

Process Model

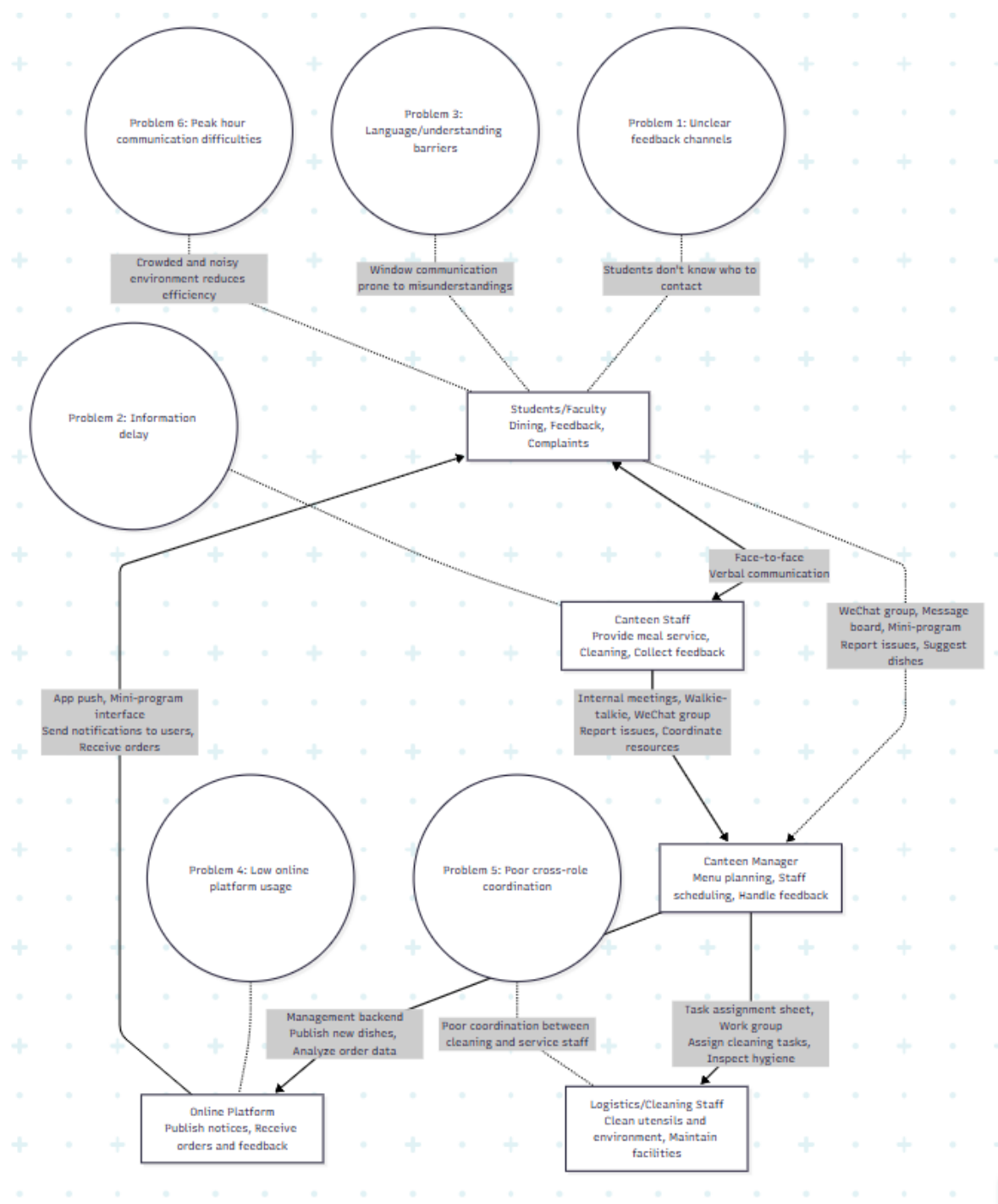


Table 1: Roles and Responsibilities Description

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.