

Barista Questionnaire:

Could you give a brief of what your job entails?

I am employed as a Barista, so my job is to purely work the coffee machine and make coffees.

Do you ever perform any other roles apart from what is in your job description?

No, I generally have to stick to the machine as the cafe can get quite busy.

Generally, how long does it take you to make a coffee?

I can make a Flat White in about 3 minutes. Most coffees would take about 3 to 4 minutes to make.

What is the most popular coffee that you make?

The most popular coffee would be the Flat White or Cappuccino.

What would be the average time to fill an order including any food?

It would take about 3 to 4 minutes for the coffee, then it depends on the food ordered. If it is something premade then it is just a matter of adding it to the order. Other food items might take 5 to 10 minutes for the kitchen staff to prepare.

Have your hours been affected by the coronavirus pandemic?

Yes, my hours have been greatly affected. People are still buying coffee, but due to the restrictions we are only allowed to offer pick-up at present.

Do you think offering a delivery service would be something that could be viable for the cafe?

I think that would definitely be something the cafe could offer. A couple of customers have even mentioned that they would like a delivery service during the lockdown.

Are there any features for the app that you had envisioned?

Mainly, it would just be good to be able to see all the orders that i need to fill in a clear format. So what orders need attention in a list that is ordered sequentially. That would make filling orders from the app quite easy for me.

When are the busiest periods of the day for the cafe?

7:30 - 9am 11:30am - 1:30pm 5-6pm

What is the general demographic of your customers?

Obviously we get a lot of students, but also many younger and middle-aged people from town. But generally speaking the largest demographic by far is students and university staff.

Do you have any questions or comments you would like to add?

I really hope this app can bring in more business during this difficult period.