|  |  |
| --- | --- |
| Profile photo  Bhargav Patel  Restaurant Owner | **Profile Background**   * Age:45 * Running an Indian cuisine restaurant * Interested in trying new technological inventions. * Currently taking food order and seat booking in restaurant through phone   **Aims and Tasks:**  Aim is to get a more efficient technology based solution for seat reservation and food ordering.  Task to do:  Replacing phone based seat booking  And notify when the restaurant fully booked and seats get vacant.  Finding an alternative way for the phone based food ordering by displaying the details, ingredients, and price of the food.  Finding a way for the marketing of restaurant. |
| **Motivations and Worries:**  Motivated to get more effective system convenient for staff &customers.  Technological problem or errors worries the user **Frustrations &Concerns:**  Concerned how the customers and staff adapted to new solution.  To attend phone or deal with customer if the seat is not available and busy at some other work  Passing orders between till and kitchen in busy time.  **Requirements and Expectations:**   * Need an efficient system for the food ordering which help the customer to understand the ingredients and price of the food * Require efficient systems for seat booking it will notify the   customer when fully booked and notify when a seat get vacant. Require a system in which Staff can easily put the notifications.   * Adding more strategies for the marketing of restaurant.   Expecting a convenient system for the staffs as well as customers for both tasks | **Background Scenario:**  Bhargav manages the booking of seats in an 80 seats restaurant through phone or directly when the customer appear in the restaurant and taking food order through phone. Using pen and paper for the order and passing that between people in the till and kitchen which sometime get lost or require more staff more managing the system. On weekend people wait in front of the restaurant for getting seats which is difficult for the customers as well as the staffs to make quick arrangement for the customers in between the serving and other work. |