selection and semi-guides to table

Check-In | **Welcome**

WELCOME!
Here's the Specials
.
.
Other Menus:

User scans light/QR code to signify they arrived | App welcomes user and prompts with menus

Menu Browsing

At Table w/ App | **App Menu Interface**

LUN | DIN | DRINKS

User opens menu after scanning QR | User browses categories and taps items

Customize Page | **Add to order**

Angus Burger
⊕ Lettuce
⊕ Tomato
⊕ Ketchup
⊕ Doneness
  ⊙ Well
  ⊙ Med-Well

Angus Burger
- Cheese
- Lettuce
- Hot Sauce
- Bacon ($2)
- Medium
[Add to Order]

User selects options on item | User adds item to order

Submit Order
- Angus Burger
- Margarita
- French Fries
- Shrimp Scampi
- Manhattan
[Submit!]

User places order

Storyboard Feedback

Several individuals were asked to provide feedback on our storyboards. The overall themes of the feedback included the following:

Pros
- Quick and automated process
- Less awkward or confusing social interactions
- Potential for the experience to be fun or have extra features other restaurants do not have

Cons
- Concerns about having to download an additional phone app just to eat at the restaurant
- Possible technical issues
- Ambiguous directions and functionalities of features

Wireframes

Server gets order alert

Server taps phone on screen to confirm order

Light matches phone to show which order to grab

Server grabs food and click food pick up button

Server delivers food and clicks done button

Screen 1 — Restaurant Home

9:41

Restuarant 1

Appetizers >

Main Courses >

Desserts >

Beverages >

Specials >

Search

Screen 2 — Main Courses

9:41

← Main Courses

Chicken Alfredo ($20) ⊕

Salmon Pasta (MP) ⊕

Shrimp Scampi ($25) ⊕

Birria Tacos ($15) ⊕

Carne Asada ($30) ⊕

Cart 🛒

Search

Screen 3 — Carne Asada

9:41

← Carne Asada   − 1 +

Enter Doneness

☐ Add Fries (+$2)

☑ Fajita Veggies (+$4)

Add to Order

Screen 4 — Cart

9:41

← Cart   (1)

1× Carne Asada

+ Medium

+ Fajita Veggies (+$4)

Subtotal: $34.00

Place Order!