When I started working at Townshend's Tea their Point-of-Sale (POS) system was designed for quick customer interactions. Tea Tenders would manually write out customer orders on a small piece of paper while using the POS system to just charge the right amount. After finalizing the transaction this piece of paper was passed to whoever was making the drink.

I believed that Townshend's was underutilizing their POS machine. I explained my vision for the POS system to the VP of Operations, and he offered me the opportunity to develop this vision over a summer internship. My vision was for the POS system to print a finalized order ticket at the end of the transaction. Employees could now reprint order tickets, and the data stored by utilizing the POS system in this way would be highly valuable to the Townshend's HQ.

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 all-natural Bubble Tea's to their storefronts they used the same interface design.