Interação Pessoa-Máquina

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CrewCrodile

Stage 2: User and task analysis

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Problem description:

The current landscape of restaurant management platforms is filled with overly complex and outdated interfaces, making it challenging for users to efficiently manage their staff. Restaurant owners, managers, and supervisors often face frustration when trying to complete essential tasks such as adding, editing, or removing employee information. These platforms tend to be cluttered with unnecessary options, which can cause significant delays and confusion when performing day-to-day administrative duties.

Frequently, these platforms frequently lack intuitive navigation and design, resulting in a steep learning curve, especially for new users or restaurant owners who do not have much experience with digital tools. Users are often required to dig through layers of menus and options to find basic features, wasting valuable time that could be better spent on managing operations and ensuring a smooth restaurant workflow.

In summary, the primary problem revolves around the need for a streamlined, easy-to-use platform that focuses on the core functionalities of managing employee information. Restaurant managers and owners need a system that prioritizes simplicity, efficiency, and clarity, allowing them to manage their staff without the unnecessary complexity often found in legacy systems. The goal is to reduce the time spent on these tasks, minimize errors, and ultimately improve operational efficiency.

User analysis - What user(s) class(es) will this be useful?

The user population for this restaurant management system can be categorized into three main groups:

1. **Restaurant Owners:** These users typically own small to medium-sized restaurants and are deeply involved in day-to-day operations. They manage staff directly, often overseeing recruitment, shift schedules, and general administrative tasks. As owners, they require a system that is intuitive and easy to use, with minimal training. They may not have extensive technical expertise, so the platform must prioritize simplicity and usability. Additionally, owners are looking for a system that saves time and reduces the complexity of managing multiple employees.

2. **Restaurant Managers and Supervisors:** This user class is responsible for overseeing daily operations in one or more restaurant locations. Managers need quick access to employee information, shift schedules, and staff performance records. Unlike owners, managers are more likely to use the system regularly throughout the day, so it must offer efficient navigation and easy access to core functionalities. Since they may manage multiple locations, they also require a solution that allows them to efficiently track and modify employee assignments across various restaurants.

3. **Human Resources Teams for Restaurant Chains:** In larger restaurant chains, HR teams handle the management of a large workforce spread across multiple locations. They need a platform that can accommodate a high volume of employee data and offer tools for tracking shifts, managing payroll, and ensuring seamless operations across different branches. For this group, the system must provide robust reporting

tools and the ability to handle complex organizational structures, such as managing employees who work in multiple locations simultaneously.

Each of these user groups has unique needs, but all share a common goal: to efficiently manage their workforce with minimal effort and maximum clarity. The system should cater to both high-level organizational tasks (like HR management) and everyday operational needs (like shift scheduling and role assignments), ensuring flexibility across different user classes.

Tasks - Examples of tasks

1. **Add a New Employee**
   a. **Objective**: The goal of this task is to allow the user to add a new employee to the system and assign them to one or more restaurant locations.

   b. **Preconditions**: The user must have the necessary access rights (e.g., manager, owner, or HR) to add employees. The system must be connected to the relevant restaurant databases.

   c. **Subtasks**:
      i. Open the "Add Employee" interface.
      ii. Fill in the employee's personal details (name, contact information, etc.).
      iii. Select one or more restaurant locations where the employee will work.
      iv. Assign an initial role or position to the employee (e.g., waiter, chef).
      v. Confirm and save the new employee's information.

   d. **Exceptions**:
      i. The system may prevent the user from proceeding if mandatory fields are left blank.
      ii. There could be issues if the employee is already registered in the system, in which case a warning should be displayed.

2. **Edit Employee Information**
   a. **Objective**: This task allows the user to modify an existing employee's details, such as updating their role, location, or contact information.

   b. **Preconditions**: The employee must already be registered in the system, and the user must have the rights to edit employee data.

   c. **Subtasks**:
      i. Search for the employee using their name or ID.
      ii. Open the employee's profile for editing.
      iii. Modify the relevant details (e.g., contact information, assigned restaurant, role).
      iv. Confirm and save the changes.

    d. **Exceptions**:
        i.   If there are data conflicts (e.g., overlapping shifts at different locations), the system should notify the user and request resolution.

        ii.   If required fields are removed or left blank, the system should not allow saving until corrected.

3. **Assign Employees to a New Location**
    a. **Objective**: To allow the user to assign an employee to a new restaurant location or move them between locations.

    b. **Preconditions**: The employee must already be in the system, and the user must have management rights.

    c.

    Subtasks:
        i.   Search for the employee to be reassigned.
        ii.   Open their profile and navigate to the "Locations" section.
        iii. Select the new location from a dropdown or list of available restaurants.
        iv. Confirm the assignment or reassign them to the new location.

    d. **Exceptions:**
        i.   If an employee is assigned to two conflicting shifts in different locations, the system should warn the user.
        ii.   The system may prevent moving employees if there are unresolved scheduling issues.

4. **Remove an Employee**
    a. **Objective:** This task allows the user to permanently remove an employee from the system, for example, if the employee has left the company.

    b. **Preconditions:** The employee must exist in the system, and the user must have the appropriate permissions.

    c. **Subtasks:**
        i.   Search for the employee to be removed.
        ii.   Open the employee's profile and click on the "Remove" button.
        iii. Confirm the removal, acknowledging any associated data (e.g., scheduled shifts).
        iv. Finalize the removal and update the system.

    d. **Exceptions:**
        i.   If the employee is scheduled for upcoming shifts, the system should notify the user and require reassignment or cancellation of these shifts before proceeding.

Scenario Design

Scenario 1: Adding a New Employee

Mr. Johnson, a restaurant owner, decides to hire a new chef. He logs into the system, accesses the "Add Employee" section, fills in the chef's details, selects the restaurant location, assigns the role of "Chef," and saves the information. The system confirms the addition successfully.

Scenario 2: Editing Employee Information

Ms. Smith, a restaurant manager, realizes that one of her waiters has changed their contact information. She searches for the waiter's profile, updates the contact information, and saves the changes. The system alerts her if any required fields are missing or if there are conflicting shift assignments.

Scenario 3: Assigning an Employee to a New Location

Mr. Brown, a supervisor managing multiple locations, needs to transfer a waiter to another restaurant branch. He searches for the waiter's profile, navigates to the "Locations" section, selects the new restaurant from the dropdown, and confirms the reassignment. The system warns him of any scheduling conflicts before finalizing the move.

Interview Summary

After interviewing three representative users—one from each user class—we gathered the following insights:

1. **Restaurant Owner Feedback:** Owners emphasized the need for a user-friendly interface that streamlines employee management functions like shift assignments and performance tracking. Many voiced frustration with overly complex systems that are time-consuming and inefficient, often leading to mistakes. They highlighted the importance of minimizing clicks and simplifying repetitive tasks like adding new employees or adjusting schedules. Additionally, they requested features for mobile management, allowing for seamless oversight when away from the restaurant.
2. **Restaurant Manager Feedback:** Managers, who are typically responsible for multiple locations or a large workforce, focused on the system's speed and usability. They pointed out the need for rapid task execution, particularly in time-sensitive operations such as shift changes and conflict resolutions. One common pain point was the lack of real-time notifications in current systems, which resulted in scheduling conflicts or missed updates. A key improvement they suggested was incorporating automated scheduling alerts, reducing manual oversight and human error.
3. **HR Team Feedback:** HR representatives managing staff across different branches emphasized the necessity of robust and flexible reporting tools. They require comprehensive data on employee performance, turnover rates, and compliance with labor laws. Additionally, the ability to customize reports for various management levels was a priority. They also recommended integrating the system with existing HR software to streamline data flow and improve scalability as the company grows. Lastly, they suggested that the platform should include modules for onboarding and training, which could help improve employee retention.