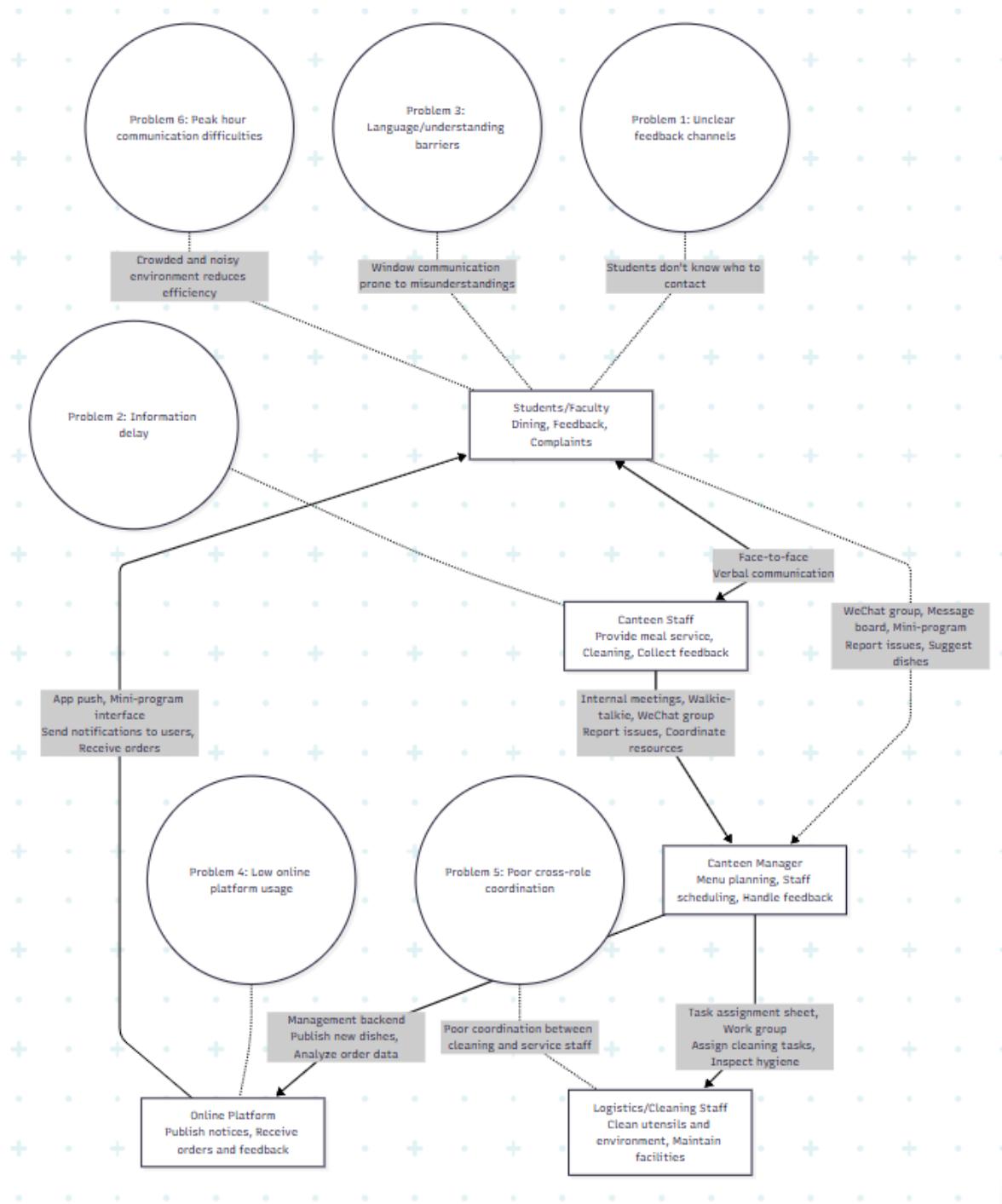


# ❖ Process Model



**Table 1: Roles and Responsibilities Description**

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

**Table 2: Communication Paths and Tools/Media Used**

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

**Table 3: Communication Content/Carrier**

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

**Table 4: Potential Communication Barriers**

ID	Communication Barrier	Phenomenon Description
<b>Problem 1</b>	<b>Unclear Feedback Channels</b>	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.
<b>Problem 2</b>	<b>Information Delay</b>	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.
<b>Problem 3</b>	<b>Language/Understanding Barriers</b>	Brief and rushed communication at the counter during peak hours easily leads to ordering errors or staff misunderstanding the specific content of feedback.
<b>Problem 4</b>	<b>Low Online Platform Usage</b>	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
<b>Problem 5</b>	<b>Poor Cross-Role Coordination</b>	Lack of coordination mechanism between cleaning staff and front counter staff leads to untimely table cleaning, affecting table turnover rate.
<b>Problem 6</b>	<b>Peak Hour Communication Difficulties</b>	Noisy environment makes face-to-face communication extremely inefficient, easily causing misunderstandings and customer dissatisfaction.