# TRACKR: Multiple Use Spot Tracker & Reservation Manager
## Authors: Nolan Jones, Tony Lin, Mo Morales, Aidan Hadley, and Hudson Davis

## Problem Statement:

Consumers are frustrated by long and uncertain wait times at restaurants and the lack of choice in their dining experiences. Restaurant owners and staff are frustrated by conventional reservation systems and uncertainty involving customer satisfaction. A more efficient solution for managing customer preference and reservations should be available on the market.

## Who is experiencing the problem?

- People who want a sit-down restaurant experience while on a time constraint.
- People who want to minimize the waiting time when choosing where to eat.
- People who want to minimize uncertainty when out and about.
- Restaurant staff and owners who want to provide customers with a frictionless experience.
- Restaurant staff and owners who want to foster an efficient workplace.

## What is the Problem?

- Customers have no way on conveying their preference to restaurants about reservation times other than on the phone or in person. This can create ambiguity between the business and the consumer and can cause unnecessary friction when it comes to sit-down dining, an experience which should be pleasant for the consumer and as profitable as possible for the restaurant.

## Where does the problem present itself?

- This problem occurs at restaurants which take reservations through phone or in-person systems.

## Why does it matter?

- Long wait times for food can produce unhappy customers, especially when those customers have been working up and appetite.
- A solution would provide a more efficient method of getting customers in and out of the restaurant, boosting revenue for the establishment.
- A solution would elevate some stress from the already stressful workload involved in managing a restaurant.
- A solution would also cut down on uncertainty and give users more freedom of choice in how they spend their time and money.