

Cafe Manager Questionnaire:

How many people work at your cafe?

There are a maximum of 7 people that work up front, at busy times. There are also several kitchen staff that prepare food items.

There are:

2 Managers

8 total Barista's

6 Register Operators

6 Kitchen staff

Could you give a brief job description for each?

Rotating roster:

4 x Barista's - only make coffee, do not serve customers at registers

2 x Register operators - solely there to serve customers and take orders

1x Manager - can do both tasks but keeps everything running smoothly

2 x kitchen staff - who prepare food

What are the opening hours of your cafe?

7am - 7pm

What do you sell at the cafe?

Coffee, sandwiches, desserts and a variety of seasonal menu items.

Would you be able to provide us with a menu?

Yes

What are the best selling items at your cafe?

Coffee, sandwiches, and desserts.

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

If we could include the student discount into the ordering process of the app i think that would help uptake and make our job easier.

How has the coronavirus affected your business?

We are only allowed to offer pick up at present. The cafe's bottom line is starting to be greatly affected as the volume of sales has dropped by about 50 percent.

Would you be open to offering a delivery service?

Yes, a delivery service would be great given the impact on our business currently. We have thought of offering something like that to areas of the campus, along with home delivery within town.

Are wait times very long for orders?

No, there are multiple machines and several barista's working during busy times.

What is the average wait time for an order?

Under 5 mins for coffee and most menu items. Some items that are not pre-prepared can take up to 10 mins.

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

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

Does your cafe take bookings for events or any other functions?

Yes, we currently take bookings for functions or events for either half or full day options.

What is the general demographic of your customers?

As we are on campus the largest demographic is students and university staff.

Do you offer any discounts for customers, such as students or pensioners?

We offer a 5% discount to any current student that can show a valid student card.

Do any of the items you offer ever sell out during the course of a normal business day?

Items such as bakery items, sandwiches and fresh made items generally sell out on a daily basis.

Does what you offer on your menu change often?

It can change a bit due to the season. This can be down to the availability of fresh ingredients, which in turn means some of the menu items offered change.

We do offer some menu items purely based on the time of the year, such as our Pumpkin Spiced Latte which is quite popular around the Christmas period.

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

With the coronavirus shutdown it would be great if we could get the app up and running with a delivery service. That could help our business out a great deal during this difficult time.