How to Order Food Online for Pickup from Banana Blossom Bistro

Banana Blossom Bistro is a new, trendy, and exciting eatery in Riverdale, Maryland. It features excellent Asian cuisine at a reasonable price. The service is fast and efficient. The mission is people-centered. You cannot go wrong in ordering a meal from Banana Blossom Bistro. You will be supporting the local community, guarding your wallet, and honoring your appetite.

Moreover, Banana Blossom is convenient for online ordering and pickup. The restaurant is accessible from main roads in Hyattsville and Riverdale. It is 20 minutes from the District of Columbia. It is the perfect place to order online, pick up your food, and proceed on your way.

Banana Blossom respects your privacy. If you order online, they promise not to text you, email you, or contact you in any way to promote any specials or entrées. They value you as a customer. They don't manipulate you as a statistic.

1. From your preferred web browser, access bananablossombistro.com.
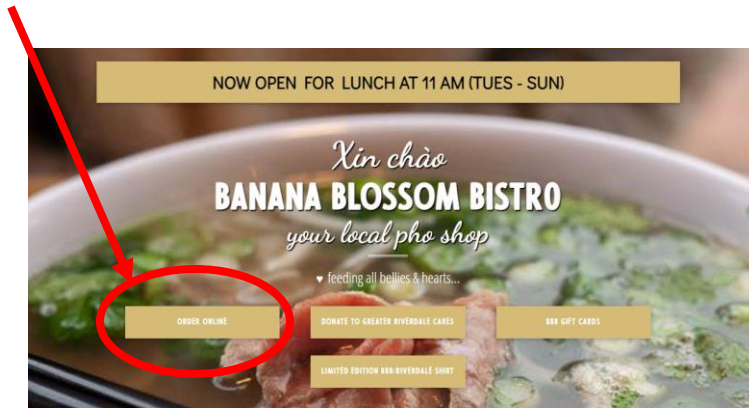
   Figure 1

   Home Page of Banana Blossom Bistro

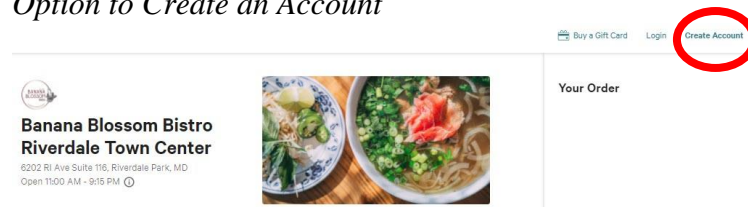2. Select **ORDER ONLINE** from the menu options.

Figure 2

Menu Item to Order Online

3. If you would like to create an account to make future ordering easier, select **Create Account** in the upper right-hand corner of our home page. **If not, please move on to step #5.**
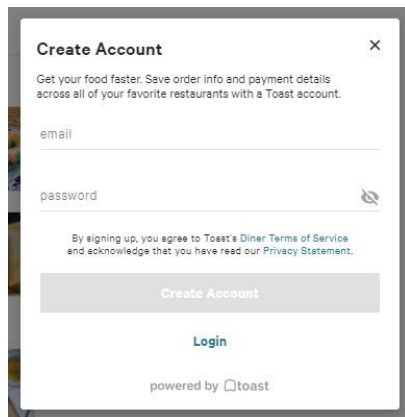
Figure 3

Option to Create an Account

4. Fill in your email address and password and select **Login** to log in with your newly created account.

Figure 4

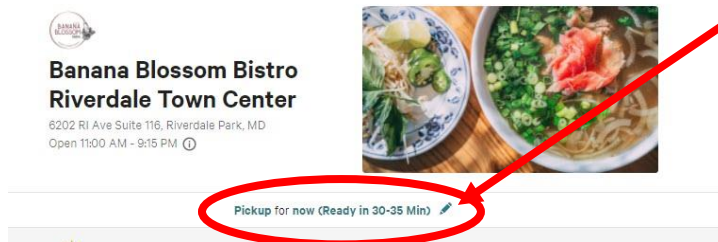*Email and Password for the Option to Create an Account*

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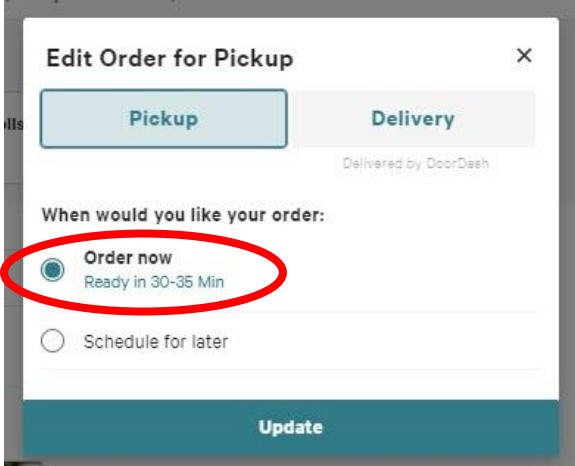5. Select the edit button for **Pickup for now**.

Figure 5

Edit Button for the Option to Pickup for Now

6. Select your desired pick-up time.

   a. If you desire to pick up your food in 30 minutes, keep the **Order now** button selected.
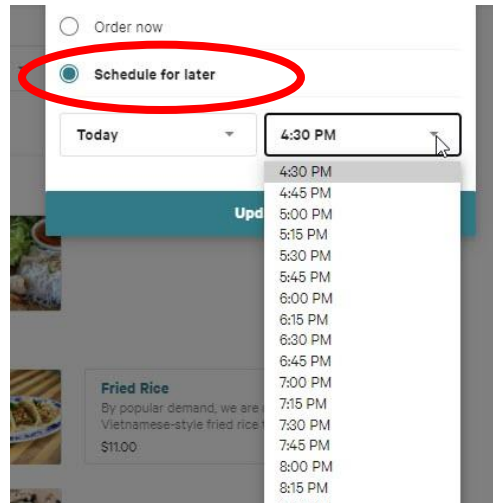
Figure 6

Option to Order Now

b. If you desire to order your pickup for later, select **Schedule for later** and select a time from the drop-down menu.
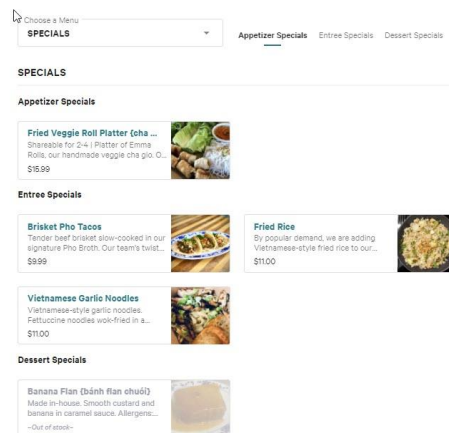
Figure 7

Option to Schedule Pickup for Later

7. Select your desired dish.

Figure 8

Menu Options

Note: If you prefer one of our specials as an entrée, select **Entrée Specials**.

Figure 9

Various Specials
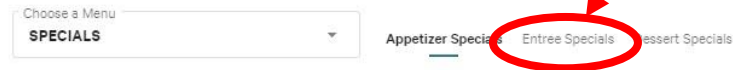
If you want to order just a beverage, scroll down to our **Tea**, **Coffee**, or other selections.

Figure 10

Tea, Coffee, and Smoothies
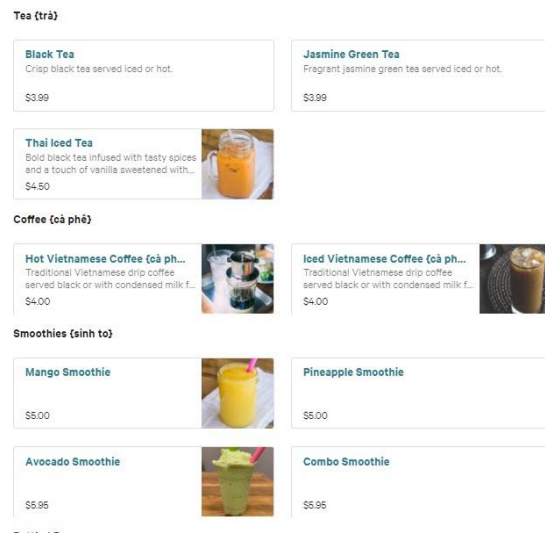
For the purposes of this set of instructions, we have chosen the entrée special named *Brisket Pho Tacos*.

Figure 11

Brisket Pho Tacos

8. Add any selections you desire. In this case, we have added Pico de Gallo and avocado as options.

9. Adjust the quantity as desired by clicking the *plus* sign. In this case, we will add one more entrée to order two dishes.

Figure 12

Option to Adjust the Quantity

10. Select **Add to Cart**.

Figure 13

Add to Cart
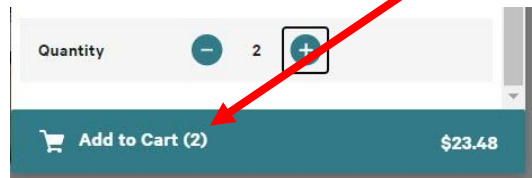
11. If you are finished adding items to your cart, select **Checkout**.

Figure 14

Checkout

12. Fill out your name, address, email address, and phone number.

Figure 15

Personal Information for Checkout
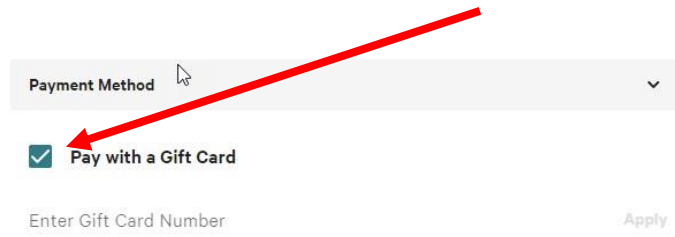
13. Choose your payment method.

    a. If you are paying with a gift card, select **Pay with a Gift Card** and enter the gift card number and select **Apply**.

    Figure 16

    Option to Pay with a Gift Card
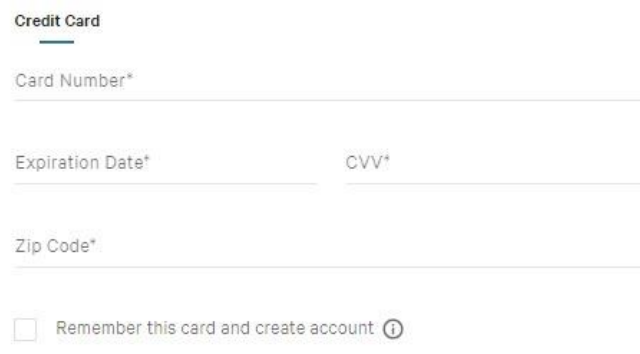
    b. If you are paying with a credit card, fill in your card number, expiration date, CVV code, and zip code.

    Figure 17

    Credit card Information
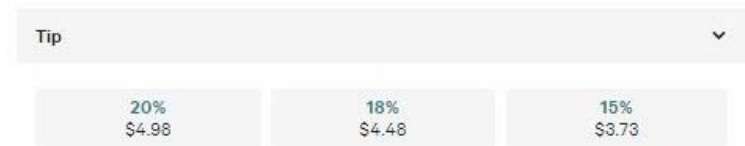
14. Select your tip amount, if you would like to leave a tip.

Figure 18

Option for Adding a Tip
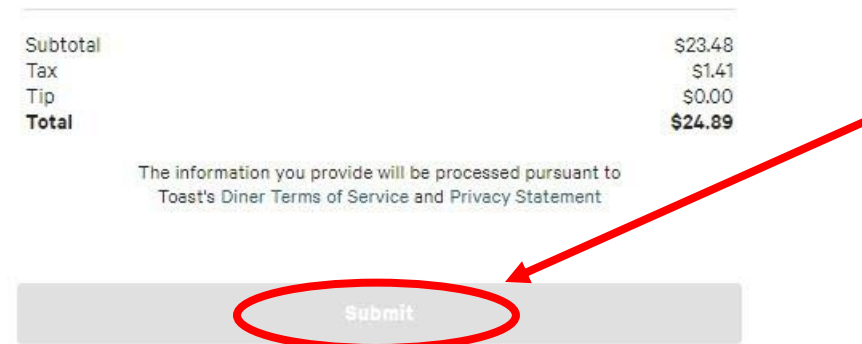
15. Review your total, and click **Submit**.

Figure 19

Submit Order

You can pick up your meal or beverage at the scheduled time. And rest assured, your information is safe. Banana Blossom will not contact you in the future with special deals, and they won't give your information to others.

References

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Banana Blossom Bistro. (n.d.-k). Banana Blossom – Brisket Pho Tacos [screenshot]. https://www.toasttab.com/banana-blossom-bistro/v3/add/07eae8f2-a7bb-4d05-af3a-3e17571170bd/6bf8269b-e199-4d2d-a27e-115faedf1b8b

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Banana Blossom Bistro. (n.d.-m). Banana Blossom – Add to Cart [screenshot]. https://www.toasttab.com/banana-blossom-bistro/v3/

Banana Blossom Bistro. (n.d.-n). Banana Blossom -- Checkout [screenshot]. https://www.toasttab.com/banana-blossom-bistro/v3/

Banana Blossom Bistro. (n.d.-o). Banana Blossom – Personal Information [screenshot]. https://www.toasttab.com/banana-blossom-bistro/v3/checkout

Banana Blossom Bistro. (n.d.-p). Banana Blossom – Gift Card Option [screenshot]. https://www.toasttab.com/banana-blossom-bistro/v3/checkout

Banana Blossom Bistro. (n.d.-q). Banana Blossom – Credit Card Option [screenshot]. https://www.toasttab.com/banana-blossom-bistro/v3/checkout

Banana Blossom Bistro. (n.d.-r). Banana Blossom – Adding a Tip [screenshot]. https://www.toasttab.com/banana-blossom-bistro/v3/checkout

Banana Blossom Bistro. (n.d.-s). Banana Blossom – Submit Order [screenshot]. https://www.toasttab.com/banana-blossom-bistro/v3/checkout

How the Personas Were Accommodated

In the introduction, I mentioned that Banana Blossom respects its customers' privacy and that it will not contact customers for future specials or promotions. This message eases Jarod's concern about the possibility of receiving such messages in the future.

In step #1, I give the exact url and note that any browser can be used. This information accommodates Jarod, who seems to be less experienced than most about ordering online.

In step #3, I give the steps of creating an account. I also give the option of skipping to step #5 if the customer does not want to create an account. This accommodates Melanie, who want so create an account, and it accommodates Steve, who does not want to create an account. The user is given different options, depending on his or her needs.

In step #6, I show both how to order for pickup in 30 minutes and how to order for pickup at a later time. This information accommodates Steve, who wants to pick his beveage up in 30 minutes. It also accommodates Melanie, who wants to set a time for pickup in three-and-a-half hours.

In step #7, I highlight entrée specials and various beverages. This helps Melanie, who is specifically going to order an entrée special. It also appeals to Steve, who wants a quick beverage.

In step #13, both the gift card option and the credit card option are provided. The gift card option accommodates Jarod, while the credit card option accommodates Steve and Melanie.

The final note about the restaurant not contacting customers with special deals serves to reassure Jarod, again, that he will not be contacted with such information.

I might add that clear arrows and circles are used to point out the items on the interface that should be selected. A person who has limited experience in ordering online, such as Jarod, will benefit from these clear markings.