



Personas & User Stories



Personas

**Name:**

Ryan Lee

Age:

34

Occupation:

Manager at Noodle King

Background

Ryan has 6 years of experience with the manager role and has been the manager for multiple restaurants. Currently has been the manager at Noodle King for a year and a half. A by the book man, Ryan follows conventions and traditions down to the bone. Every week for 6 years, he has been using WhatsApp staff groups to obtain the availability schedules of his employees. However, as diligent and hard working as he is, it is getting tiring for him to have to remind his employees to send their availability weekly and compile it into a rota by the weekend. He spends roughly an hour every Friday just to assign shifts to employees and create a rota where everyone works about equally. Even then, he often needs to change and update the rota when his employees suddenly can't work on certain dates anymore. He finds all this work is unnecessary and can be leveraged with a digital solution.

Requirements

Ryan wants a digital solution, preferably mobile as computers at his workplace are strictly used as a cash register. He wants an application that can aid in generating the rota, so he doesn't need to spend his time sifting through the message history to compile a rota. He also wants to be able to update and modify this rota easily while sharing the most up to date version with all the employees.

**Name:**

Rachel Bailey

Age:

20

Occupation:

Waitress at Aunty Mary's Restaurant

Background

Rachel has been helping her Aunt Mary at her moderately new restaurant for 3 months now. She works flexible hours occasionally full-time occasionally part-time alongside her studies at university. Rachel deeply dislikes tedious tasks and always pushes them further the harder it is to do. As such she is always late to share her availability for next week's rota. Just as her manager always complains about her, she complains that it's because they use Messenger to share their work shifts and it is constantly flooded with side conversations and humorous pictures. This makes this week's most up to date rota hard to find as multiple pictures of similar rotas are floating around amongst unrelated pictures. Rachel wants the manager to upgrade their system and find another digital solution that doesn't converge with casual conversation.

Requirements

Rachel wants an independent system specifically for work rota management so there are no distractions. She also wants to be able to easily see the most up to date rota, and not have to sift through a large conversation history of unrelated topics. But Rachel still thinks that she will be forgetful to enter her work availability so a notification reminder would be great for her case.

**Name:**

Liam Richards

Age:

22

Occupation:

Part-time waiter at Fine Wine & Food

Background

Liam is a hard worker that likes to keep himself busy. He spends his time actively looking for things to do, recently he has picked up a part-time job at a restaurant nearby to fund his projects. However, things have not been as smooth as he'd like. As he wants to work on multiple projects simultaneously, he greatly dislikes wasting his time and rescheduling his plans. He finds that the restaurant's current system of determining work shifts for the upcoming week is very scattered and unrefined. He dislikes that they are using a messaging platform like WhatsApp to communicate work availabilities as he has wasted a lot of time determining what time slots have not yet been taken by his colleagues. Liam is looking for a solution to rota management that can allow employees to easily view their colleagues' availability to aid in their decision of when to work.

Requirements

Liam wants an easy to use system that allows employees to easily select what time they want to work while allowing them to see what time slots are currently being contested for. Ultimately Liam wants something that will reduce the amount of time it takes to be able to complete the whole process of determining next week's rota.

User Stories**Employee users:**

- "As an employee, I want to easily see when I have to work this week by a glance."
- "As an employee, I want to easily enter my work availability for next week."
- "As an employee, I want to clearly see my colleagues' availability for next week when I'm entering mine."
- "As an employee, I only want to see the most up to date rota."

Manager users:

- “As a manager, I want to be able to generate a rota quickly without sifting through a history of messages.”
- “As a manager, I want my employees to enter their work availability without needing me to remind them.”
- “As a manager, I want to be able to share the most up to date rota clearly and quickly.”
- “As a manager, I want to be able to easily modify the rota if necessary and notify my employees there’s an update.”
- “As a manager, I want to be able to make what I make on pen and paper on my phone.”
- “As a manager, I want to spend less time managing the rota.”