HOMEWORK 4

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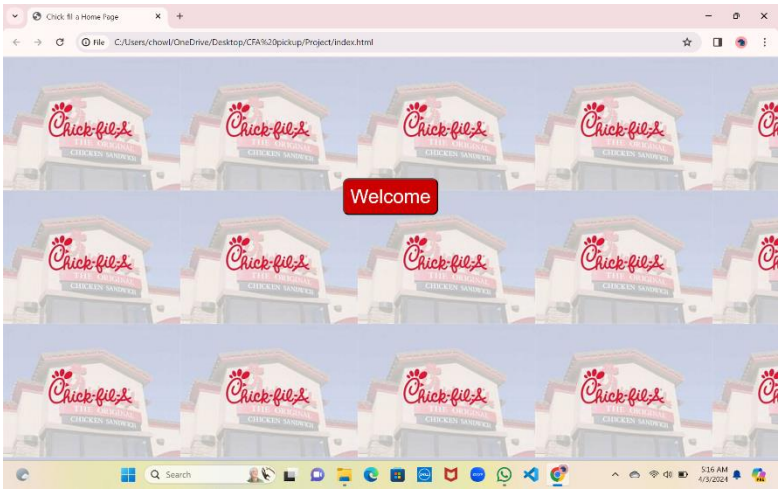
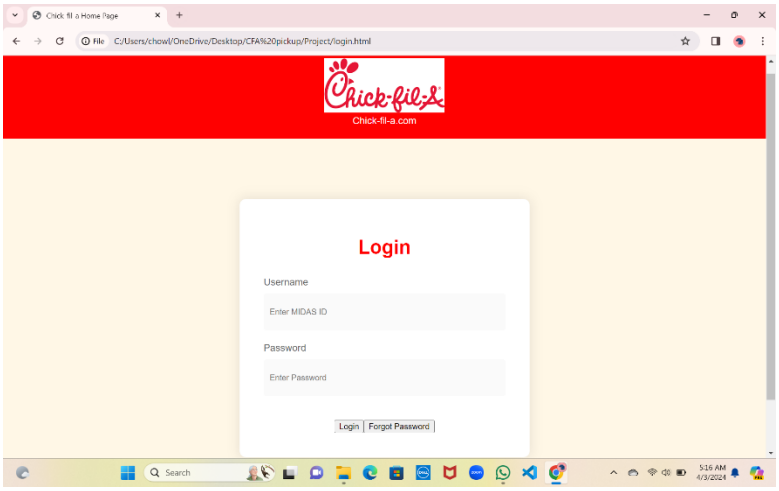
Part 1: Steps of Website development

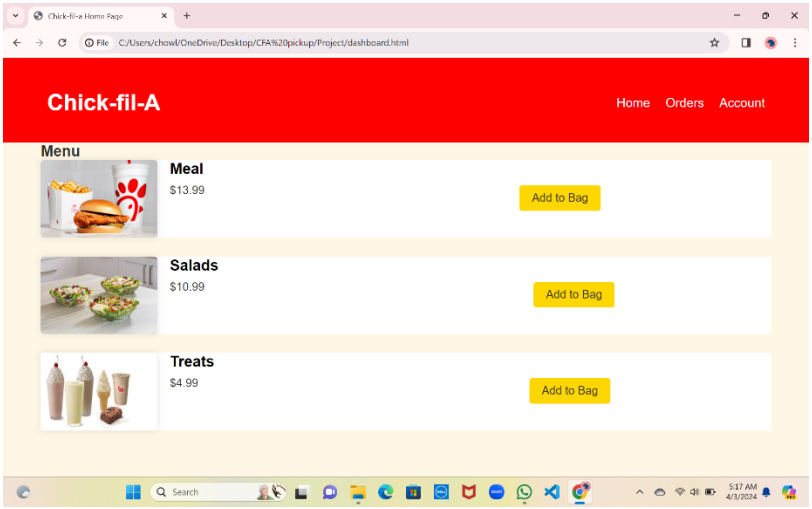
Using HTML and CSS, we developed the homepage of the chick fila with welcome icon which takes to the next page which login.



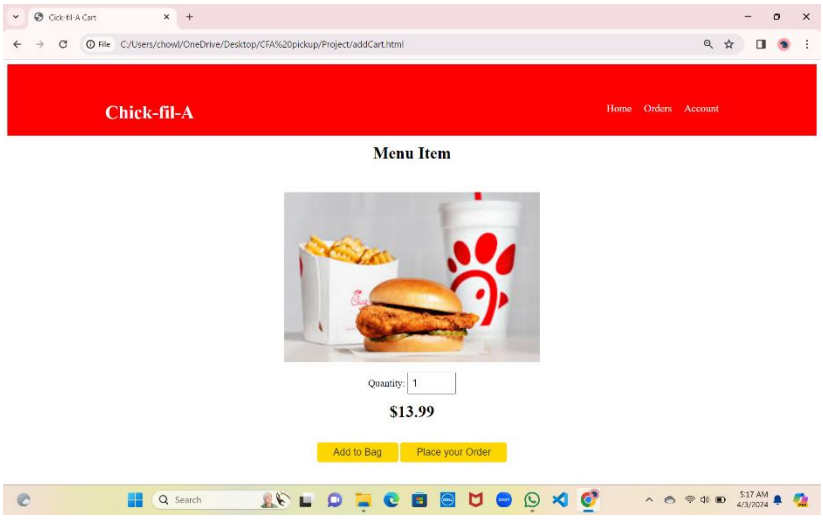
You can login using MIDAS ID as username. You can also change password incase you forgot your password.



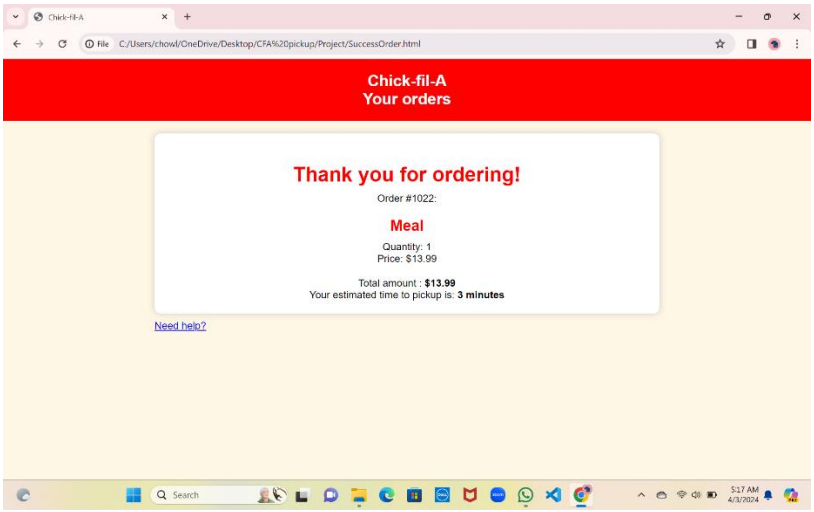
Once logged into Chick fila, customers can see the menu details. Below image shows the menu details like Meal, Salads, Treats. It also displays the price each item. You can add to bag if you are trying to but any of it.



Once you add the items to your bag, it directs to next page where you can add the quantity of how much you are trying to buy. If you are done with adding items to bag, you can proceed to place your order which directs to next page.

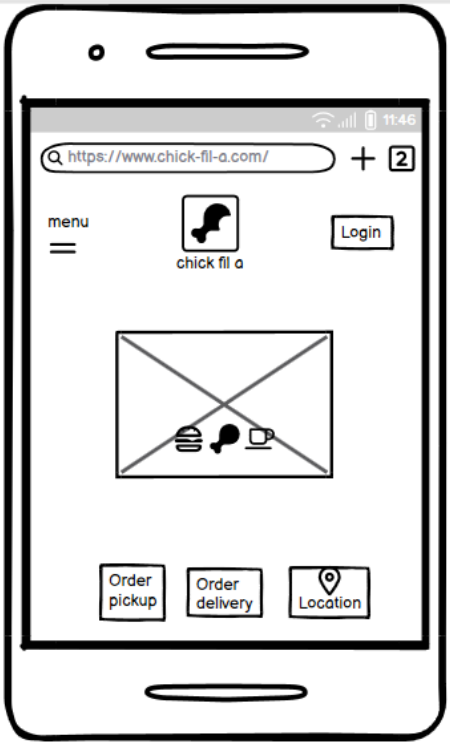


Once the order is placed, it will direct you to status page which shows your order details, amount you paid, your order number and estimated time where you can pick up your order.

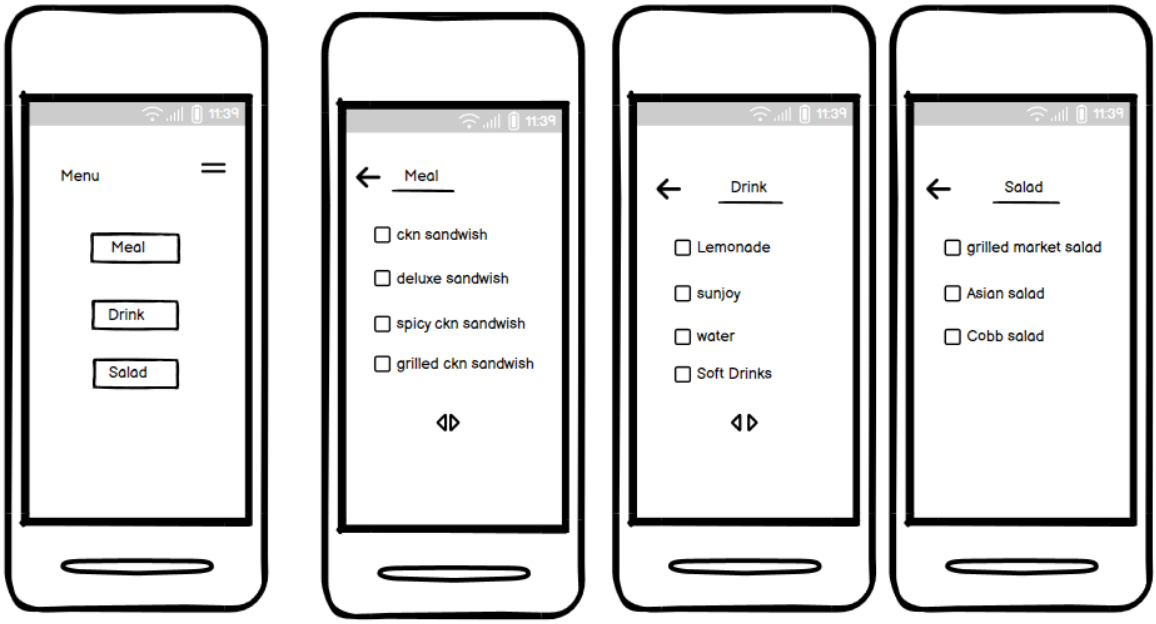


Part 2 : Explantation

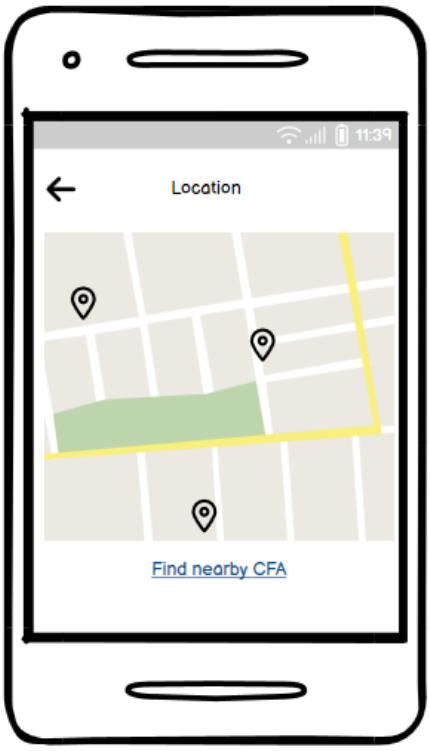
I have chosen this task to generate wireframes. My activity is about placing order at the chick-fil-a and collecting the order when it is ready. Customers have an option to choose from the chick fil a app or from the website those who doesn't use the app. There are a variety of options to choose from the menu as we all know chick fila is the busiest of the fast-food chain the orders we get are numerous which makes the customers to wait for a long time to pick up their order or stay in long queues to get their order picked up even the staff working at the chick fil a gets exhausted due to heavy work and lot of orders. I would like to recommend that the customers must use the app and check for the pick-up time and reach the location when the order is ready to pick up instead of waiting in long lines this will not frustrate customers and employees.



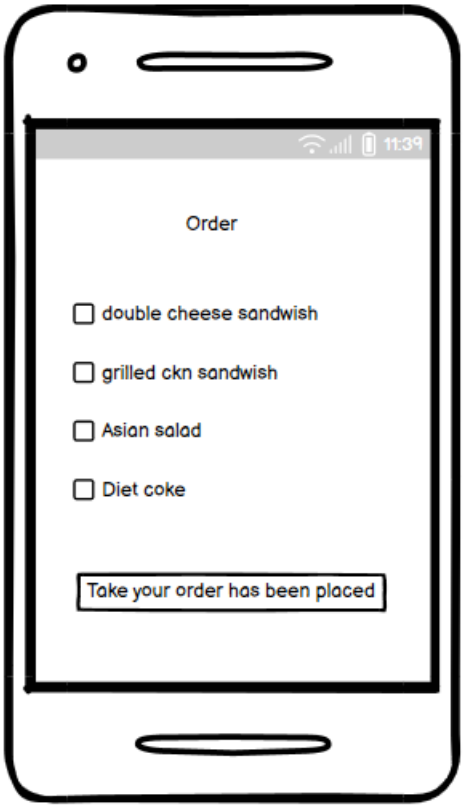
When we see the below wireframe we can see that there are many options to choose from the menu we have separate sections for meals, drink and salad which makes easy for a customer to choose



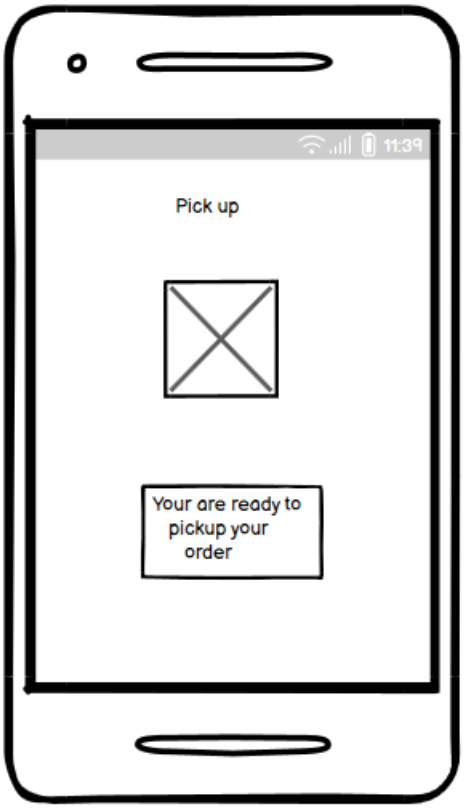
You can choose from the desired location to place your order and setup the pickup location. You can hover over Find nearby which gives you the locations for nearby chick fil a.



After you select the preferred location you can place the order by choosing from the menu and add them to the cart. You can double check your order before placing it. Once your satisfied with the orders you have selected you can place the order and you get a notification saying that your order has been placed



Once the order has been placed and when it is ready to pickup you get a notification on the app saying that your order is ready to pickup this is the time where you can get into the store pick up your order and enjoy your meal.



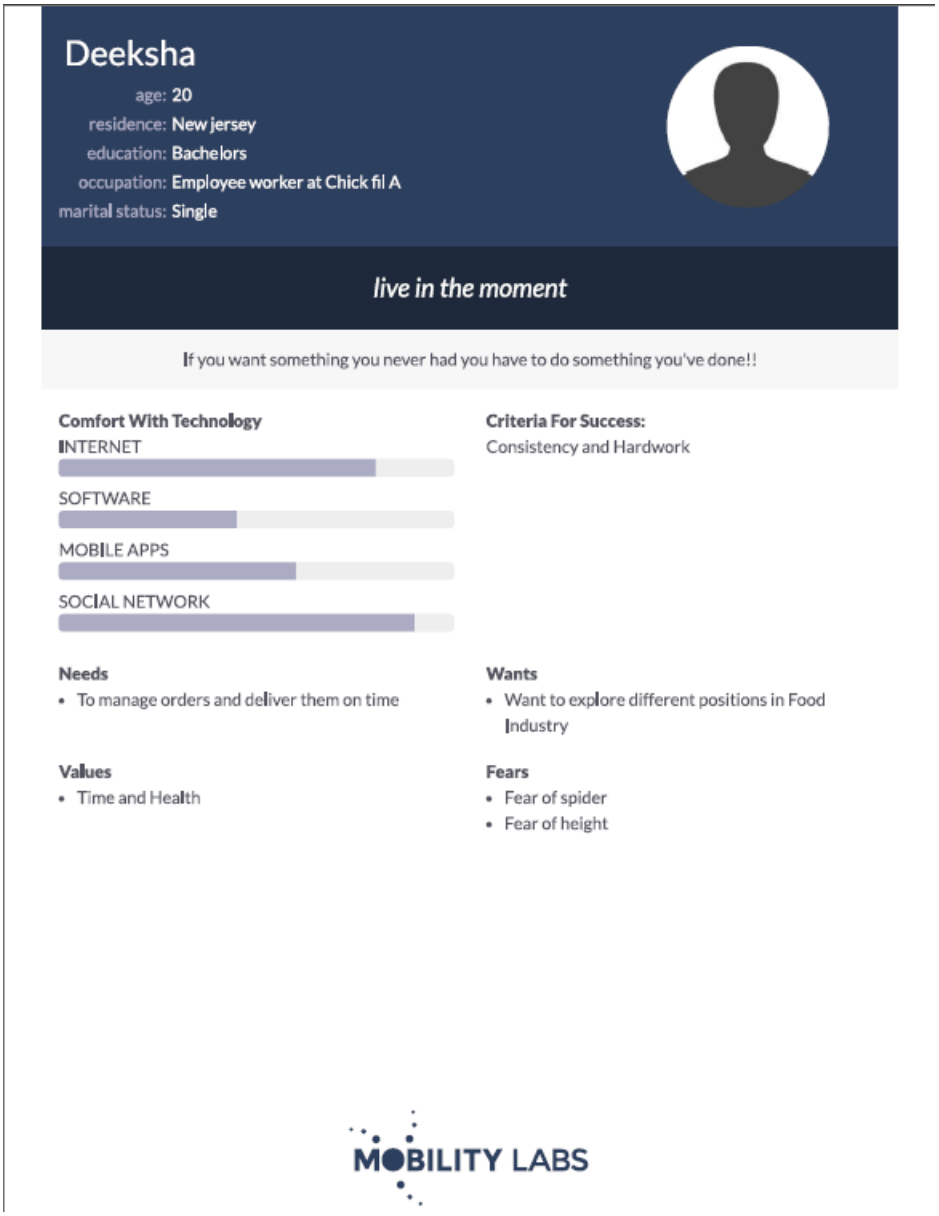
I had a conversation with one of the employee working at Chickfila. She is a 20 year old graduate pursing her bachelors degree. She is part-time worker working at Chickfila. She has told the numerous orders they get each day and how busy it is always and how they manage the orders and deliver on time.

1. They make the orders based on the sequence of order number that way they can satisfy the customers without making them wait for longer hours
2. The app is beneficial for customers as they can pick up the order on time when they get notified when the order is ready to pickup instead of waiting in line
3. They say that customer satisfaction is the highest priority and they divide in teams to work on the order
4. Each employee is been distributed in different sections which makes them to deliver the order on time.

Chick-fil-A

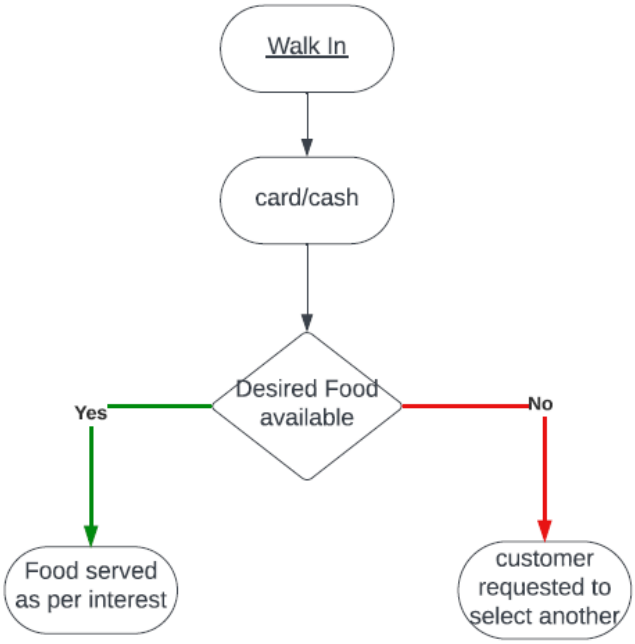
Chick-fil-A

Here is the screenshot of persona of the interview :

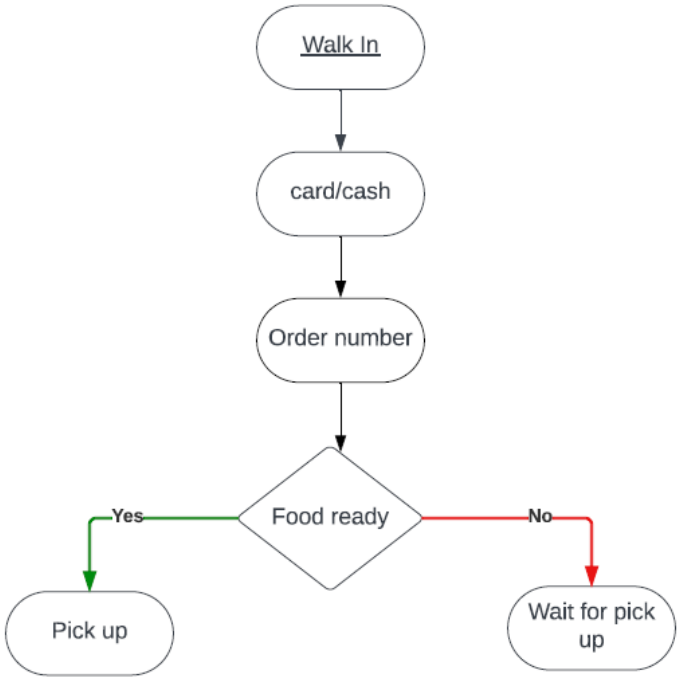


HTA- Hierarchical Task Analysis

Use case diagram of existing system:



Use case diagram for proposed system



Use case diagram: