

Restaurant 2.0



Krists Auders
Marc Beitchman
Danny Draper
Dirk Groeneveld

Overview

- Tasks
- Design Evolution
- Current Interface Design
- Interactive Prototype Demo
- Summary/Lessons Learned

Overall Problem and Solution

Problem:

Diners commonly face poor service at restaurants and have a hard time deciding what to order.

VS



Solution:

Provide software that improves the experience of dining in restaurants and improve the efficiency of restaurant operations.

Task 1: Order it Quickly!

You've just walked into the restaurant for your first time and you're starving, you just want something fast. Order the Burger Special.



Task 2: Find specific items!

You're here with someone you want to impress, so you want the biggest and baddest burger available. Add the Royale with Cheese and Le Big Mac burgers to your remembered list, and then order the one with the most calories

Task 3: Pay!

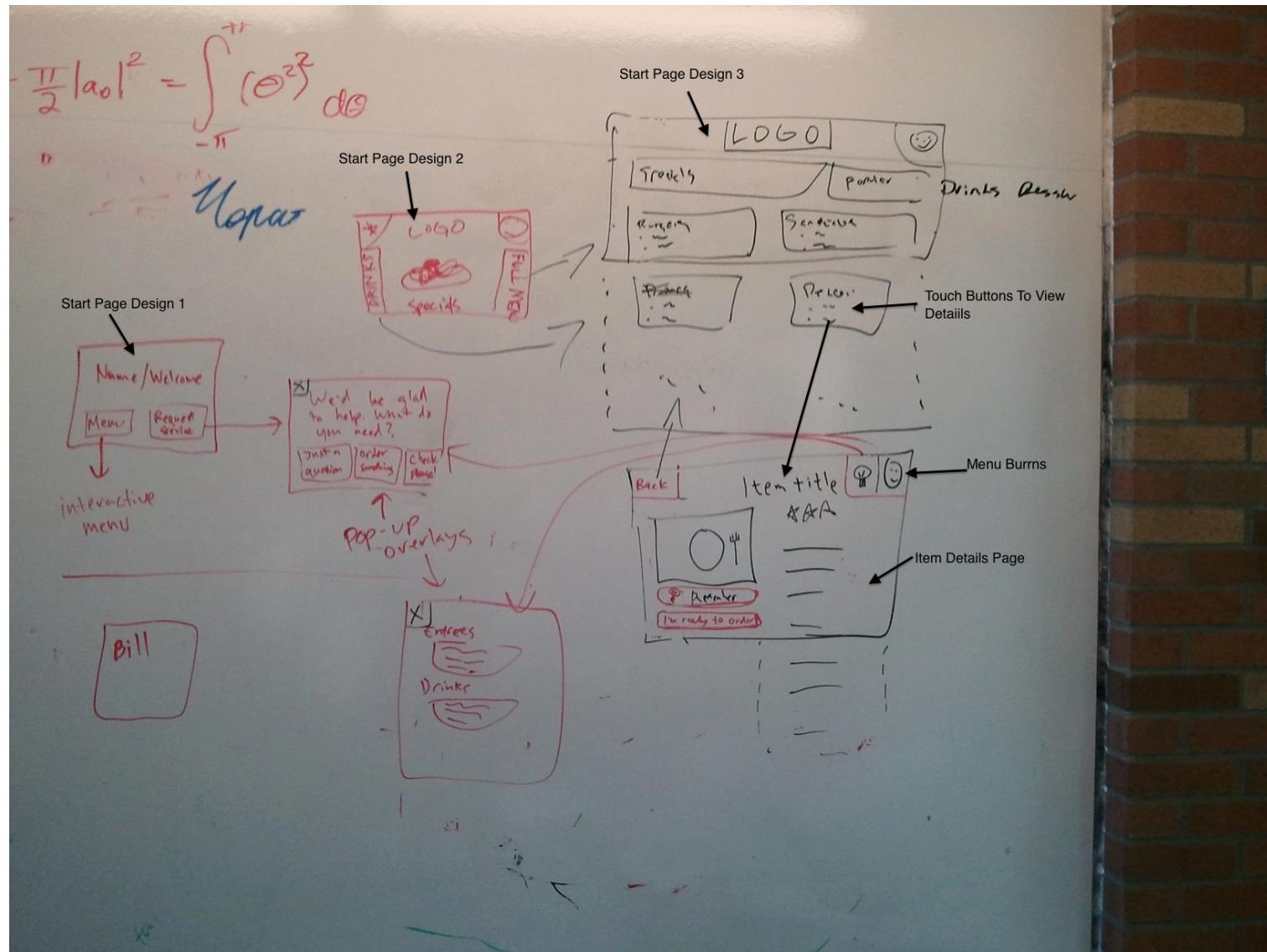
You just finished eating lunch with your friend. You had the Royale with Cheese and black coffee, and now you want to split the bill with your friend, so pay for your items first.

Contextual Analysis

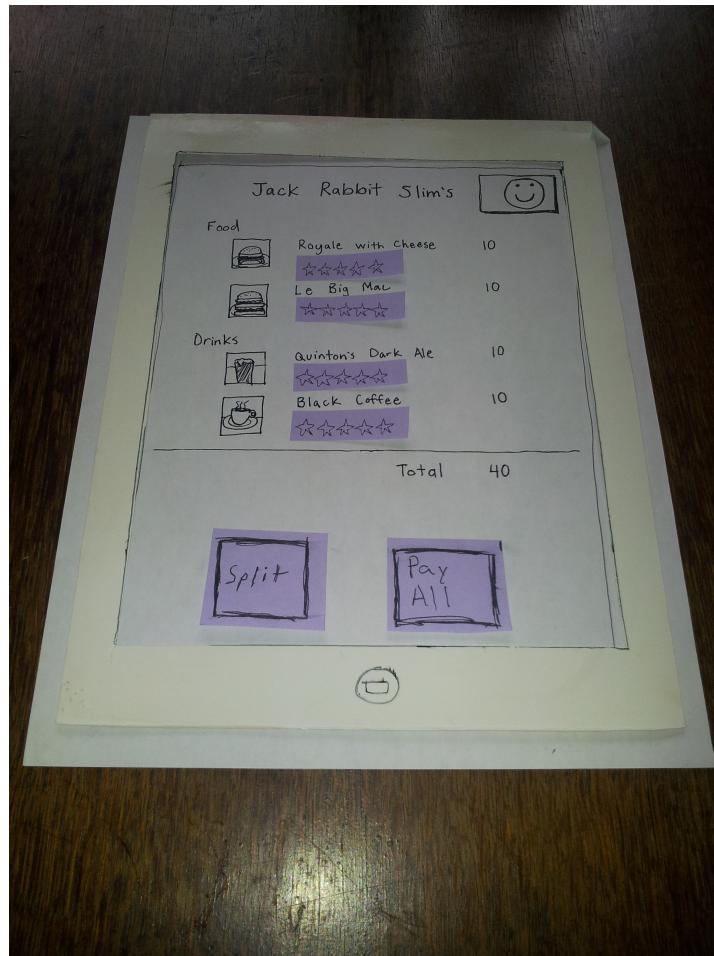
- Whether or not a customer had been to the restaurant before really dictated how they approached their tasks
- Customers relied heavily on the input of others to help make decisions
- Getting service later in the meal can be challenging
- Reviews of food was popular, but different people will use it differently
- The traditional restaurant experience doesn't need replacing, just augmenting



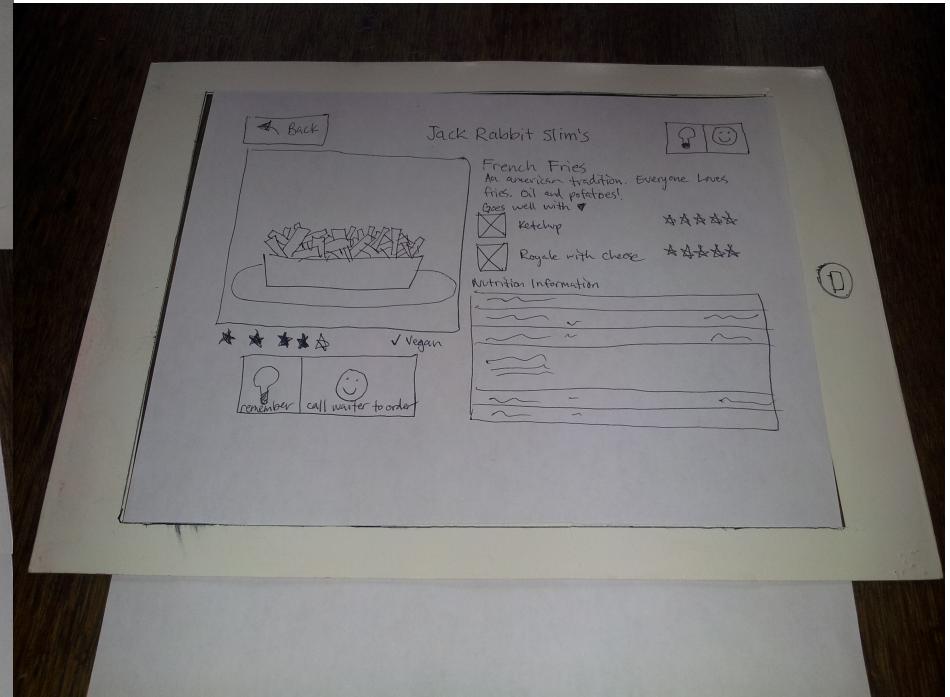
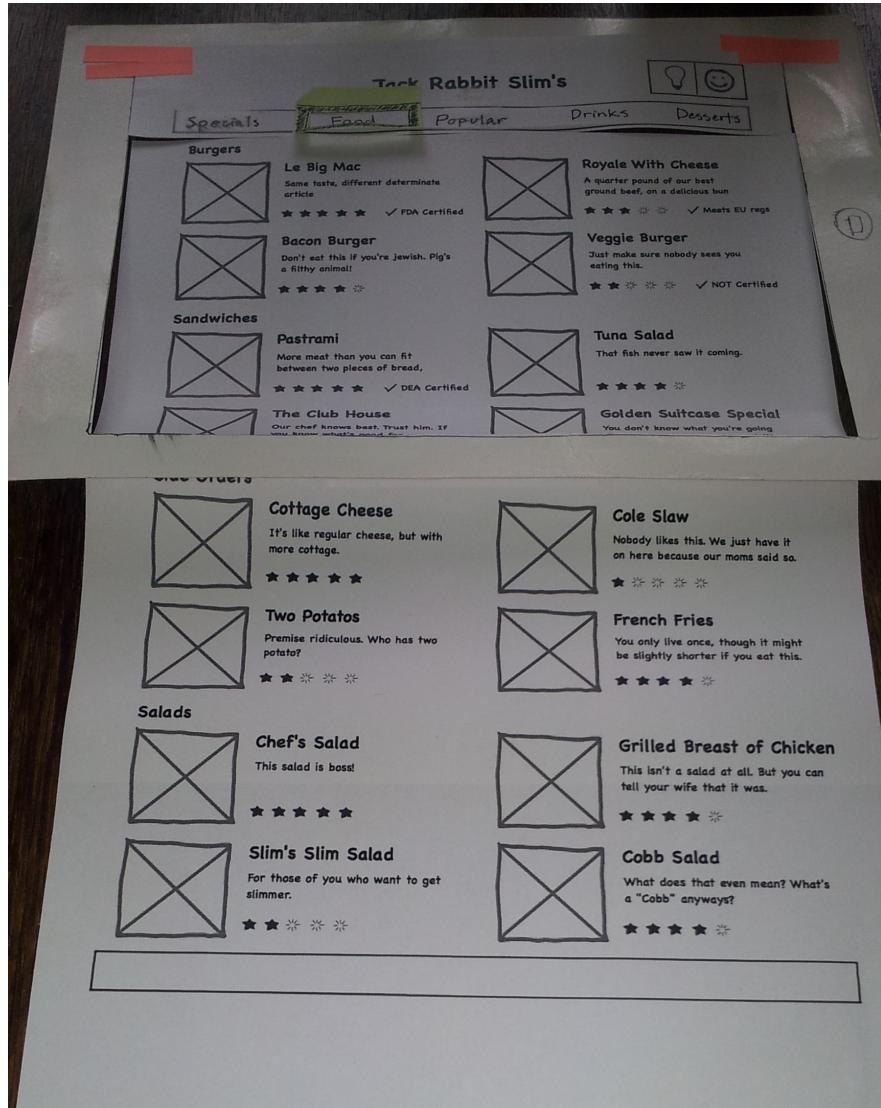
Design Sketches



Paper Prototype



Paper Prototype



Interactive Prototype Demo

- http://www.cs.washington.edu/education/courses/csep510/12sp/projects/restaurant2.0/interactive_prototype.html



Lessons Learned

- Getting fast and accurate information is important to diners
- Diners are excited about more technology in the dining experience
- Contextual inquiry helped to scope our ideas
- The difficulty and value of bringing multiple design perspectives together, then unifying them into a singular design
- Having users actually walk through your prototype will expose things you have a hard time seeing, being that you are the designer that is most familiar with it