

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](https://www.bananablossombistro.com).

Figure 1

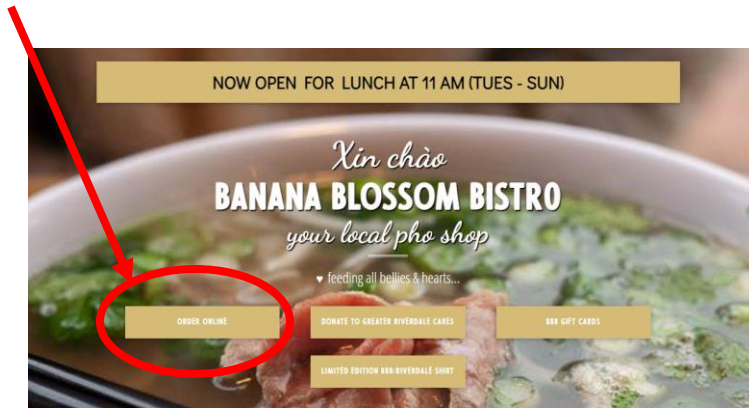
Home Page of Banana Blossom Bistro



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

Figure 2

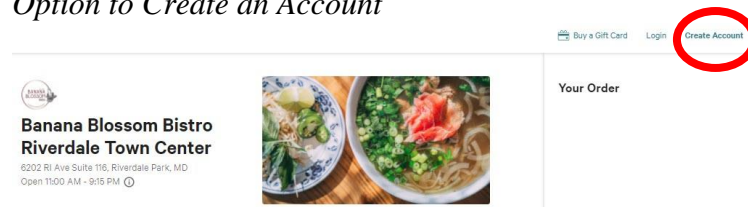
Menu Item to Order Online



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

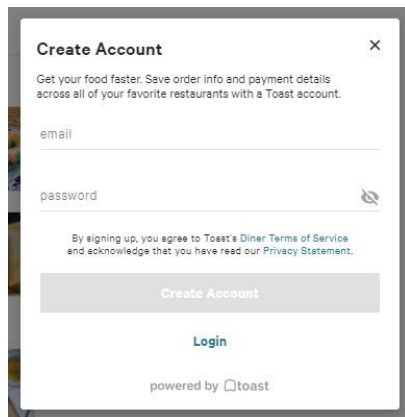
Option to Create an Account



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

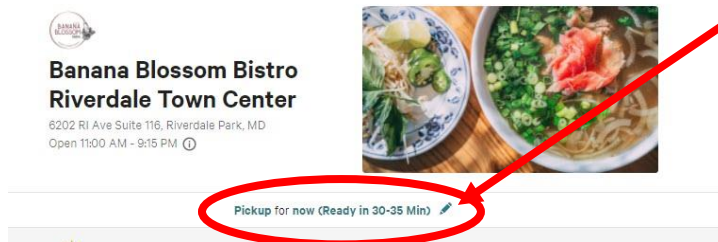


The screenshot shows a 'Create Account' modal window. It has a title bar with a close button (X). The main text says 'Get your food faster. Save order info and payment details across all of your favorite restaurants with a Toast account.' Below this are two input fields: 'email' and 'password'. The password field has a toggle icon for visibility. Below the inputs is a line of text: 'By signing up, you agree to Toast's Diner Terms of Service and acknowledge that you have read our Privacy Statement.' There are two buttons: a grey 'Create Account' button and a blue 'Login' button. At the bottom, it says 'powered by toast' with the toast logo.

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

Figure 5

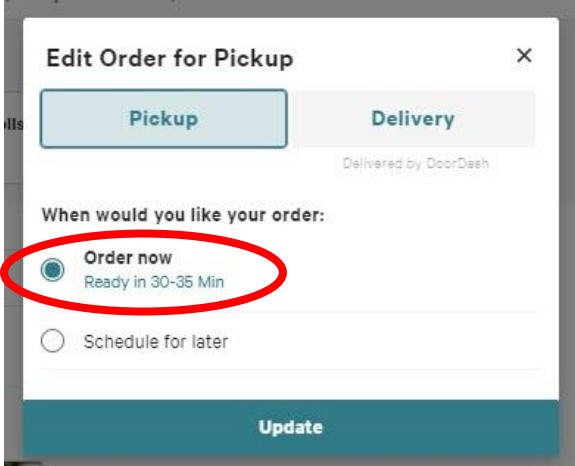
Edit Button for the Option to Pickup for Now



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

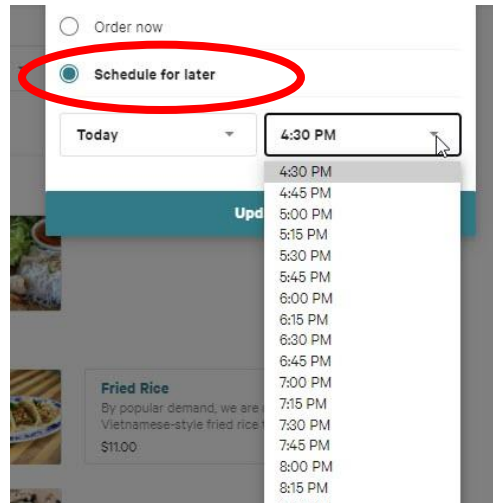


The screenshot shows a mobile app interface for editing an order. At the top, there's a title bar 'Edit Order for Pickup' with a close button (X). Below the title bar are two buttons: 'Pickup' (highlighted in blue) and 'Delivery' (greyed out). Under the 'Delivery' button, it says 'Delivered by DoorDash'. Below this, the text 'When would you like your order:' is followed by two radio button options. The first option, 'Order now' with the subtext 'Ready in 30-35 Min', is selected and circled in red. The second option is 'Schedule for later'. At the bottom of the dialog is a large blue button labeled 'Update'.

- 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

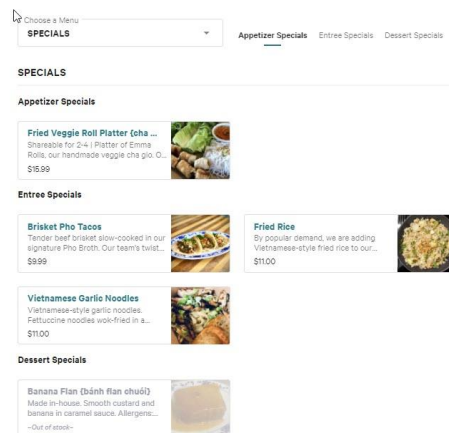
Option to Schedule Pickup for Later



7. Select your desired dish.

Figure 8

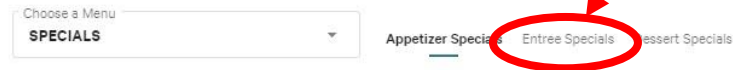
Menu Options



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

Figure 9

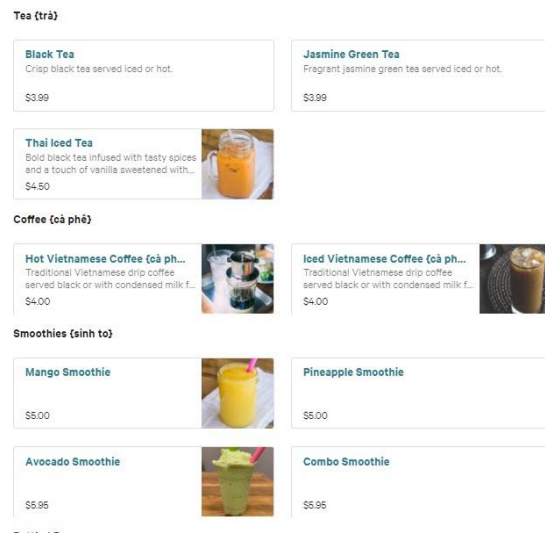
Various Specials



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

Brisket Pho Tacos ×

Tender beef brisket slow-cooked in our signature Pho Broth. Our team's twist on Tacos using Pho flavors like star anise, ginger and cinnamon. Served with house-made Pico de Gallo. Three tacos per order. A must try!



Taco Options
Please choose 1 ✓

☒ **Pico de Gallo**

☐ No Pico de Gallo

Taco Add-ons
Please choose up to 1 (1 selected)

☒ **Add Avocado** +\$1.75

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

- 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

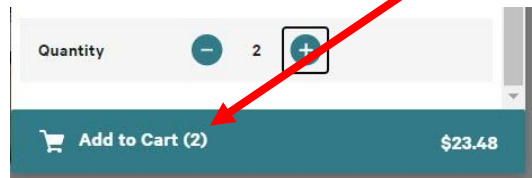
Option to Adjust the Quantity



- 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

Checkout [Back to Menu](#)

Banana Blossom Bistro Riverdale Town Center
6202 RI Ave Suite 110, Riverdale Park, MD

Pickup for now (Ready in 30-35 Min)

Your Information

First Name* 

required

Last Name*

Email*

Phone*

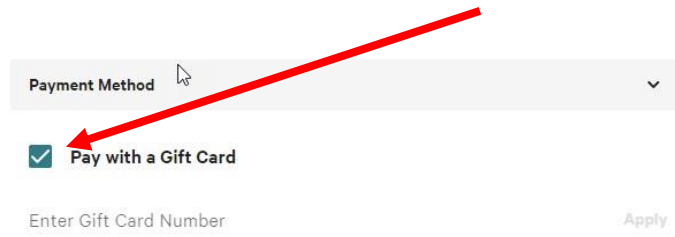
By providing a mobile number, you give Toast permission to contact you using automated text messages to provide transactional messages such as order status updates.


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



Payment Method 

☒ Pay with a Gift Card

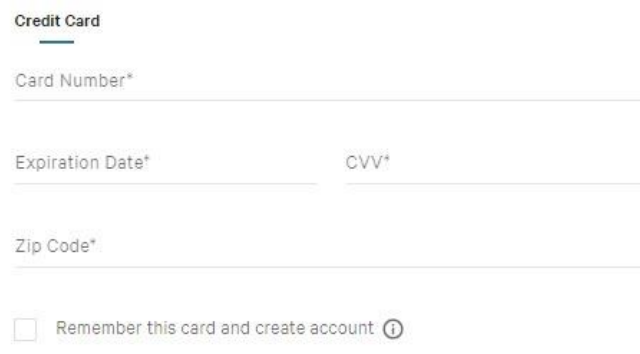
Enter Gift Card Number

Apply

- 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




Credit Card

Card Number*

Expiration Date* CVV*

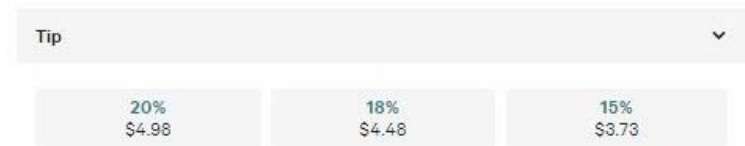
Zip Code*

☐ Remember this card and create account 

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

Figure 18

Option for Adding a Tip

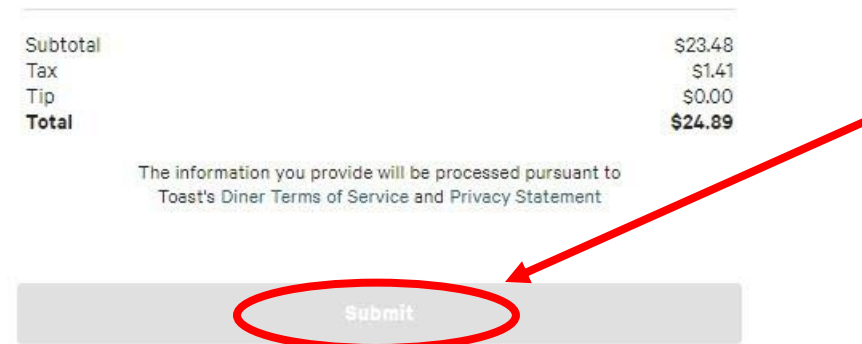


Tip	
20%	\$4.98
18%	\$4.48
15%	\$3.73

15. Review your total, and click **Submit**.

Figure 19

Submit Order



Subtotal	\$23.48
Tax	\$1.41
Tip	\$0.00
Total	\$24.89

The information you provide will be processed pursuant to Toast's Diner Terms of Service and Privacy Statement

Submit

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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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 wants to 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 beverage 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.