

The concept of Soho is to provide fast and healthy food for those that are in a rush. The restaurant uses fresh ingredients for quickly prepared wok, sushi and tepanyaki dishes.

**Learning goal:** Being able to summarize processes, done by multiple actors, in a diagram.

You will work in groups of 3 students. Answer the following questions:

1. How many employees work at a McDonald´s restaurant and what are their tasks?

*5 -9 employees (waitresses, chefs, cashier, delivery guys)*

1. Which processes do you identify? If you can break a process down into smaller steps, name these too.

Greeting customers - Taking an order - inputting order details into system – proceeding with payment – providing kitchen with order details | providing order number receipt to the customer

Receiving order from the cashier – preparing the ingredients – cooking the ingredients based on meals ordered – Serving in on a plate/Bowl on a bar (placing order numbers next to the corresponding meals)

Picking ready meals from the bar - serving meals to the customer based on order number on their receipt – checking if customers need anything else – clearing tables after customers leave

1. Which steps are performed after a customer comes in and places an order with the cashier?
2. If the workload increases, for example, because there are many customers, where will there be a bottleneck?

*Line in front of cashier, waiting for food longer, lack of clean tables*

1. How long does it take for the customer to receive all the food?

*7 minutes when the place is nearly empty, 15 when its full - GRAPH !*

1. Which information is exchanged and in which form (spoken, computer, receipt)?

*Customer tells the order, cashier inputs in system (food, drinks, quantities, prices).*

*Receipt is printed with order number!*

In [Engage (Links to an external site.)](https://modeler.engageprocess.com/Account/Login?ReturnUrl=%2F), create a flowchart of the processes you have identified.  If two processes happen at the same time, show them in separate “swim lanes”.  Use the chart as a means to describe the processes. You only need to describe placing one order with several items in it.

**Deliverable:**

A one-pager (poster) containing a description of the processes within a McDonald´s restaurant. The page contains diagrams, charts, illustrations or other types of information that give an answer to the six questions above.