

## Register Operator Questionnaire:

**Could you give a brief of what your job entails?**

I am a register operator for the cafe. My role is to purely serve customers and take their orders.

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

No, the cafe is quite busy, but we are generally well staffed. This allows each member to stick to their assigned roles.

**Do many customers you serve take advantage of student discounts or the loyalty rewards program?**

Yes, probably every second customer is a student who takes advantage of the discount. It would be a similar amount using the rewards program, with about half of customers having their card stamped.

**What is the most popular menu item that people order?**

It would definitely be Cappuccino in the morning and Flat Whites and sandwiches are popular during the busy lunch period.

**Have your hours been affected by the coronavirus pandemic?**

Yes, I am getting a lot less hours. Probably under half per week. We are only offering pick up orders so the amount of business during the lockdown has dropped dramatically.

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

I think that would help the business a great deal during this time.

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

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

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

I do spend a lot of time stamping loyalty cards and checking student IDs. If orders placed on the app could track this so i didn't have to do it when they picked up their order that would make my job a lot easier.

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

Not, really. I just hope the app can increase business during this difficult period.