✕ 01_English Breakfast $0.00 **Add**

01_ENGLISH BREAKFAST CHOOSE ONE

12oz_Tea	$0.00	12oz_Latte	$0.00
16oz_Tea	$0.00	16oz_Latte	$0.00
20oz_Tea	$0.00	20oz_Latte	$0.00
32oz_Tea	$0.00	32oz_Latte	$0.00

BI
Black Tea...

Ch
Chai Tea_...

A-
A-K_Hot

Fi

Current Sale ⌄

01_English Breakfast $0.00
20oz_Latte
W, 1/2s,Honly

Charge $0.00

Bubble Tea Sales

Vanilla_Iced, Almond_Iced, Blueberry_Iced, Thai Iced Tea, Chocolate_Iced, Coconut_Iced, Green Apple_Iced, Hibiscus_Iced, HoneyDew_Iced, Kiwi_Iced, Taro_Iced, Lavendar_Iced, Strawberry_Iced, Lychee_Iced, Rose_Iced, Mango_Iced, Red Bean_Iced, Rasberry_Iced, Peach_Iced, Passion Fruit_Iced, Milk Tea_Iced

When I started working at Townshend's Tea their Point-of-Sale system was designed for quick customer interactions and charging customers the correct amount. Tea Tenders would manually write out customer orders on a small piece of paper, and give this piece of paper to whoever was making the drink. I met with the VP of Operations, and explained my vision for how the Point-of-Sale system could be better utilized for the company and at the storefront.

By the end of my internship I had successfully implemented the redesigned interface at the Eugene Tea bar. The storefront manager, after seeing the benefits, implemented the interface at the other Eugene Storefront. Furthermore, when Townshend's introduced an all-natural Bubble Tea's to all storefront they used the same interface design.

Now, Tea Tenders create a virtual order ticket as the customer places their order. This ticket is printed, and moved to the station drinks are made. At a storefront level, this improved service because Tea Tenders can reprint missing order tickets. At a corporate level, Townshend's can use their Point-of-Sale system to understand consumer preferences, and in a Material Resource Planning system.