Good afternoon everyone. We are the Shifters. My name is Tshego I am a customer. My name is Tapiwa I am also a customer. My name is Litha I am a Manager. My name is Brooke and I am a newly employed teller.

Manager: Good Afternoon Brooke,

Teller: Good afternoon mam.

Manager: I’d like to welcome you to our team. I hope you will have an enjoyable time as member of our café.

Teller: I surely will mam.

Manager: Before you start I am going to take you through our system. The system is very basic and consists of many tabs. Inside each tab you will find a menu of all the food we offer and a description with each food item. Do you follow me so far?

Teller: Yes mam.

Manager: Familiarize yourself with the menu. When a customer wants to order, you select the specified food item and click the add button to save it to their order. If they are ordering a meal you need to select a specific food item and drink and add them to their order. If it is a takeaway, you only need them to pay before printing their receipt but if it is a delivery, you will need to enter the customer’s name, contact detail, residence address and inform the customer who their designated driver and how much their order costs. Do you have everything so far?

Teller: Yes mam.

Manager: Now before you get started let’s register you unto our system. Just enter your name and a password. The system will generate a unique teller ID to you.

\*teller types in info\*

Manager: I hope you have an enjoyable first day with us here at The Shifters café.

Teller: Thank your mam.

\*Manager exit\*

Teller: Good Afternoon and welcome to The Shifters Café. How may I help you?

Takeaway Customer: Afternoon I’d like to order a red velvet cake, chicken burger, Greek salad.

Teller: anything else mam?

Takeaway Customer: No Thank you.

Teller: Your total is ….

\*Customer pays\*receives slip\*exit\*

\*phone rings\*

Teller: Good Afternoon this is the shifters café how may I help you?

Delivery Customer: hi id like …, …, …,

Teller: will that be all?

Delivery Customer: yes, that will be all.

Teller: may I have your name?

Delivery Customer: …

Teller: Contact Details

Delivery Customer: 0123456789

\*cashier makes mistake\*

Teller: Please repeat your numbers

\*numbers repeated\*

Teller: what is your current address?

Delivery Customer: …

Teller: \*repeats everything customer just said to confirm it\*

Teller: your order number is, the driver that has been designated to you is… your order should be ready in…

Customer: thank you.

\*end of day\*

Manager: did you enjoy your day?

Teller: yes, I did.

Manager: please logout before you leave and have a great evening.

\*teller logs out\*

Manager: Let me make an inventory of today’s sales

\*manager does the checking\*accidently exits program\*renters program\*leaves\*