

# Group Proposal

---

PRESENTED BY KAEDE, JIN HUI, DEVANGANA, KIMLIN, VENISE



# AGENDA

---

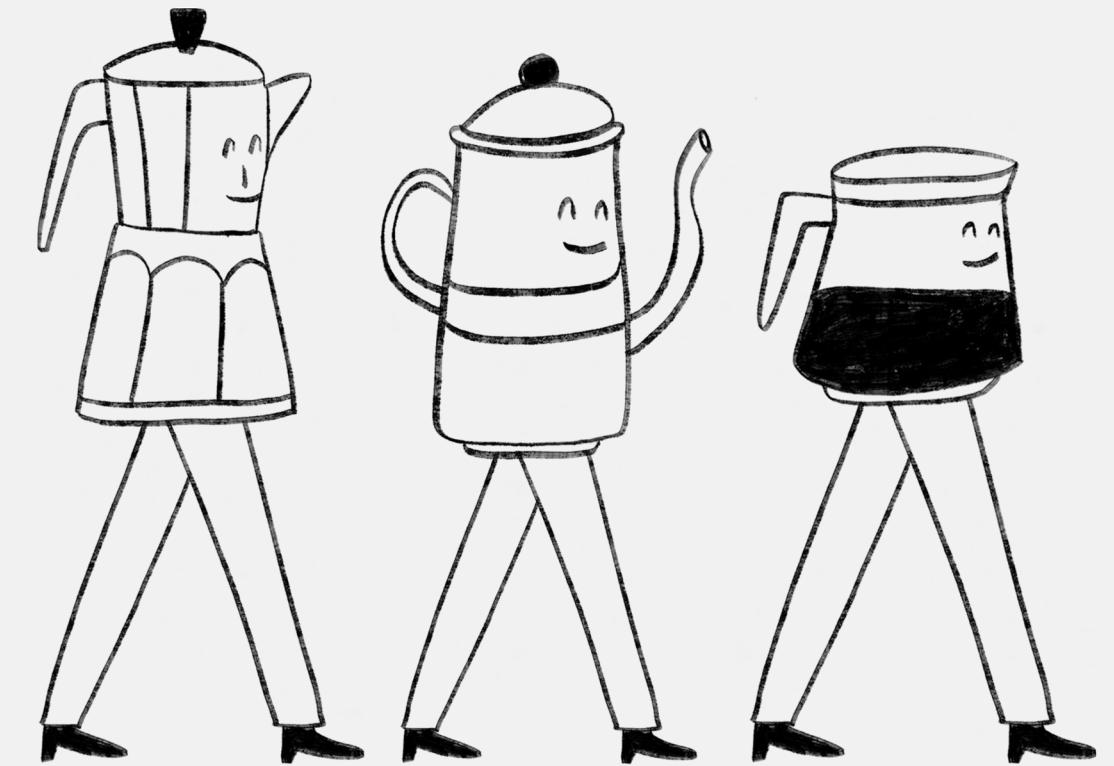


Our Company	o1
Introduction	<u>o2</u>
Simulation Game	<u>o3</u>
E-learning Module	o4
Quiz Module	o5
Story-based Branching	<u>o6</u>
Project Schedule	<u>o7</u>

# Our Company

---

- Thrive Café found in 1987, specialises in serving quality drinks and pastries.
- Customer service plays a crucial role in managing customer satisfaction and loyalty to our café.
- Thrive Café chose to develop a staff training application to train both new and older staff in customer service standards as part of their innovation drive.
- Thrive café aims to improve service consistency, boost staff's confidence, and gain a competitive edge.



# Problems at Thrive Café

---

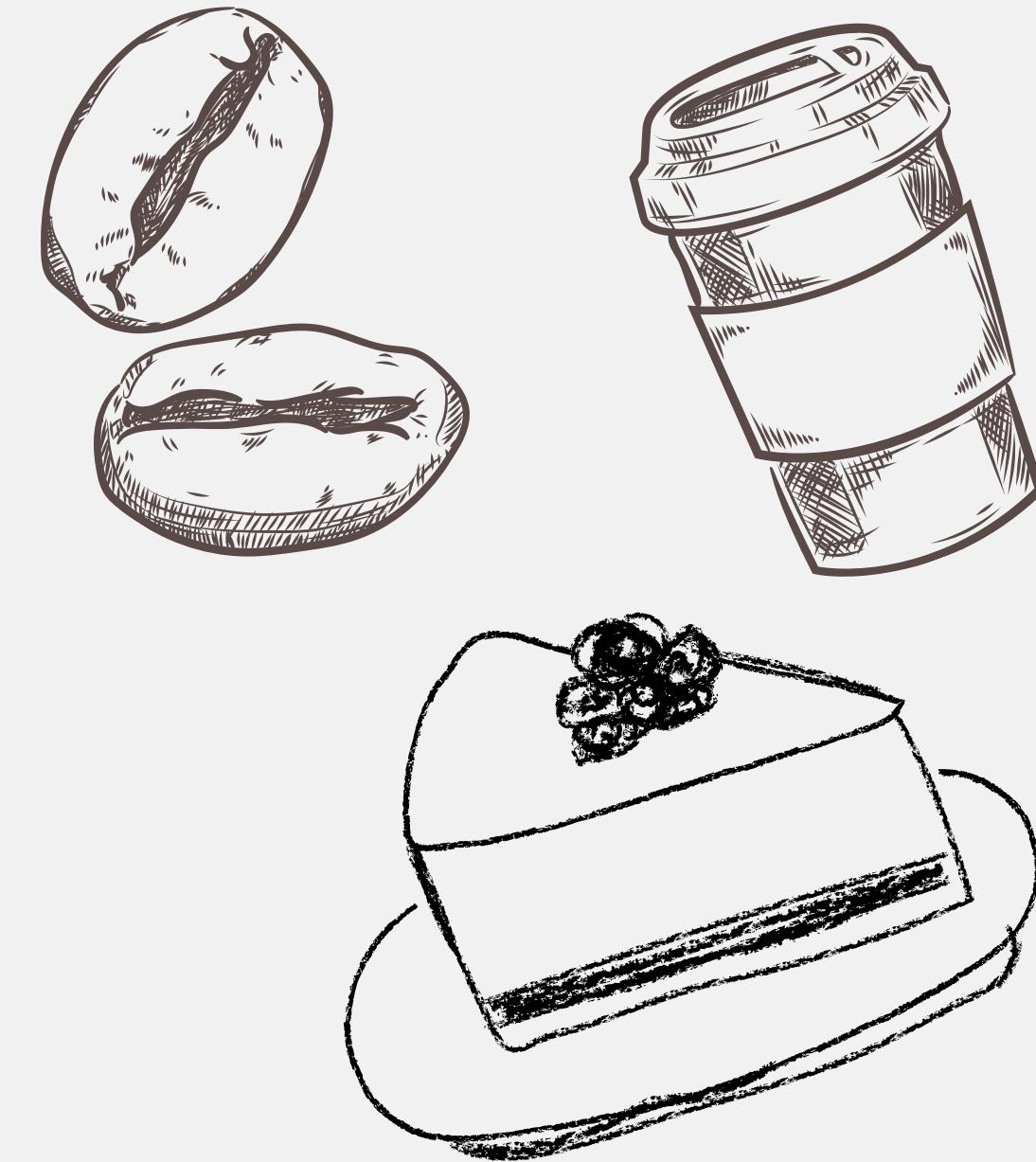
- Training is done casually through spoken guidance or observation.
- Inconsistent customer service as different staff are taught different ways.
- Both new and part-time staff feel unprepared when serving customers.
- No confirmation as to whether the staffs understand service expectations.



# Our Solution

---

- We created an interactive customer service training app on Scratch with step-by-step guides through each module.
- Practices like fun games and e-learning to help staff learn what to do in real situations.
- Quizzes allowing staffs to check their understanding of the content.
- Overall providing a consistent training experience for all staff.



# Why Thrive Café Needs This

---

- A consistent way to train all staff to ensure all staff learn the same service standards.
  - Staff should be able to handle customers confidently in different situations.
  - Customer service quality must remain consistent as the café grows.
  - A digital training app reduces training time, cost, and manpower.
- .



# Purpose of each module

---

- **Introduction of Thrive Café.**
  - Builds a sense of belonging.
- **Simulation game.**
  - Allows staff to practise customer service tasks without affecting real customers.
- **E-Learning module.**
  - Provides consistent and standardized training for all staff
- **Quiz.**
  - Allows the café to check staff understanding and ensure training effectiveness.
- **Story-based branching module.**
  - Prepares staff to handle different customer situations confidently and professionally.



# Introduction module

---

- To give a quick overview of what the cafe is about
- Makes it easier to navigate to other modules



# Main Menu

---

- Welcomes the player into the game
- Allows them to enter the game through the “Start” button



# Introduction page

- Gives the player a introduction to the cafe
- The “Next” button will bring them to the homepage



## Introduction to Thrive Café

Thrive Café found in 1987, is an up-and-coming food and beverages business that places strong emphasis on customer experience and work efficiency. Thrive Café specialises in serving quality drinks and pastries, where customer service plays a crucial role in managing customer's satisfaction and loyalty to our café.

Next ➔

# Introduction *homepage*

---

- Each button will be clickable and leads the player to the first page of each module when clicked.
- Makes it easier for the player to navigate to the different modules
- The home button on the top left will bring the player back into the homepage when clicked.  
( will be found in the other modules at the top left )



The screenshot shows the homepage of the Thrive Café Training website. At the top, there is a light green header bar with a small house icon in the top-left corner. Below the header, the word "Homepage" is centered, flanked by two coffee beans. The main content area has a white background with a light gray grid. In the center, the text "Welcome to Thrive Café Training!" is followed by "Where would you like to start?". Four green rectangular buttons are arranged in a 2x2 grid below this text. The top-left button is labeled "Learning Module". The top-right button is labeled "Quiz Module". The bottom-left button is labeled "Story based Branching". The bottom-right button is labeled "Simulation Game". To the right of the "Quiz Module" button, there is a small illustration of a whisk and a spoon.

Homepage

Welcome to Thrive Café Training!  
Where would you like to start?

Learning Module

Quiz Module

Story based Branching

Simulation Game

# Simulation Game

---

- Gives the staff a digital experience in working at Thrive Cafe.
- Learn the basics of a cashier job.
- Learn how to communicate with customers, complete orders and ensure accuracy in them.
- Learn to communicate with other staff. (Ex.: Bartender)
- Mess up and fix flaws digitally, work in real-time effortlessly.



# Game *homepage*

---

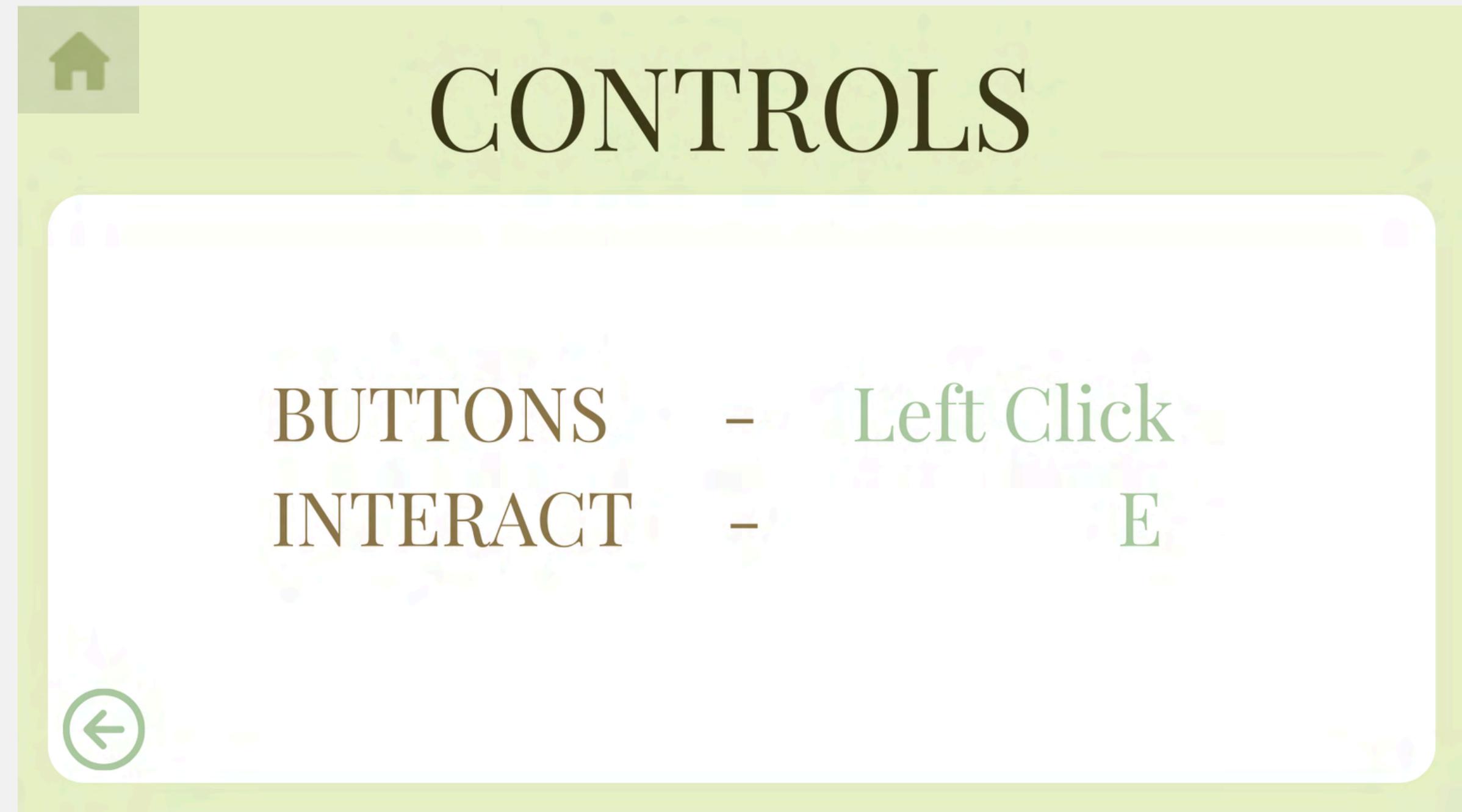
- Each button will be clickable and leads the user to different pages.
- New game will lead them to the selection page.
- Controls will lead them to a small guide on how they will be able to move in-game.
- Main menu will lead them back to the homepage.



# Controls *page*

---

- Gives users who are not familiar to digital games a small guide.
- To click on interactive buttons, use left click.
- To interact with customers, use “E”.



# Main page

---

- There are two different sections.
- Arrow at the bottom left leads them back to the game homepage.
- “Guide: How to Play” sends them to a page with a short introduction of what they will be required to do.
- In the cashier section, they will receive tasks at the start of the game before they enter.



# Guide page

- Users will learn as they go through the games.
- They will always be able to see their tasks during the gameplay.
- To win, they have to complete all of their tasks.
- At the end of their shift, they will get a rating of 1-3 stars (or a bonus of 1) depending on their performance.

## GUIDE: HOW TO PLAY

You will be given objectives related to your job.

### TASKS:

- Different tasks.
- Listed in the box on the left of your screen after you click “Start”.

### HOW TO WIN:

- Complete all tasks.
- Get a total of 3 stars at the end of your shift.

# Cashier game page

- Tasks are listed in the top left corner.
- Question button will lead the player to a page where they can understand the game mechanics better.
- There will be 1-3 times where user will be required to calculate how much the customer has to pay.
- Use the calculator button to open up a separate page for the calculator.



# Cashier game page

- Timer counts down at the top right.
- Settings button leads user to a page where they can go back to the main page, check their controls or exit back to the homepage. (Page in development, won't be shown yet)
- “TIPS” Jar mechanic will be explained later.
- “hide” button hides the tasks for a cleaner gameplay.



# Cashier Guide

- Gives the player an overview of what to do.
- In order to serve, they are required to click one of the food items beside the tip jar and drag it to the customer.
- Red arrow at the right leads them to a page where they can request a drink from the bartender.  
(Collaboration example)

The screenshot shows a game interface titled "WHAT TO DO:" with a question mark icon. It includes several interactive elements:

- A green icon with a fork and spoon: Click and drag the correct food item to serve.
- A red arrow icon: Request the bartender to create a drink.
- An orange person icon: Click on "Reply ...." Choose the correct response.
- A green tip jar icon: When this symbol appears, click to accept the tip.

Background text and icons include "BONUS: Select every correct dialogue", "hide", "Can I have a croissant?", and a green arrow icon in the top right corner.

# Cashier Guide

- During the game, there will be customers that ask questions or interacts with the player.
- In order to respond, click the “Reply . . .” bubble that shows up when they ask.
- To get tipped, that symbol will appear above the tip jar. It will disappear after 3-4 seconds. (Raises player's awareness)

The screenshot shows a game interface titled "WHAT TO DO:" in large, bold, dark letters. Above the title is a question mark icon in a speech bubble. Below the title, there are several interactive elements:

- A green circular icon with a fork and spoon inside, labeled "Click and drag the correct food item to serve."
- An orange circular icon with a red arrow pointing right, labeled "Request the bartender to create a drink."
- A red person icon with a speech bubble, labeled "Click on ‘Reply . . .’ Choose the correct response."
- A green circular icon with three dollar signs inside, labeled "When this symbol appears, click to accept the tip."

At the top of the screen, there is a toolbar with icons for "BONUS", "Select every correct dialogue", "hide", and a magnifying glass. A watermark in the background says "Can I have a croissant?". In the top right corner, there is a green circular arrow icon.

# Task One Guide

- Serve!
- Click and drag the correct item (bottom left, croissant) to the uncle.
- Player initially receives three chances to drag the correct item to the customer.
- Chances disappear after the third customer.
- Customer will respond delightedly or angrily depending if player gets their order right.



# Bonus Guide

- Click on “Reply ...” to respond to the customer.
- If you take too long to click it, they will walk away. (After 10 seconds)



# Bonus Guide

- There will be three options for the player to choose.
- Selecting the wrong one will drive the customer away.
- Selecting the right one will make the customer satisfied, however they would usually say “I’ll think about it, thank you!” instead of ordering.



# Request Guide

- A customer will request coffee, tea or water.
- Click on the red arrow to request.



# Bartender Guide

---

- Initially, the player will be given three choices of drinks.
  - Coffee, tea and water.
- After the selection, the player will be given the options to take the drink or request another one.
- Only request another if the order was wrong.
- However, if the player requests the wrong one again, the customer will leave.



# End of Game

- Once the timer runs out or you have completed every task, your shift will conclude.
- Top image shows that your shift has concluded. The stars indicate if you have finished every task or not.
- Completion of all tasks in time is easy to get, as long as you get 2 out of 3 tasks done, you will get it.
- If you complete everything including the bonus, you get an extra blue star.



# End of Game

---

- You get two options below the stars.
- Player can choose to play again or return to the main menu.



# Purpose of the E-learning module

- 
- Teach new staff the basics of proper customer service
  - Ensure consistent training for all staff (greeting customers, taking orders, handling requests, managing complaints)
  - Allow staff to learn at their own pace before starting work
  - Build confidence in a safe, low-pressure environment



# E-learning *homepage*

- Each button is clickable and leads the staff to its respective lesson.
- Those buttons are arranged in a simple grid.
- Helps first-time users easily locate and enter their desired training topic.

**E- LEARNING MODULE**

Welcome to Thrive Café Training!  
Select a lesson to begin learning.

Lesson 1:  
Greeting Customer

Lesson 2:  
Taking Orders

Lesson 3:  
Handling Requests

Lesson 4:  
Managing Complaints

# E-learning *lesson page*

---

- All lessons will share the same interface.
- The main content for each lesson appears in a panel.
- Visual icons/characters will reinforce the behaviours being taught.
- “Back” and “Next” buttons allow users to navigate between lesson pages smoothly.

The image shows a screenshot of an e-learning lesson page. At the top, the title "LESSON 1: GREETING CUSTOMER" is displayed. Below the title, there is a photograph of a restaurant interior where a staff member is interacting with a customer. A speech bubble with a smiley face is overlaid on the image. To the left of the image, there is a text box containing the following text:  
Eg of wordings : “A good greeting creates a positive first impression. Always smile and use a friendly tone when welcoming customers.”  
At the bottom of the page, there are two navigation buttons: a green "Back" button with a left arrow icon and a green "Next" button with a right arrow icon.

LESSON 1: GREETING CUSTOMER

Eg of wordings : “A good greeting creates a positive first impression. Always smile and use a friendly tone when welcoming customers.”

Back

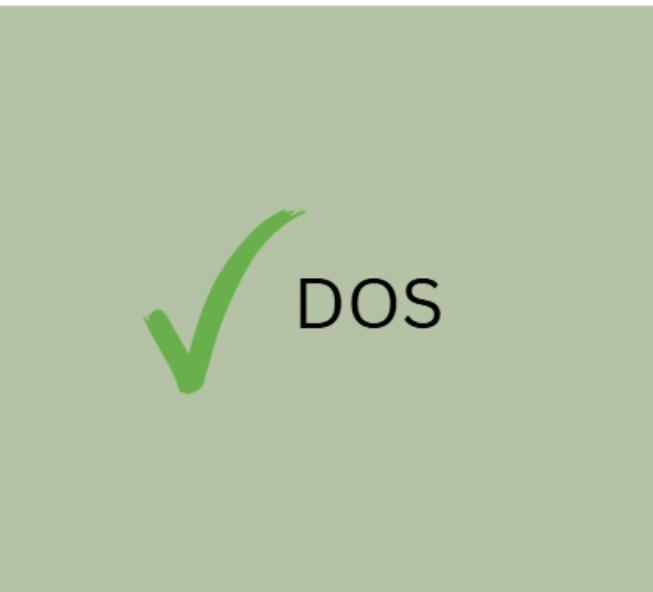
Next

# E-learning *do's & dont's*

---

- Users can tap on either “Do’s” or “Don’ts”.
- The rectangle will flip to reveal the selected content.
- This allows learners to explore correct and incorrect behaviours interactively.

## LESSON 1: GREETING CUSTOMER



← Back

Next →

# E-learning summary

---

- Shows key takeaway points from the lesson.
- Helps learners review what they have learned.
- “Return to Homepage” button allows users to go back to the main menu.



LESSON 1 COMPLETE !

## You have learned:

- 1 How to greet customers warmly
- 2 Using a friendly tone and body language
- 3 Making customers feel welcome

[RETURN TO E-LEARNING HOME](#)

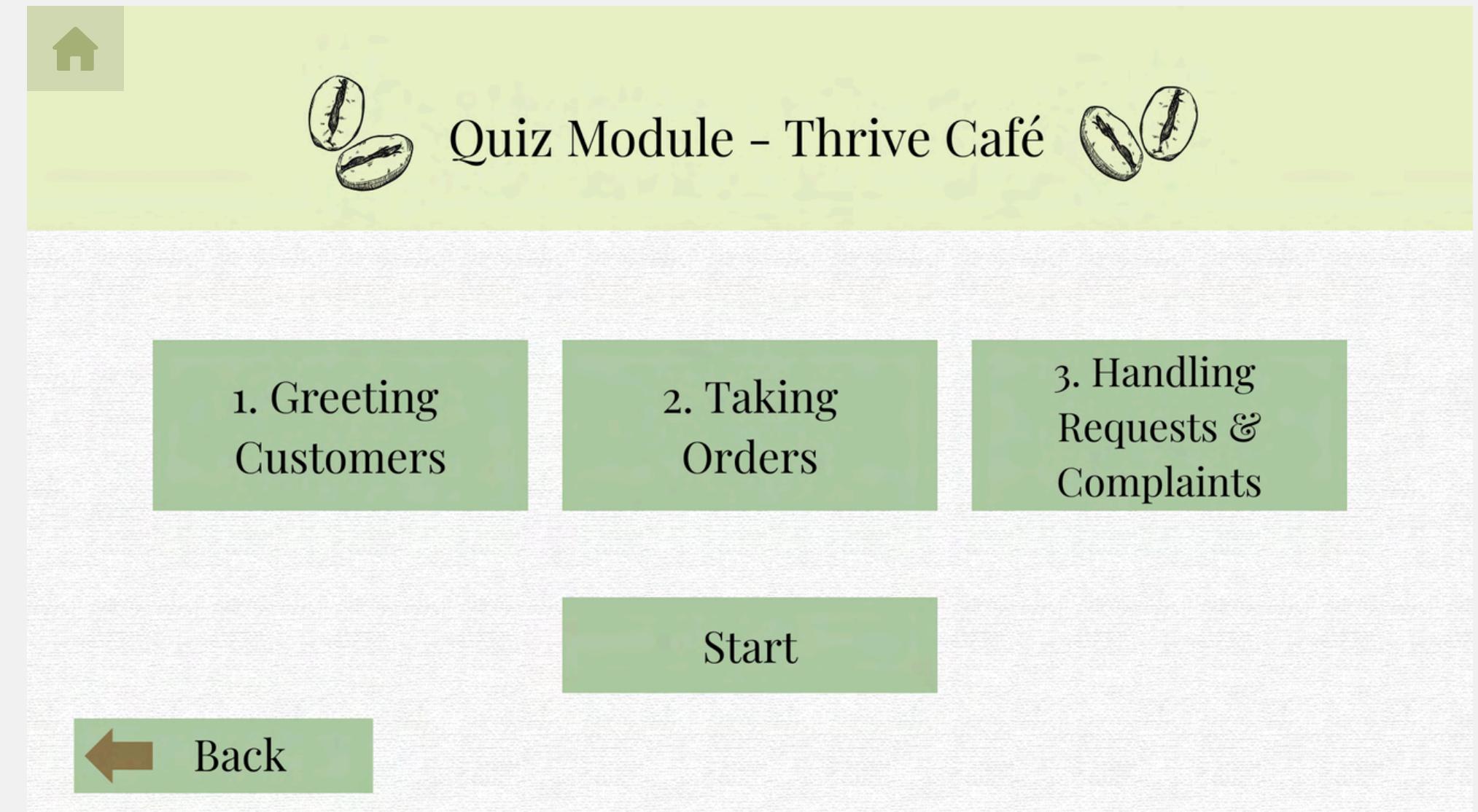
# Purpose of the Quiz Module

- 
- Designed to check if new staff understand basic customer service skills.
  - Gives quick questions and instant feedback so learning is clearer.
  - Helps trainers see which areas need more practice.



# *Homepage* Layout & Buttons

- 
- Shows the 3 main topics that the quiz will cover.
  - The buttons are arranged in a clean grid.
  - Makes the module simple for first-time users.



# How the *Question Page* Works

- 
- The question is placed at the top for easy reading.
  - Multiple-choice answers make it fast to choose.
  - “Submit” lets staff check their answer immediately.
  - “Back” allows them to go back to previous pages if need so.

# How the Feedback Guides Users

- Green and red sections show correct or wrong answers clearly.
- Short messages explain why the answer is right or wrong.
- Helps staff remember the correct behaviour.
- Makes learning straightforward and reassuring.

1. Greeting Customers

Q1. A customer walks in. What is the best way to greet them?

1. “What do you want?”
2. Say nothing and wait
3. “Good morning/afternoon! Welcome to Thrive Café”

✓ Correct! This greeting is warm and polite.

Next ➔

1. Greeting Customers

Q1. A customer walks in. What is the best way to greet them?

1. “What do you want?”
2. Say nothing and wait
3. “Good morning/afternoon! Welcome to Thrive Café”

✗ Remember to be friendly!

Next ➔

# Scoring Page (Pass vs Fail)

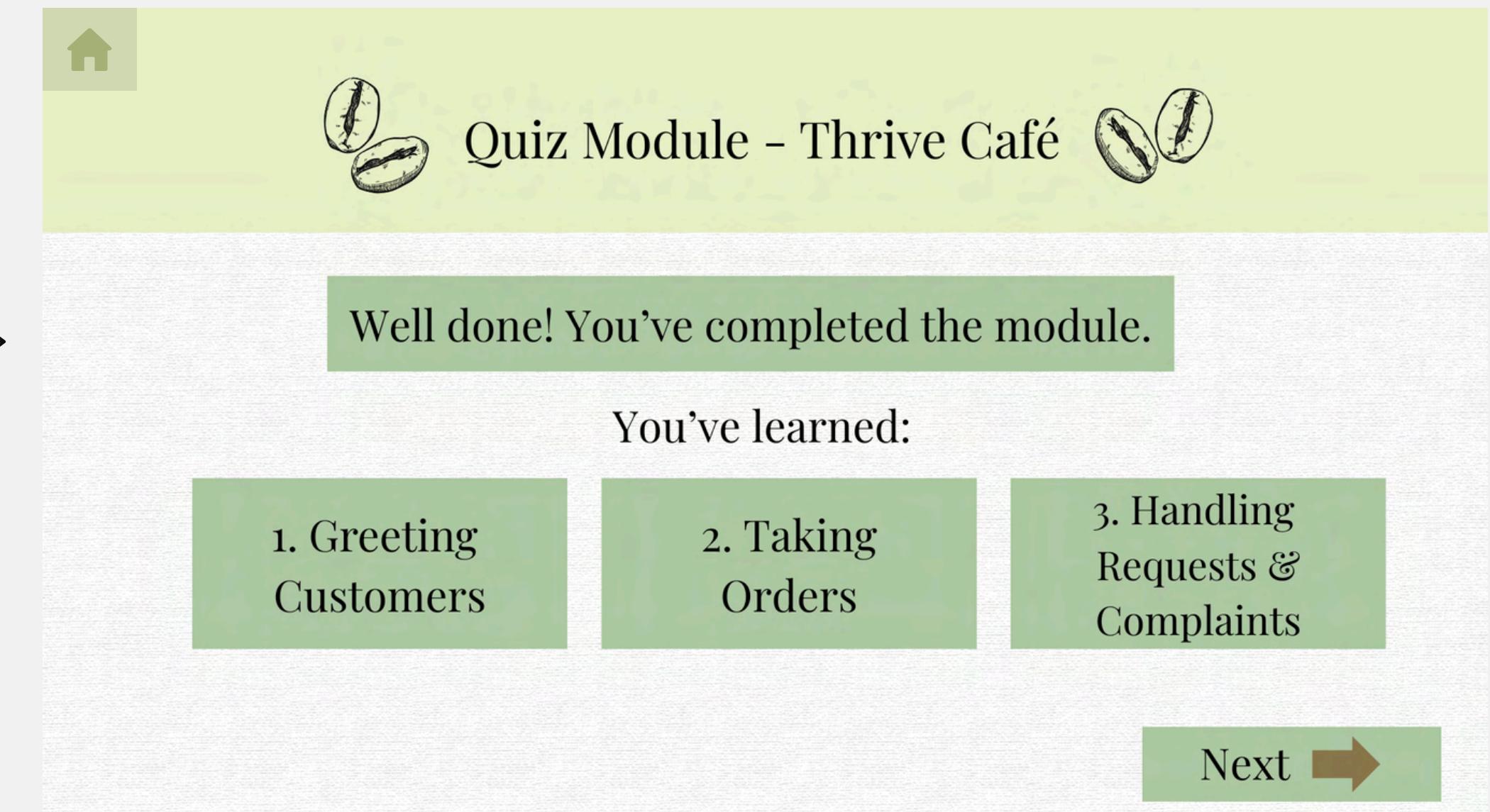
- The score appears right after finishing all questions.
- A passing score shows a green message and a failing score shows a red message.
- “Try again” will direct staff back to the first page of quiz and allowing them to retake.
- “Back to main menu” directs user back to quiz homepage allowing them to go back and revisit e-learning before redo-ing.

A screenshot of a mobile application interface showing a quiz result. At the top, there is a navigation bar with a house icon on the left and a search bar on the right. Below the navigation bar, the title "1. Greeting Customers" is displayed, flanked by two coffee bean icons. The main content area is titled "Results" and shows the message "You scored 4/5" in green text. A large green button below the score contains the text "Well done!". To the right of the score, there is a green button labeled "Next section".

A screenshot of a mobile application interface showing a quiz result. At the top, there is a navigation bar with a house icon on the left and a search bar on the right. Below the navigation bar, the title "1. Greeting Customers" is displayed, flanked by two coffee bean icons. The main content area is titled "Results" and shows the message "You scored 2/5" in red text. A green button below the score contains the message "You may want to review the lesson again.". At the bottom, there are two green buttons: one labeled "Try again." and another labeled "Back the main menu."

# Completion Page

- Shows all the topics that were covered and completed.
- Confirms that all lessons are completed.
- Gives staff a sense of achievement.
- Marks the end of the training clearly.



A completion page for a quiz module titled "Quiz Module - Thrive Café". The page features a green header with a house icon, two coffee beans, and the title. A green box at the bottom left says "Well done! You've completed the module." Below it, a section titled "You've learned:" lists three topics: "1. Greeting Customers", "2. Taking Orders", and "3. Handling Requests & Complaints". At the bottom right is a green button labeled "Next" with a right-pointing arrow.

Quiz Module - Thrive Café

Well done! You've completed the module.

You've learned:

1. Greeting Customers
2. Taking Orders
3. Handling Requests & Complaints

Next ➔

# Purpose of the Story Based Branching

---

- Provides trainees with experience in handling various scenarios during a shift, allowing them to perform confidently



# Story Based Branching

- There are 4 stories for the Story based branching
- Each story teaches different topics
- Users can replay each story as many times as they wish to

The screenshot shows a mobile application interface for 'Thrive Café Training'. At the top, there is a green header bar with a small house icon on the left and the text 'Story based branching' on the right. Below the header is a large illustration of a steaming coffee cup. The main content area has a white background. It starts with a welcome message: 'Welcome to Thrive Café Training' and 'Let's get started!'. Below this, there are four green rectangular boxes, each containing a story title. The first box, 'Story 1: Greeting and taking orders', is circled in black, indicating it is the current selection. To the right of this box is another green box with 'Story 2: Handling a wrong order'. At the bottom left is 'Story 3: Managing an impatient or rude customer', and at the bottom right is 'Story 4: Handling special requests and allergies'. In the bottom right corner of the slide, there is a small cartoon illustration of a woman with brown hair wearing an apron, holding a coffee pot.

Story based branching

Welcome to Thrive Café Training  
Let's get started!

Story 1:  
Greeting and taking orders

Story 2:  
Handling a wrong order

Story 3:  
Managing an impatient or rude customer

Story 4:  
Handling special requests and allergies



# Story Based Branching

- 
- If a certain story is finished a tick will be shown on the side of the box

The screenshot shows a mobile application interface for 'Thrive Café Training'. At the top, there is a green header bar with a small house icon on the left and the text 'Story based branching' on the right. Below the header is a light green banner featuring a steaming coffee cup icon and the text 'Welcome to Thrive Café Training' followed by 'Let's get started!'. The main content area contains four green rectangular boxes, each representing a story:

- Story 1:** Greeting and taking orders. This box has a green circular checkmark icon on its right side.
- Story 2:** Handling a wrong order.
- Story 3:** Managing an impatient or rude customer.
- Story 4:** Handling special requests and allergies.

To the right of the stories, there is a cartoon illustration of a female café worker with brown hair, wearing an apron and holding a tray with a coffee cup.

# Story Based Branching

---

- At the top there is a scenario description/question
- Options on the bottom right for trainee to choose from



# Story Based Branching

- When there is an error a cross appears near the options to show incorrect answer
- The customer replies in a displeased tone
- Top message asks trainee to try again
- The training staff can try answering again after 3 seconds upon getting it wrong.



# Story Based Branching

- 
- If the correct option is selected, a green tick appears near the options
  - Customer replies in a pleased tone
  - A next button will appear after answering correctly, which the trainee can use to move on with the story



# Story Based Branching

---

- At the end of the story this page appears indicating its over and player can go back to home page by pressing home button on top left.
- They can go back to story based branching homepage by pressing back button.



# Project schedule

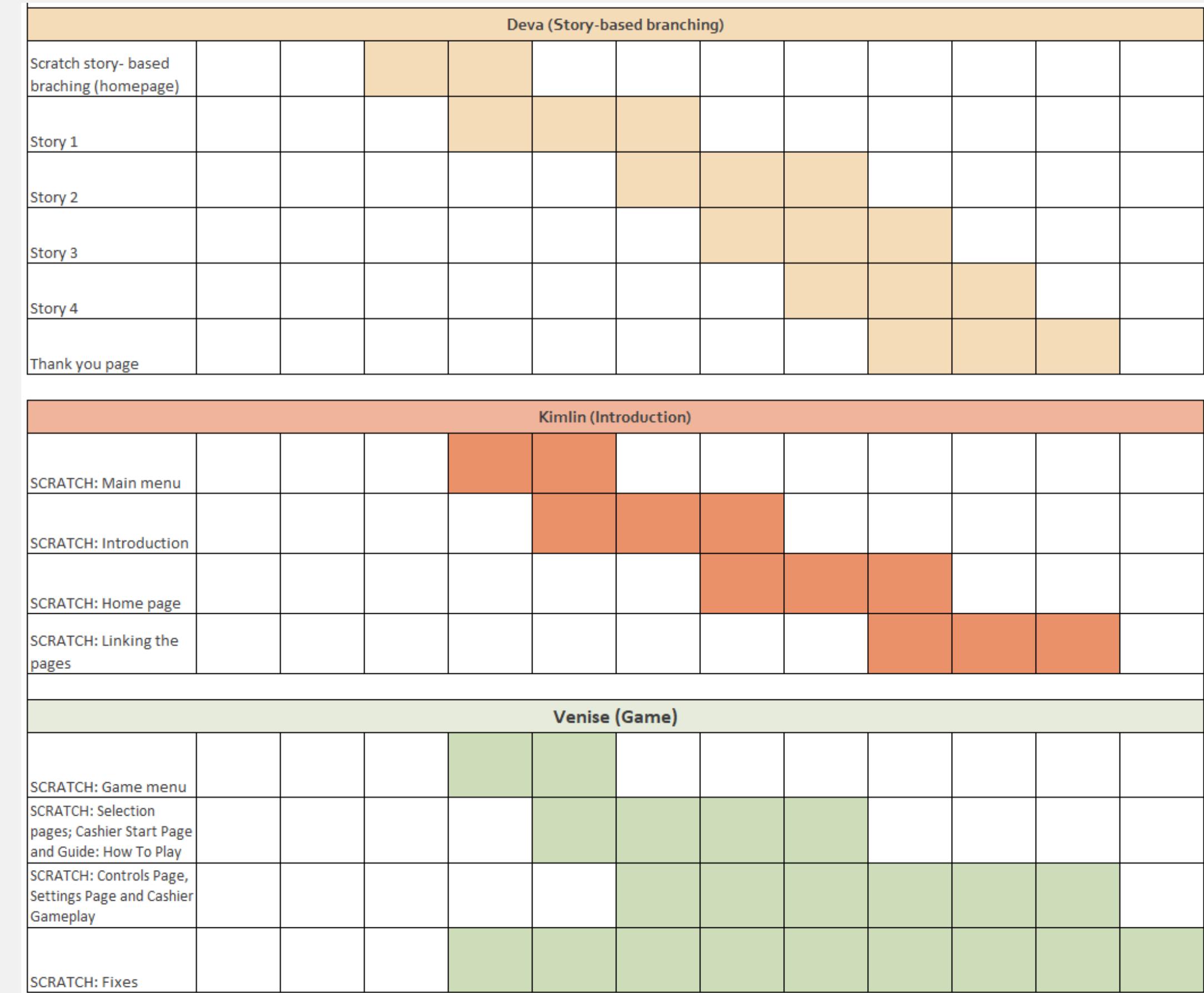


ACTIVITY		SCHOOL WEEKS									
		7	8	9	10	11	12	13	14	15	16
Everyone											17
Project Proposal											
Slides											
Consult with teammates											
Final Scratch Integration											

Kaede (E-Learning Module)											
Homepage											
Lesson 1 - greeting customer											
Lesson 2 - taking orders											
Lesson 3 - handling requests											
Lesson 4 - manage complains											

Jin Hui (Quiz)											
Homepage											
Quiz 1											
Quiz 2											
Quiz 3											
Final page											

# Project *schedule*



Thank you!