Activity #1 Check-in Meeting Notes

Date: 2022/2/9

Project: Food bank application

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Guest: John Bailey

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Q1. Does the delivery option only serve customers live in the community near the food bank?

So if people ordered online, only parts of them can get delivery?

A1. There might be some miscommunication in last meeting, the food band do delivery cross

the city. But they are looking a way to do is improve the delivery effciency. If customer required

the delivery to step-door, the food bank need almost 2 day to complete the schedule. The

delivery can cover the whole city for sure.

Q2. Are we only working on the customers side for the application, or the food bank need a

option that can allow sign-up as employee and can see imformation about customers and orders?

A2. As the food bank, the employee side should be tignted up with other system. There is a

specific gate-way for group members and employees. And it depends on how the information

are pushed through.

Q3. For sigh-up process, when user give their datas should registration page ask for all the

information? or just requires basic information like username, password and email, then there

will be a seperation section ask for some more private and personal question like income.

A3. Great one, but we don't the answer yet. Based on human behaivor study, we don't know which one customers prefer to and which is better option. However, the process should be simple and clear to all customers.

Q4. About income question on appliction.

A4. The food bank cares about the income question, but it is a private question for most customers. Because the most cutomers might refuse to answer it, we should avoid this question.

Q5. For delivery serve, is there any maximum number of delivery and pick-up happens per day?

A5. There might be more than 350 piece order need to delivery, but we do not know how many could be completed and we also don't know the the maximum number of pick-ups.

Q6. Will food bank allow the customers make any change after they finished the order? If it allowed, how can we deal with the difference between payments?

A6. Of course, the change about orders is allowed, but the food bank need 24 hours to notice and change the schedule. People make change all the time. And the call center also will receive change serve.

Discussion: never turn customer away.