

Kitchen Staff Questionnaire:

Could you give a brief of what your job entails?

I am a kitchen staff employee. My job is purely kitchen based, and I prepare food items for the cafe. Generally this involves a lot of pre-prepared food that is made before the cafe opens. I do however also make menu items that are made as they are ordered.

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

No, I just stick to food preparation in the kitchen.

Generally, how long does it take you to prepare food items?

We come in about 2 hours before the cafe opens to pre-prepare the deserts and sandwiches. Items that are made to order generally take 5 - 10 minutes per order.

Are many items pre-prepared?

I would say the bulk of the cafes most popular items are pre-prepared such as sandwiches, baked goods and some desserts.

Do you have to prepare many menu items as they are ordered?

There are some popular menu items like burgers that are made as they are ordered.

What is the most popular menu item that you make?

The pre-prepared sandwiches and baked goods are generally the best selling at the cafe.

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

Average order time would be about 5 minutes. Some orders might take up to 10 minutes.

Have your hours been affected by the coronavirus pandemic?

Yes, my hours have been cut back substantially. I'm only working about half the hours I would normally work.

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

That would be great if we could get that up and running. It could help bring back some of the business we have lost during the shutdown.

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?

To be honest not really, as the app doesn't directly affect my work in the kitchen too much. The delivery service would be great if you could get that going though.

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

I hope the app can bring in more business for us during this shutdown period, that would really help the cafe survive.