🧩 流程模型

Problem 6: Peak hour communication difficulties

Problem 3: Language/understanding barriers

Problem 1: Unclear feedback channels

Crowded and noisy environment reduces efficiency

Window communication prone to misunderstandings

Students don't know who to contact

Problem 2: Information delay

Students/Faculty
Dining, Feedback, Complaints

Face-to-face
Verbal communication

WeChat group, Message board, Mini-program
Report issues, Suggest dishes

Canteen Staff
Provide meal service, Cleaning, Collect feedback

App push, Mini-program interface
Send notifications to users, Receive orders

Internal meetings, Walkie-talkie, WeChat group
Report issues, Coordinate resources

Problem 4: Low online platform usage

Problem 5: Poor cross-role coordination

Canteen Manager
Menu planning, Staff scheduling, Handle feedback

Management backend
Publish new dishes, Analyze order data

Poor coordination between cleaning and service staff

Task assignment sheet, Work group
Assign cleaning tasks, Inspect hygiene

Online Platform
Publish notices, Receive orders and feedback

Logistics/Cleaning Staff
Clean utensils and environment, Maintain facilities

Table 1: Roles and Responsibilities Description

Role	Main Responsibilities
Students/Faculty	Primary users of the canteen, responsible for dining, providing feedback, or making complaints through various channels.
Canteen Staff	Responsible for providing meal services at the counter, maintaining order, and initially collecting customer feedback.
Canteen Manager	Responsible for core management tasks, including menu planning, staff scheduling, and handling feedback from all parties.
Online Platform	Serves as the system/tool for publishing notices and receiving online orders and feedback.
Logistics/Cleaning Staff	Responsible for back-end operations, including cleaning utensils, maintaining environmental hygiene, and facility inspections.

Table 2: Communication Paths and Tools/Media Used

Communication Initiator	Communication Receiver	Tools/Media Used
Students/Faculty	**Canteen Staff**	Face-to-face, verbal communication
Students/Faculty	**Canteen Manager**	WeChat groups, message boards, mini-programs
Canteen Staff	**Canteen Manager**	Internal meetings, walkie-talkies, WeChat groups
Canteen Manager	**Online Platform**	Management backend
Online Platform	**Students/Faculty**	App push notifications, mini-program interface
Canteen Manager	**Logistics/Cleaning Staff**	Task assignment sheets, work groups

Table 3: Communication Content/Carrier

Communication Path	Communication Content/Carrier
Students/Faculty ↔ Canteen Staff	Meal ordering requests, immediate service feedback, complaints about service attitude
Students/Faculty → Canteen Manager	Long-term suggestions for dishes, systematic feedback on the environment
Canteen Staff → Canteen Manager	Daily operational issue reports, resource coordination requests (e.g., insufficient dishes)
Canteen Manager → Online Platform	New dish information, promotion notices, order data requiring analysis
Online Platform → Students/Faculty	Official notifications, menu updates, order confirmation information
Canteen Manager → Logistics/Cleaning Staff	Cleaning task instructions, hygiene inspection standards, maintenance work arrangements

Table 4: Potential Communication Barriers

ID	Communication Barrier	Phenomenon Description
Problem 1	**Unclear Feedback Channels**	Students are unsure whether to give feedback directly to counter staff or through online channels to the manager, resulting in feedback not reaching the responsible person.
Problem 2	**Information Delay**	Staff are busy with on-site services and fail to report issues (e.g., concentrated customer complaints about a certain dish) to the manager in a timely manner.
Problem 3	**Language/Understanding Barriers**	Brief and rushed communication at the counter during peak hours easily leads to ordering errors or staff misunderstanding the specific content of feedback.
Problem 4	**Low Online Platform Usage**	Students rarely use mini-programs, causing important notifications (e.g., temporary closure) published by the manager to fail to reach them effectively.

ID	Communication Barrier	Phenomenon Description
Problem 5	**Poor Cross-Role Coordination**	Lack of coordination mechanism between cleaning staff and front counter staff leads to untimely table cleaning, affecting table turnover rate.
Problem 6	**Peak Hour Communication Difficulties**	Noisy environment makes face-to-face communication extremely inefficient, easily causing misunderstandings and customer dissatisfaction.