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Redesigning Audrey's



Introduction

Initially when approaching our redesign of Audrey's, our group targeted the cafe's drink pick-up system as our main problem. Quickly into our initial observations we found that not only was this issue not very common, but the occurrence was not significant enough that it would greatly affect user-experience nor the business of the cafe. However, as we noticed that the drink pick-up system was *not* a problem, we *did* find a handful of other trending issues. Thus, we concluded that the space of Audrey's does not have one over-bearing problem, but rather a multitude of smaller issues that affects both the customer and the business.

Data Collection

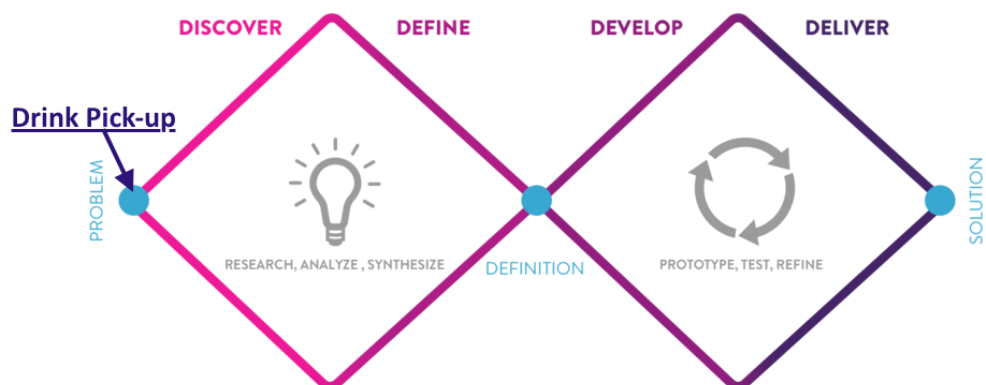
Methodology

To better understand how Audrey's operates, we observed on Sunday, Tuesday, and Thursday of last week. This was so we could see how the space was used on weekends versus weekdays, during busy versus slow periods, such as right after classes end, and throughout different hours in the day, such as an hour before Audrey's opened.

We also conducted 10 interviews with customers and Audrey's staff on Tuesday and Thursday. Instead of asking users to tell us about Audrey's and have them give us a guided tour of the space, we asked them questions that targeted specific issues that we saw during our observations. For example, instead of asking users if they look in the snack baskets, we asked them to list snacks in the baskets, which we used to see whether the placement of the snack baskets was a problem. With certain questions we also did follow-up interviews and questions to get more insight behind certain trending issues, thus we were able to determine why certain areas were problems. We conducted our interviews in groups of two, with one person asking questions and the other recording everything being said by the interviewees. Since we chose to redesign a space, we needed to make sure that we were not choosing multiple customers in a row for interviews, since this would not be a good representation of the customers that go to Audrey's. Because of this, we weren't able to get as many interviews due to the time constraint of the project.

We also used an [online survey](#) to gather more data (92 responses) from both Audrey's customers and UCSD students that preferred other coffee places on campus. We chose to do a survey so we could quickly get a large volume of quantitative data and get more insight from UCSD students on their experience, or lack of, at Audrey's. Because it was an anonymous survey, as a tradeoff, we could not reach out to people to do follow-ups on their answers. However, we asked if the participants worked at Audrey's so this gave us some background information about the subject, which we found helpful when analyzing data.

Data



When we first defined the problem, we thought that the main issue with Audrey's was with the drink pick-up system, with users either forgetting to pick up their drink, taking someone else's drink, or not hearing their name when their drink is ready.

After doing observations, conducting interviews, and releasing a survey, we realized that there were many more problems Audrey's faced than the drink pick-up system. In fact, during the 13 hours we observed Audrey's, we only witnessed one instance when a drink did not get picked up. However, this was due to the same drink being ordered four times in a row by customers and five being made. As we made this realization, we also were able to distinguish six other problems the cafe had: **line dividers**, **baskets**, **middle monitor**, **menu**, **condiment bar**, and **waiting area**.

Line Dividers

From our observations, we were able to conclude that the line dividers were unintuitive because the entrance was not on the side where most customers approached Audrey's from (see Figure 1.0). The line dividers also were not used by many customers when there were few people in line. On the least busiest day we observed Audrey's, 6 customers over a period of 1.5 hours went straight to the register and did not use the line dividers. One of the customers entered the line using the line dividers only to come back out after 2 steps. This shows that the line dividers are useless when Audrey's is not busy and not fulfilling their purpose of being out there. Additionally, our survey had an overwhelming response of people commenting on the line dividers. Participants who liked the line dividers or had no opinions generally described it as "efficient", "okay", and "fine", but participants who disliked the line dividers described the line dividers using more expressive words such as "inefficient", "awkward", "confusing", "long", "excessive", and "cluttered" and much more.



Figure 1.0: Although library traffics naturally towards the right side of the cafe, Audrey's entrance is placed on the opposite side. An inconvenience to some users, based on our results.

Baskets

We also learned through the interviews and survey results that many customers did not know what snacks were in the decorative baskets placed throughout the line. Only 1 of the 10 interviewees could name correctly more than 5 snacks in the baskets and some even named snacks not sold by Audrey's. During the interviews (ex. Cranberries, 'dried grapes'), we also noticed that none of the randomly chosen interviewees bought snacks. Through the survey, we learned that 57% of the participants have never bought a snack at Audrey's. In some of our in-person interviews we followed-up with this observation and realized that the baskets were not that discoverable. For example, people quoted that they "don't notice what's inside the baskets" (male student, customer), and that "most people are staring at the menu when walking up and do not notice the baskets" (female, barista). Thus, we classified the baskets as a problem due to their un-discoverability.

Middle Monitor

From our interviews, we learned that the middle monitor, which featured a different drink each month, was not noticed by most customers. Only 3 out of 10 customers were able to name the featured drink, with 2 of the 3 customers being Audrey's employees. We also learned through baristas that the drink is rarely ordered by customers, showing that the middle monitor acts as wasted space, since it does not serve its purpose of promoting a drink and increasing the drink's sales.

Figure 1.1 June's drink of the month displayed on the middle monitor.

Menu

We learned that people tend to order the same drink at Audrey's, showing the menu's lack of discoverability. Through the interviews, we learned that some users never order a different

drink. One user, who usually orders a vanilla latte, said that he ordered a “matcha two weeks ago because his friend got it and it tasted good.” Another user, who usually orders a chai latte, said that he ordered a “London fog 2 months ago but could not remember why he did so.” 54% of the survey participants also stated that they never order a different drink and from our interviews, we noticed a trend with customers ordering a different drink only when they were recommended, usually by a friend, to do so or when they have already tried the drink in the past. One customer even said that “I don’t know what a lot of the menu items are, so I just stick with what I do know”.

Waiting Area and Condiment Area

We also learned through observations that customers bunch up in the waiting area, causing the area to get overcrowded during busy periods. We also had a multitude of people comment on the waiting. Sometimes, customers end up waiting by the condiment bar when it’s crowded, making it difficult for customers who need to use the condiment bar. Not only does overcrowding create problems for the condiment area, the location of the condiment bar also creates another problem of its own. During our observations, we saw customers complain to the baristas when milk and napkins ran out. This showed that condiments did not get refilled unless baristas did so on their own or were told by customers. The condiment bar is also currently blocked by a pillar, causing the condiment area to be out of the baristas’ view from behind the counter, making it even more difficult to know when condiments should be refilled.

Error Analysis

Since we chose to redesign a space, some of our solutions stem from non-error related issues, this is further discussed in our redesign. We concluded that the majority of errors with the current setup are attributed to spatial relationship between objects and their effect in guiding customer behavior. From the user’s perspective this means increased effort is required to receive, interpret, and react appropriately to relevant information. From a business perspective, this means potentially missed sales and lower customer satisfaction.

Slips

→ **Customers come to Audrey’s to have a ‘coffee shop’ experience, but do not achieve it.**

Overall, when a customer comes to Audrey’s they are expecting to have a ‘coffee shop’ experience. The business also has the intent to deliver this kind of experience. However, from the multitude of problems that we have identified within Audrey’s this hinders the deliverance of this experience. From missing the opportunity to be offered coffee shop snacks and products with the issues of the line dividers and baskets, to having confusion with menu items, to having an ordered drink or item being taken from a customer from confusion in the waiting line, all of the problems we have identified impeded upon the best and most complete experience that Audrey’s could be delivering. Thus, although the customer came to Audrey’s intending to experience a full ‘Audrey’s coffee shop experience,’ there are impeding problems that did not achieve that.

→ **The line dividers become an obstacle when users go around, causing a slip when a user intends to purchase a snack.**

Line dividers are meant to create an orderly line when Audrey's experiences a large influx of customers. The current setup of the dividers prevents a long line from forming, and spilling into the library, but as a trade off, increases the distance a customer must walk if they enter through the dividers. A customer can either walk through the path outlined by the dividers (the pink line) or cut to save time (the blue line). People in the line dividers signify to new customers that they should wait in line. We observed that this typically occurs during the passing periods between classes. When there is no line, the dividers no longer function as an organizational tool, and instead become an inconvenient obstacle, increasing the gulf of execution when the user is trying to place an order. We repeatedly observed users cutting around the line dividers during slow hours. We even observed a customer cut around the line dividers, realize they forgot to grab a snack, and reach over the line dividers to grab an apple. By inadvertently creating an obstacle which customers walk around, the current setup induces a slip, forcing customers who cut the line, but intended to buy a snack retrace their steps.

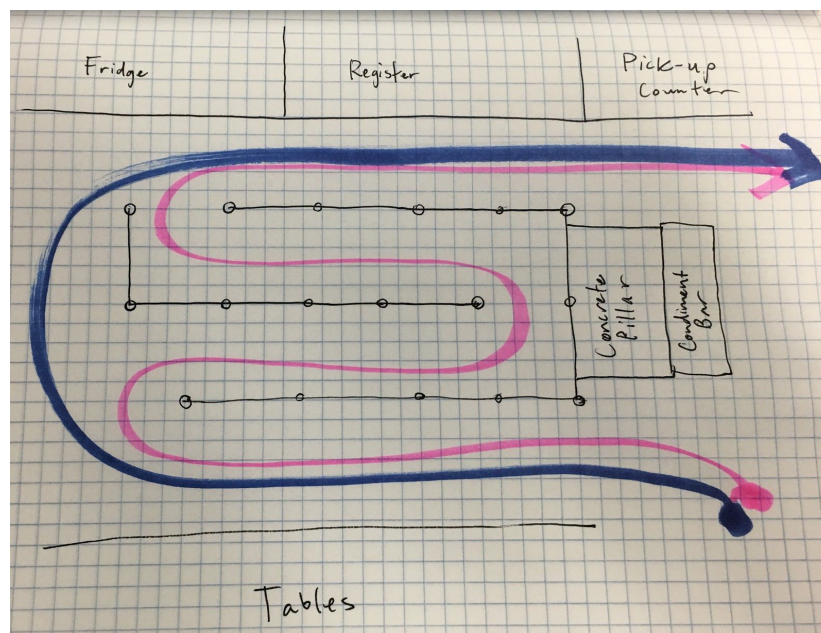


Figure 2.0. The pink line shows the intended flow of the line dividers. The dark blue highlights how customers were observed to 'cut' the line dividers.

→ **The cramped waiting area and aural signifier increases likelihood of drink pick-up slip.** The waiting area is located near the far right counter. Due to the limited space, customers who have just placed their order must wait behind all the people who are still waiting for their order. From our interviews, we learned that customers choose to wait as close as possible in order to reduce the likelihood that they miss their drink. This issue further compounds during peak hours, as people are forced to wait farther from the

counter. Currently an aural signifier alerts a customer that their drink is ready, if the customer is not paying attention or is out of range when the employee calls their name the customer is forced to make their way through the crowd and manually check if their drink is on the counter. Thus, the current design increases the gulf of evaluation when trying to pick up their drink, causing a slip when a customer is not paying attention.



Figure 2.1. The waiting area is extremely small and protrudes into the condiment area.

→ **The cramped waiting area forces customers to unintentionally crowd the condiment bar.** Due to the small window from which orders are called, customers tend to lump together as close as possible to the counter. A concrete pillar and condiment bar are placed directly in front of the pick-up area, turning the area into a small corridor and further reducing waiting space. The current placement of the condiment bar is minimizes the distance the customer must traverse to add condiments to their drinks, but as a tradeoff cramps the overall area. Because customers try to maximize the line of sight with the pick-up window, they are forced to obstruct the condiment bar. Two people we interviewed felt they had no other choice but to wait in this area. Traffic within the area becomes hectic because customers using the condiment bar, pick-up window, and waiting area have their activities constrained to the same area by the space. In addition to causing users to unintentionally block the condiment bar the likelihood of a drink pick-up slip is increased.

Mistakes

Overall we didn't observe any major mistakes. We did not observe any users forming the incorrect goal when moving through the space or ordering. Customers did not report any major mistakes either. There were no 'wrong' intentions being made.

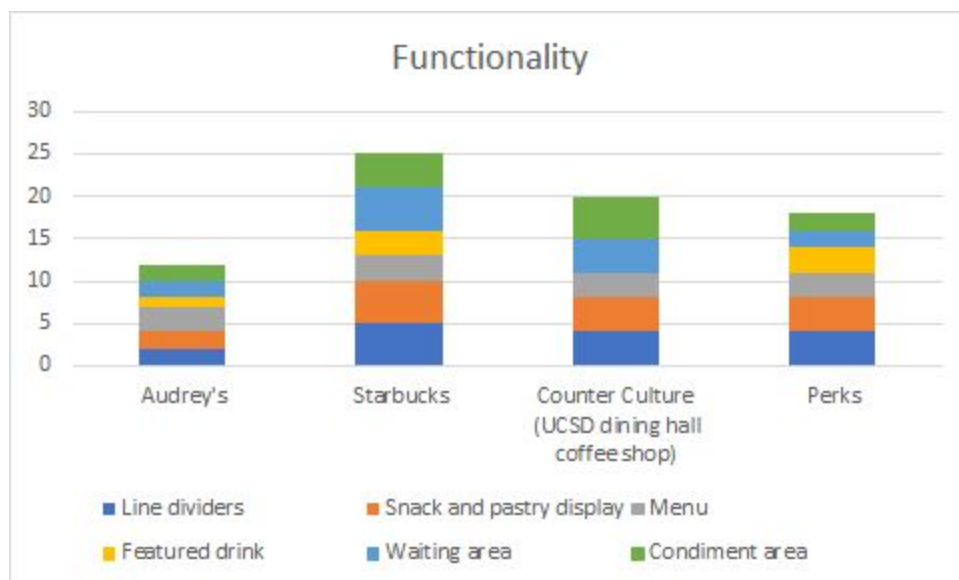
Design Tradeoffs

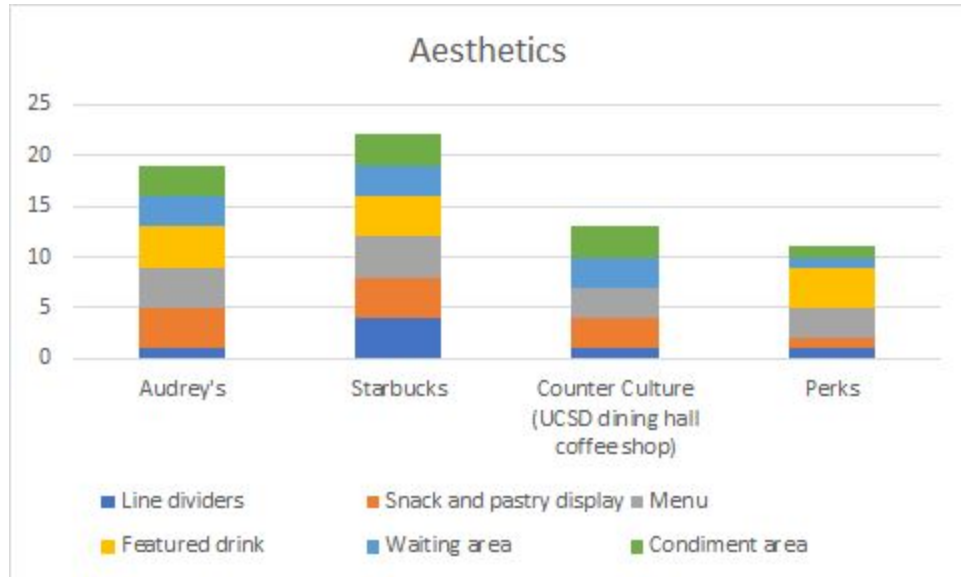
After talking to the manager, we learned that she made the line start on the Northern side of Audrey's so the line would not go into the Geisel East Wing study space when it's long. But by doing this, customers have to walk farther to enter the line and this leads to customers not using the line dividers when there is few people in line. Also, with the current design, the condiment area is right next to the pick-up station, which is more convenient for customers who need napkins, syrup, or milk. This works effectively when Audrey's is not busy, but when it is, it leads to crowding in the area since customers wait either against the wall by the pick-up station or next to the condiment area. It also leads to employees not knowing when condiments need to be refilled since the condiment area is blocked by a pillar and not in the workers' direct view, causing complaints from customers when condiments run out.

Redesign

Design Space

During the redesign phase, we compared functionality versus aesthetics for each of the six problems with Audrey's. We also compared each problem to its counterpart at other UCSD coffee shops, like Starbucks and Perks, for both functionality and aesthetics, as seen below in our two design spaces. We ranked each problem from 1 to 5, with 1 being the lowest score, and a 0 if the problem was not applicable to the coffee shop.





We chose functionality and aesthetics because we wanted each item, like the line dividers, to serve its purpose and give off the homey feeling, which is how the manager wants Audrey's to look. Looking at the design spaces, many of the items in Audrey's do not serve their full purpose, so Audrey's has a low functionality score compared to other coffee shops on campus. Specifically, Audrey's has the least functional line dividers, because many students do not use them when there's few people in line. Unlike Audrey's, the three other coffee shops all have line dividers that are used even when the coffee shops are not busy. Although Audrey's has the lowest functionality score out of the four coffee shops, they have the second highest aesthetics score. This is because Audrey's gives off a homey feeling, from their snack display, which utilizes baskets, to their menus, which you can see a picture of in the final solution portion of the paper below. Currently, there's a negative correlation between functionality and aesthetic, with items decreasing in functionality as they increase in aesthetics. For example, the baskets give off a homey feeling but are out of eye level, so people do not look into it, causing low sales of the snacks. Also, the menu features flowers and uses a nicer font but does not allow for much discoverability, so users are not inclined to try new drinks. Ultimately, we want each redesigned item to be both functional and aesthetically pleasing at Audrey's, which would hopefully better user experience at Audrey's and increase Audrey's sales of both the drinks and snacks.

Final Solution



Figure 3.0. The menu and middle monitor at Audrey's Coffee Shop.

Figure 3.0 shows the menu and middle monitor configuration. The menu clearly fits the Audrey's intention to be quaint, light-hearted, and inviting. However, forcing the menu to take on these aesthetics reduces its functionality (to illustrate potential purchases for customers). Also, one would think that the middle monitor should attract a lot of attention given its size, but our interviews show that only 10% of customers know of the drink as discussed in the data section of this paper. In the photo, the drink is advertised to encourage customers to try something more exciting. While, the display looks nice, our data shows that the monitor does not have a very large presence. The middle monitor is nice looking, but according to our data, its functionality is very low. In fact, we found this relationship with most of the items at Audrey's as shown in the design space below.

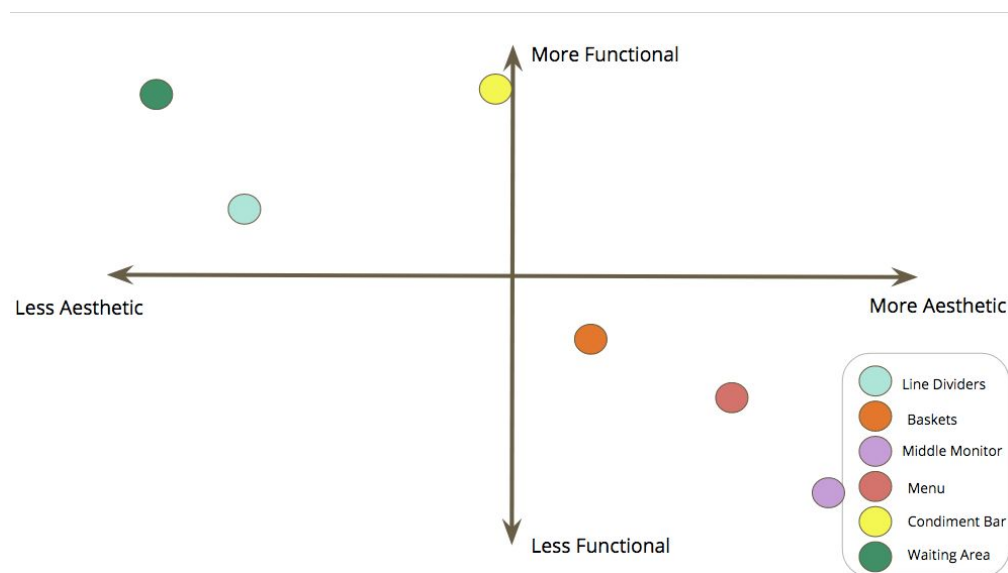


Figure 3.1. Design space of our six problems at Audrey's

Our redesign aims to tackle the top right quadrant of the design space (refer to Figure 3.1). Many customers commented about the overall appearance of Audrey's, and the Audrey's manager pointed out that she likes using the decor to make the Audrey's space homey. We would like the items to still embrace the Audrey's aesthetic while optimizing functionality. We could accomplish this by changing the still image on the middle monitor. Audrey's could display a cycling animation which would hopefully obtain the attention of customers. The middle monitor could feature drink of the month specials, important announcements, barista recommendations, and much more.



Figure 3.2. The middle monitor would now be an animated slideshow featuring important announcements to catch the customer's attention

In general, the menu monitors at Audrey's go unnoticed. In our survey we found that 54.3% of customer's never try other drinks outside their most usual preference. An additional 38% order a different drink only 0-1 times a week. This means a total of 85 people order a different drink 0-1 times a week. Why might this be? A possible explanation is that the menu does not offer enough specificity. When asked what drinks they prefer, customers either said they want something that taste good or something that caffeinated them. We concluded that showing the ingredients of each drink could be useful to satisfy customer's specific needs.



Figure 3.3. The 'redesign' of the menu would include a brief description so the customer would be more aware of the items listed on the menu.

With this kind of menu, customers can cater to their immediate needs. As shown in the design space, the Audrey's menu is aesthetic but it is not helpful for discovering a specific drink that fulfills customer needs. The redesigned menu has a similar style to the Audrey's menu to remain consistent with the welcoming environment. We also added a menu stand at the entrance of the line for people who feel like they need more time to decide on their order.

Figure 3.4. Similar 'featured' menus at Starbucks and Perks.

Coffee shops on campus employ similar concepts. At Starbucks and Perk's coffee at UCSD, they have feature menu items. As shown in the picture on the left, the feature menu items have descriptions of their contents. It appears that both coffee shops employ descriptions to increase the likelihood a customer will buy it, thus increasing functionality. At the same time, the coffee shop still maintains their usual ambiance. This shows that it is possible to install a menu that is both functional and maintains the Audrey's "home-y" environment.

Another object to consider in the redesign is the line divider that leads to the register. Customers that enter the line must make 3 full turns before they get to the register (as shown in the picture located in the introduction). In the words of one of our interviewees the line "[is] like a damn snake line. What's wrong with a straight line? It's not Disneyland." This person was very upset that they had to walk through a long line. Our observations explained why the line dividers are set up like a "snake line." The first is that if the line were mostly straight, then customers would feed into Geisel library. The second is that Audrey's expects customers to look at the baskets throughout the line. Snack baskets are spaced evenly throughout the line to encourage customers to purchase snacks. However, if the line is empty, most customers go around the line dividers and straight to the register. In this situation customers do not even see the baskets. Additionally, if a customer passes through the line then they must weave through the customers behind them to get what they want. We witnessed at least 3 people go back through the line to get a snack they wanted. Additionally, the baskets are out of people's natural field of view. One basket is even at ankle level which makes searching through the baskets unnatural.



Figure 3.5. The middle monitor would now be an animated slideshow featuring important announcements to catch the customer's attention

In Figure 3.5, 6 out of 10 customers are on their phones. This time could have been used to ensure customers look at the snacks. From a business perspective, Audrey's should encourage customers to look at the items in the baskets to increase sales. In our survey, 29.3% of participants said they buy a snack 0-1 times a week and another 56.5% said they never buy a snack. 79 out of a total of 92 people buy snacks 0-1 times a week. When asked to recall some of the snacks in the line, the interviewee listed snacks that were not in the baskets. Overall, the data shows that customers are not purchasing the snacks and that customers are not seeing the snacks.

Our team discovered a way to rearrange Audrey's to eliminate issues created by the line dividers. The Audrey's configuration can be mirrored so that the line is shortened (images shown in the prototype section of this paper). By mirroring the space, the Audrey's line can be shortened and still prevent the line from entering geisel library. Also, the snack baskets have been completely removed. In the prototype, there is a snack section with pastries and snacks on a shelf. The shelf and food area are at eye level so that the items remain in the customer's standing field of view. In this way we keep the same functionality and increase the overall look of Audrey's.



Figure 3.6. The condiment area and waiting area at Audrey's overlap with each other.

The last issue we found with the Audrey's space is condiment and waiting area. The main issue is that both regions merge into one. When the space is crowded we observed that people who are waiting are in the way of others who want to use the condiment bar (which has things like sweeteners and milk). On top of this, the pillar shown in the picture makes it difficult for the employees to determine when contents at the condiment bar are running low. The pillar hides the entire condiment bar from the employee's view. We observed on multiple occasions that a customer must speak to a barista and ask for a refill of the contents. This is particularly a problem when Audrey's is busy because employees are working both to make drinks and refill the condiments.

In our prototype, we moved the condiment bar away from the pillar and waiting area. In this way, when Audrey's is crowded, the condiment bar is not blocked by people waiting.

Furthermore, the condiment bar is in the line of sight of the employees, so customers no longer need to alert them about refilling condiments.

Redesign Tradeoffs

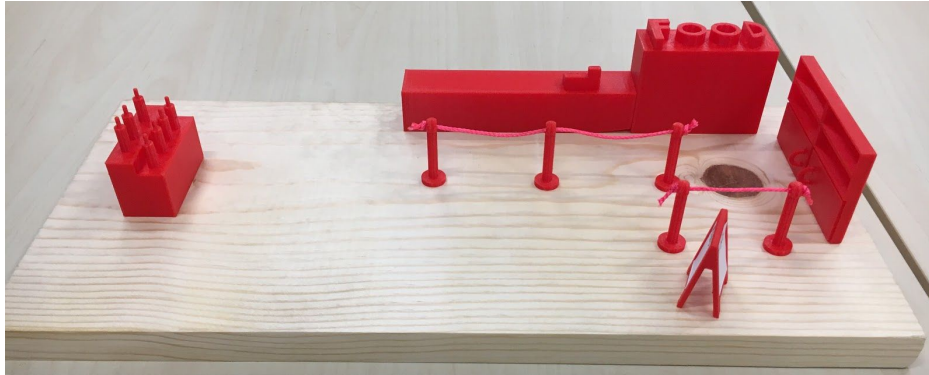


Figure 4.0. Our 3-D printed prototype of Audrey's Cafe.

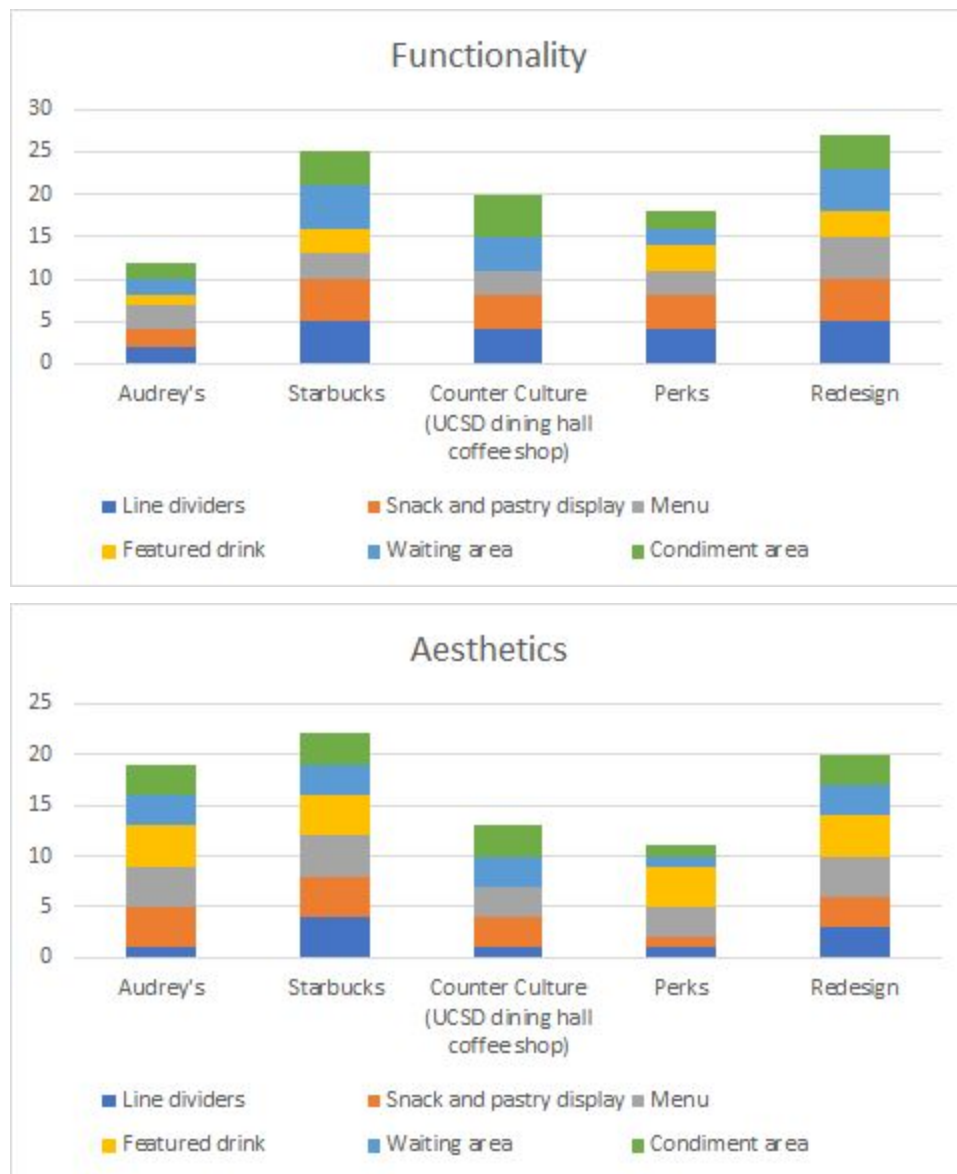
Realistically, it would be difficult to move the pastry display, which is labeled as “FOOD” in our prototype, because it would require remodeling Audrey’s and could be extremely costly. Also, by getting rid of the baskets and using shelves to display all the snacks, we could potentially lose the homey feeling that Audrey’s aims to give customers. Lastly, although the line dividers moves the line away from the main Geisel East Wing study space, the line could still go into the smaller study space to the left of Audrey’s, potentially creating issues between Audrey’s and Geisel Library.

Despite the financial difficulties that comes with mirroring the original setup, the removal of the baskets and the addition of the shelves with all the snacks and pastry in one area could increase the food sales at Audrey’s. By making it more convenient for customers to go through the line dividers and keeping the snacks at eye level, it may make customers more inclined to buy food at Audrey’s. Lastly, by doing a slideshow of the featured drinks and offers, as well as including descriptions of drinks on the menu, may help with increasing sales. Descriptions of drinks will increase discoverability for customers and make them more inclined to try new drinks. From our interviews, we learned that people usually tried new drinks when recommended by friends, so by making one customer more inclined to try new drinks, they could potentially tell their friends the new drinks they tried and liked, leading to more people trying different drinks and increasing sales at Audrey’s.

Other existing designs, such as Starbucks, share similar concepts as our redesign of Audrey’s. For example, Starbucks has a larger waiting area than Audrey’s, so we expanded the waiting area in our redesign to prevent overcrowding and allow customers to wait comfortably. Also, Starbucks utilizes the spaces around the line to display snacks and pastries at eye level, so customers at least notice it when they wait in line.

Overall, our redesign increased in both functionality and aesthetics, as seen below in our design spaces. Audrey’s ranks first in functionality and second in aesthetics. All six items increased in functionality and most items remained the same or increased in aesthetics. The only item that

decreased was the snack and pastry display, because the shelves may not be considered as homey as the original baskets.



Prototype

Preparing to create a prototype, we examined all of the data obtained from our observations, interviews, and survey participants. We wanted to ensure that our prototype was data driven, and ensure that it had the proprietor's best interest in mind. This means we had to be mindful of the expense of remodeling the layout, and be mindful of the general aesthetic the owner would be willing to accept.

From the data, we knew that our users found the line to be inconvenient and/or unintuitive. We also knew that they were unaware of the snack offerings that were available in the baskets because the baskets were not at eye-level, and therefore had poor discoverability. We also knew

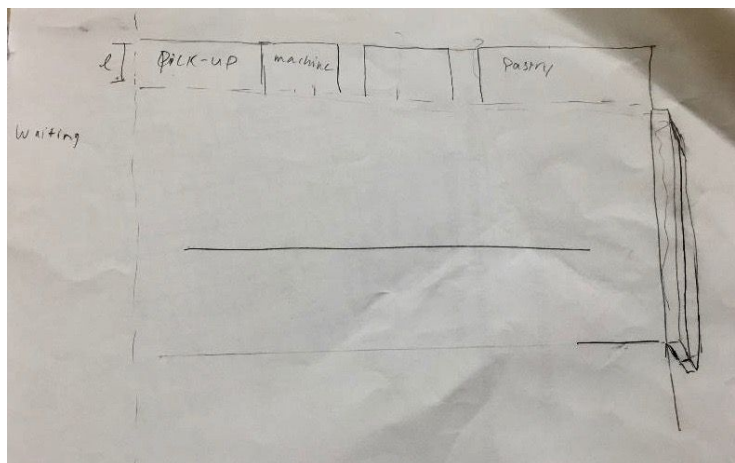
that people were uncomfortable with the waiting area, due to overcrowding during busy hours. Another problem we had learned about was that the condiment bar required user assistance to know when items needed servicing. After inquiring with the Audrey's staff, we discovered that the current solution to this is to have workers check the items every so often, but there are no set times, and it rarely works out to be effective.

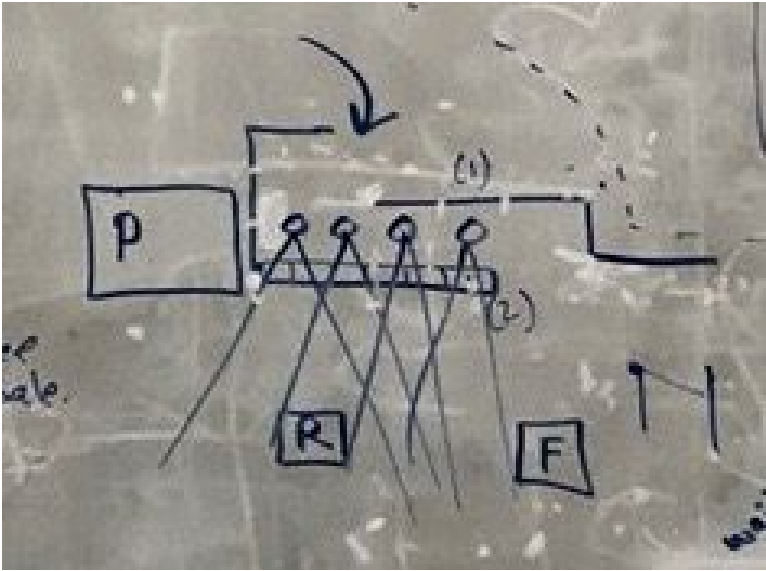
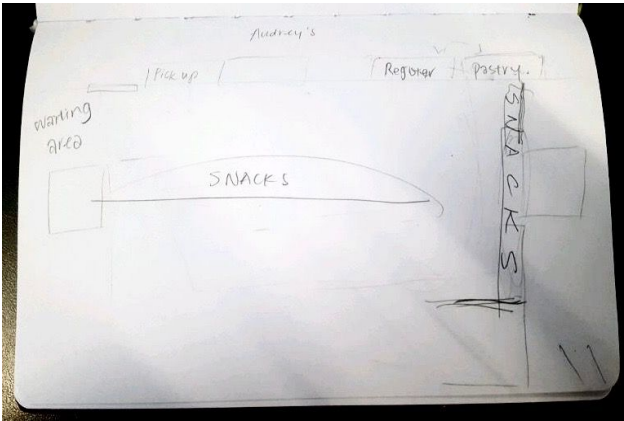
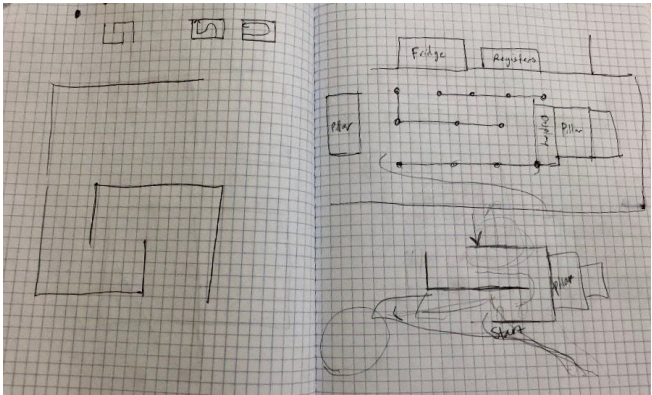
Finally, the data showed us that people didn't really know what was available at the coffee shop in terms of drinks. They didn't understand what went into different types of drinks, or even all the drinks or specials that were available. This created a lack of discoverability for our users. They were unwilling or at least less-willing to try new things, because of their lack of understanding. Although there was a monitor dedicated to showing users what specials were available, it was in between the two menu monitors, and few of our interviewees reported noticing the specials available. The monitor also appears to have low visibility until a user is at the cash register. By that point in time, the user doesn't have the luxury of perusing the menus, but instead should have already made a decision about what they are going to order.

Using our data, we narrowed down the most important issues that needed to be addressed with our prototype, but we also had limited resources, funds, and time. Considering the changes that needed to be made and the limitations mentioned above, it would be very difficult to implement those changes at full scale. In light of the restrictions, we decided to start prototyping by drawing. As a group, we drew on a whiteboard and on paper. This was a very effective team exercise, because ideas offered up by teammates could be built upon or questioned and thought through in a timely manner. Limitations that may be difficult for an idea originator were more easily seen by a group. Likewise, something that may have been seen as a mediocre idea by one or more teammates maybe have been the seed of a great idea that others were able to spot and nurture into a great idea.

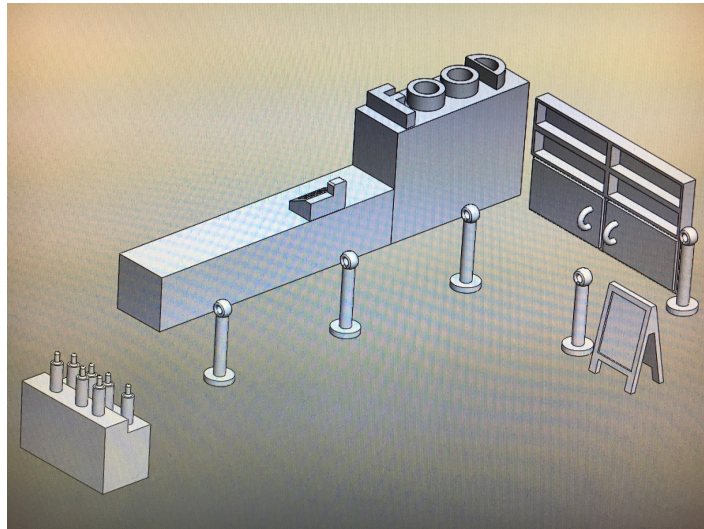
Earlier iterations included ideas like changing the line to enter from the open floor of Geisel, and having snack shelves as line dividers. These ideas were eventually cut because of problems that became evident. For example, line dividers that would have allowed users to see the cash register and menus comfortably would have the snacks lower than eye-level, creating the same original problem. Routing the line back through to the open floor of Geisel would stack the line in the way of people walking through that general area. These are examples of potential problems that could have been created by a new design, but the process of iterating the prototype(s) allowed us to see them and eliminate them before they became a more difficult to repair problem.

Here are some of our early ideas we sketched out:

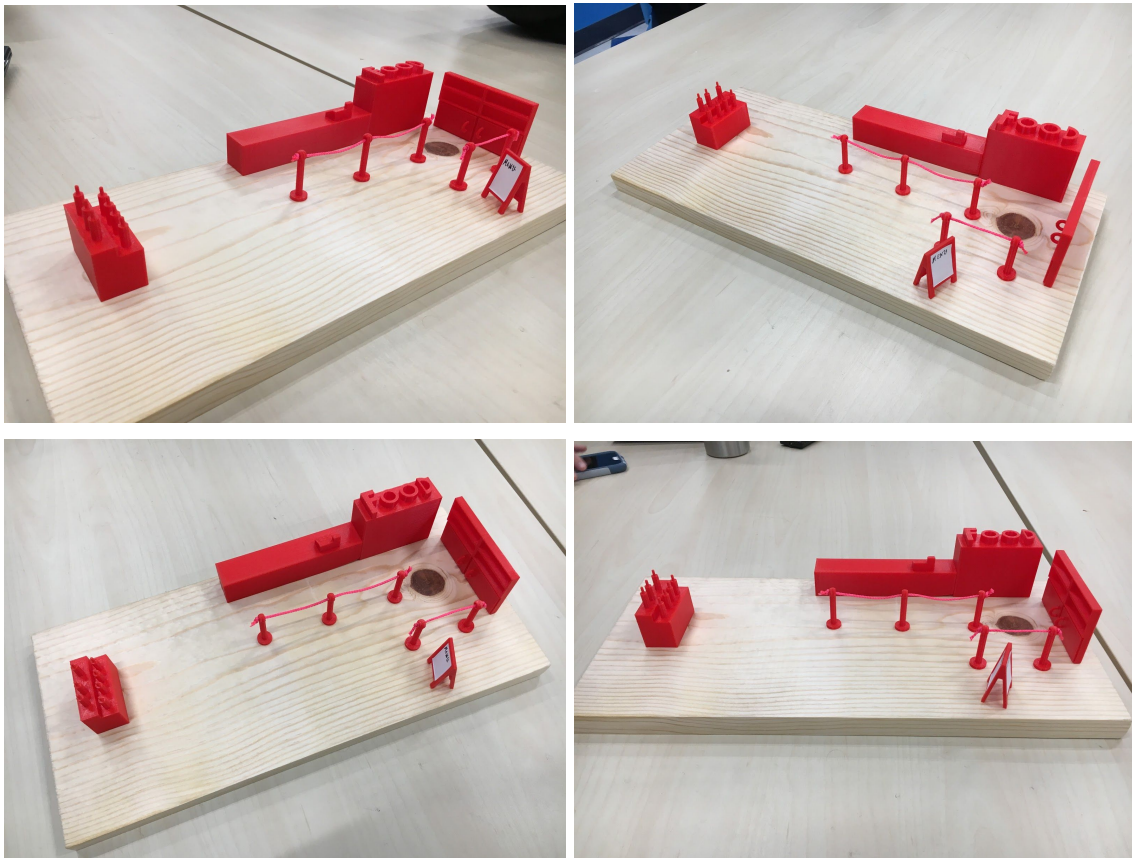




After getting a better idea of what we wanted for the prototype, we decided to prototype everything by modeling it in 3D. We created several 3D CAD model iterations, but were unable to take photos during that process. The image shown here is the final iteration.



After we decided on the final iteration for the 3D CAD model, we 3D printed a physical version so that we had something more tangible to evaluate.



3D printing a physical model was extremely time-consuming. Although we wanted to iterate a few small things, the model was close enough to our sketches and we lacked time to 3D print another model. We also did a very good job of iterating on paper and in 3D CAD prior to printing, which made the 3D print a very nice final iteration.

With the 3D printed prototype, we are able to see an increased likelihood that users will go through the line, and see the offerings available. We have created an affordance of going through the line by making the entrance closer to where the user approaches the coffee shop from the main study area of Geisel East Wing. We have also created an anti-affordance of skipping the line by making the distance from the entrance of the line to the cash register shorter than the distance a user would have to walk to skip the line. A menu and drink special sign situated near the entrance of the line allows users to take their time discovering what they might want to order or new drinks they might want to try. The snacks are now situated at eye-level, increasing the likelihood that users will see them. The prototype also allows us to imagine what enough space might look like between the condiment bar and pick up area to create a better functioning waiting area. And lastly, the condiment bar can now be seen by the staff, making it easier to spot when it needs servicing.

All in all, the 3D model and prototyping process really allowed us to experiment and hone the idea of an improved user experience for Audrey's.

Conclusion

Although we did make a lot of changes in the redesign, there is definitely a lot more room for improvement if we had more time for the project. Due to the financial constraint, we cannot test out some of our redesign ideas, such as moving the pastry display. But we can test out our new idea for the line dividers and move all the snacks to be displayed together to see if this would increase the sales of the snacks at Audrey's. During our data collection process, we interviewed multiple baristas and asked what improvements they would like to see at Audrey's. Many of them had issues with the inside space at Audrey's, but due to lack of time, we mainly considered problems customers faced at Audrey's. If given more time, we can also consider the problems baristas face and redesign the inside space as well. Lastly, for the project, we mainly focused on general things about Audrey's such as the condiment area and not the condiments. In the future, we can analyze the spaces in detail, such as the placement of different condiments, like the syrup bottles, which can get confusing due to similar labels.