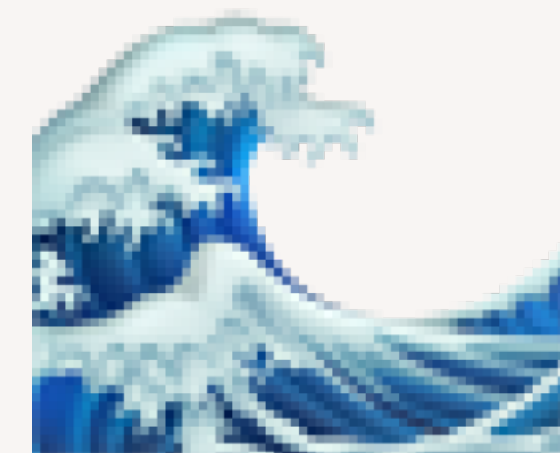# Hi, we're team Nile 👋🏼

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Prototype 1 Assignment

🌊

The Challenge

"Develop a series of illustrations that represent the user experience with a system that automates the process of visiting a restaurant.In this system, servers will still physically bring the food and cooks will prepare it, but your design will make all other aspects of the restaurant experience electronic, from being seated at a table, to ordering, to payment."

Storyboarding

Analog storyboards

Review & Feedback

Josie ›

Ok!! So the only thing to recommend was to consider having extra emphasis on what people need to do when they enter the door. In the restaurant industry, people are accustomed to a hostess, and if not they seat themselves (coming from someone who worked in restaurants for 8 years as a hostess and waitress), so consider having a big gentle sign to tell people what to do!

Other than that, I love the ordering process— it would be a growing pain for waiters and waitresses because they make their money on tips, but it could apply to places that are quick— like the ALDI to groceries

Key takeaway: consideration should be paid to the outside eyes comment about automation leading to less employment opportunities.

Recommendation: consider making the process of the initial scan prominent for the patron.

Digital Storyboards

1. Jenny and Neil are on a date
   and decide to eat at Suraya

2. When they enter they see a sign
   It prompts them to scan a QR code

3. Jenny scans the QR code
   So does Neil

Neil scans the QR code at the table
and enters table 4 to see the menu

Jenny and Neil realize they can order separately
and the meal will be brought to the table

While they place their order a server places
silverware and and water on their table

Neil orders another dish from his phone
Which is then brought to their table
This dish is less spicy

Jenny receives a call from her mom
It's an emergency and she has to leave

Jenny hits the I'm done button
Which takes her to the payment page

4. Neil enters their party number
   From the drop down menu

5. Neil picks table 4 because it is by the window
   Because Jenny wanted to sit the window

6. Excited that Neil agreed and
   they got a window seat. Jenny sits down

10. Food is being prepared as Jenny and Neil
    talk about their travels

11. Their food is served and Jenny takes one bite
    of her food and realizes it's too spicey

12. Neil notices that Jenny's drink is empty
    and saves the day by ordering a refill of water

Jenny's payment goes through
she says goodbye to Neil

Jenny is glad they ordered their meal
Separately so she can leave

Neil hits the I'm done button and
completes his order

Prototype Workflow

Prototype Outline

App Flow

Before Ordering
- Users open phone to scan QR code to see available tables
- User is prompted to enter party number
- User selects open table
- Users' party members also scan qr code and enter available table
- Users can now order from the menu

Screen - users are prompted to allow push notifications
I'm done - big red button at the botom of the screen - continue to payment (under personal order)

After ordering
- Cooks receive orders
- Cook prepares order
- Servers are notified order is complete with table numbers through some buzzer
- Server delievers order to table

During Dining
- Users can use their phone to do the fllowing:
  - Drink Refill
  - Cutlery
  - Other (Chat Bot) users are able to enter their specific requests

Pop up options
- Users receive a pop up of dining recommendations (if they haven't had dessert or water)

Bussing
- once all diners click im done servers are alerted that a table needs bussing

Prototype System Outline

- Each section of the dining experience was separated and then outlined in detail
- Some sections are purely the experience of the patron
- We chose the first two sections to wireframe

Prototype Mechanics

Step 1

Entering Restaurant

Patrons scan QR code and mobile webb app opens up, thhey are asked for their party size

Step 2

Seating Selection

Once party size is selected, user is taken to the table selection portion of the app, tthey select table can can be seated

Step 3

Retreiving the menu

Once seated paatrons can scan a unique QR code located at the table to retrieve menu, servers are alerted of new patrons and provide table service

Step 4

Ordering

Orders are placed separately and sent directly to kitchen staff. Wait staff serves meals as soon as they are complete

Step 5

While Dining

Patrons may tap the service menu icon and can request what they need from a list of items or use a chhat box for spacific requests

Step 6

End of Dining Experience

The dining experience may end at any time and is handled individually. Patrons can press the "I'M DONE" button to end the dining service
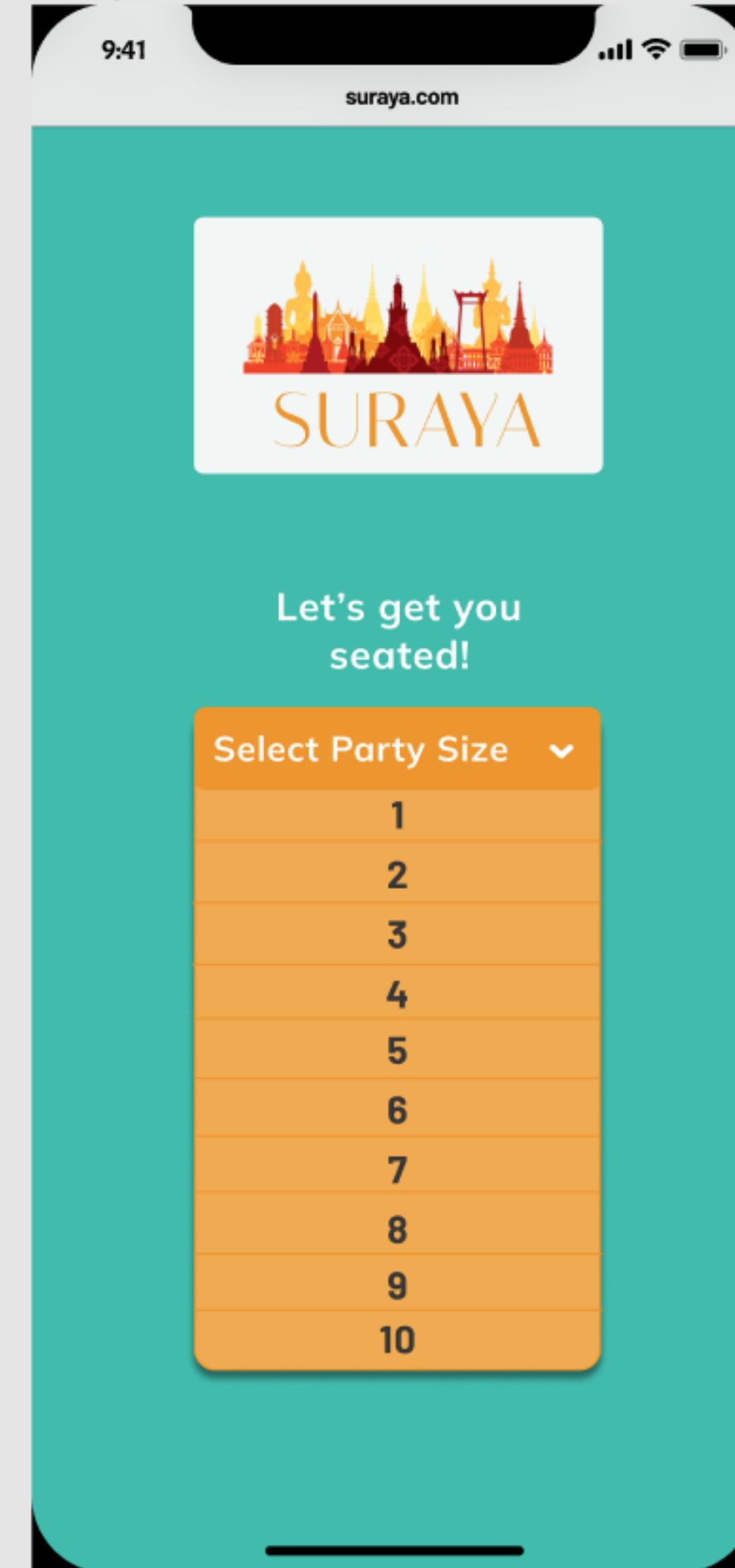
Wireframes
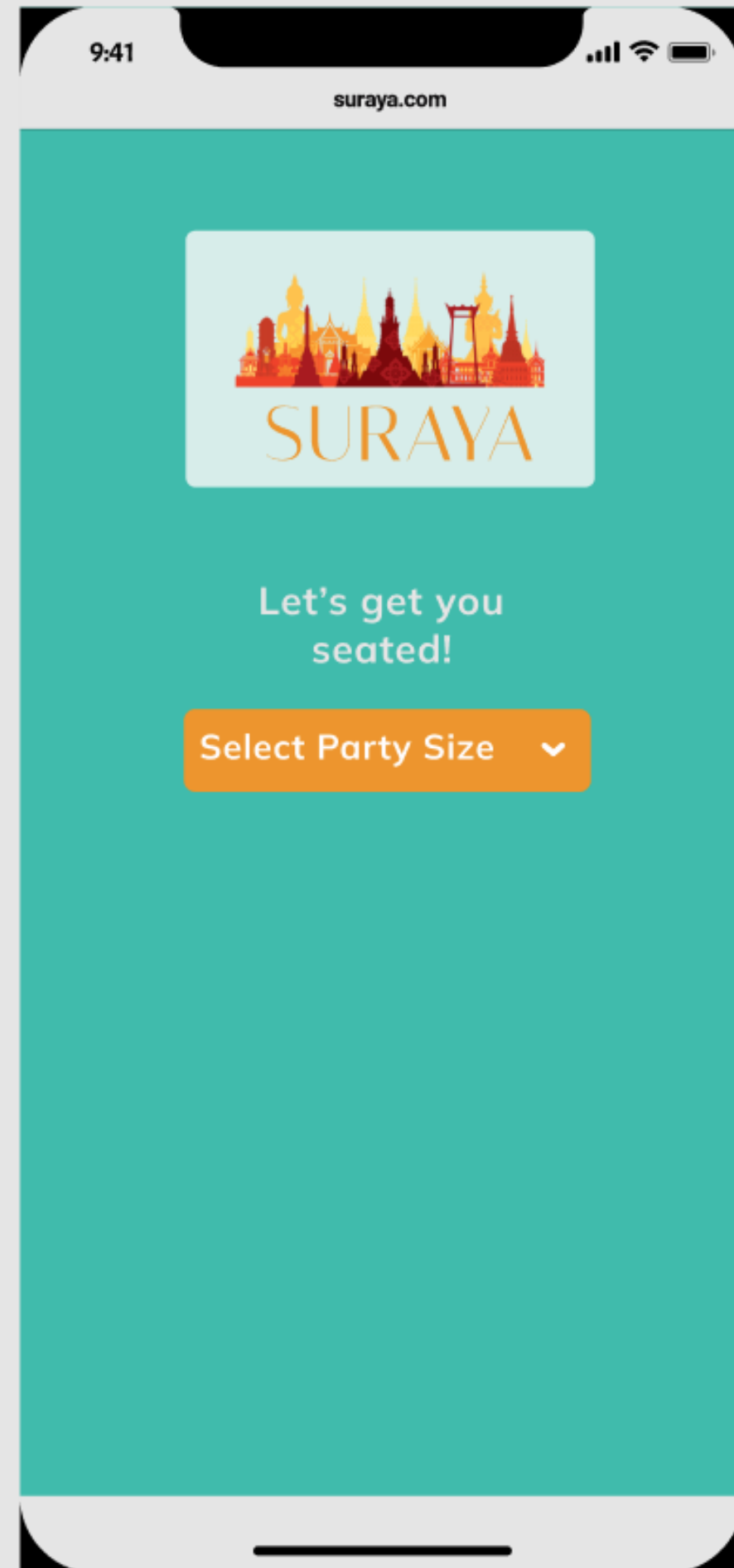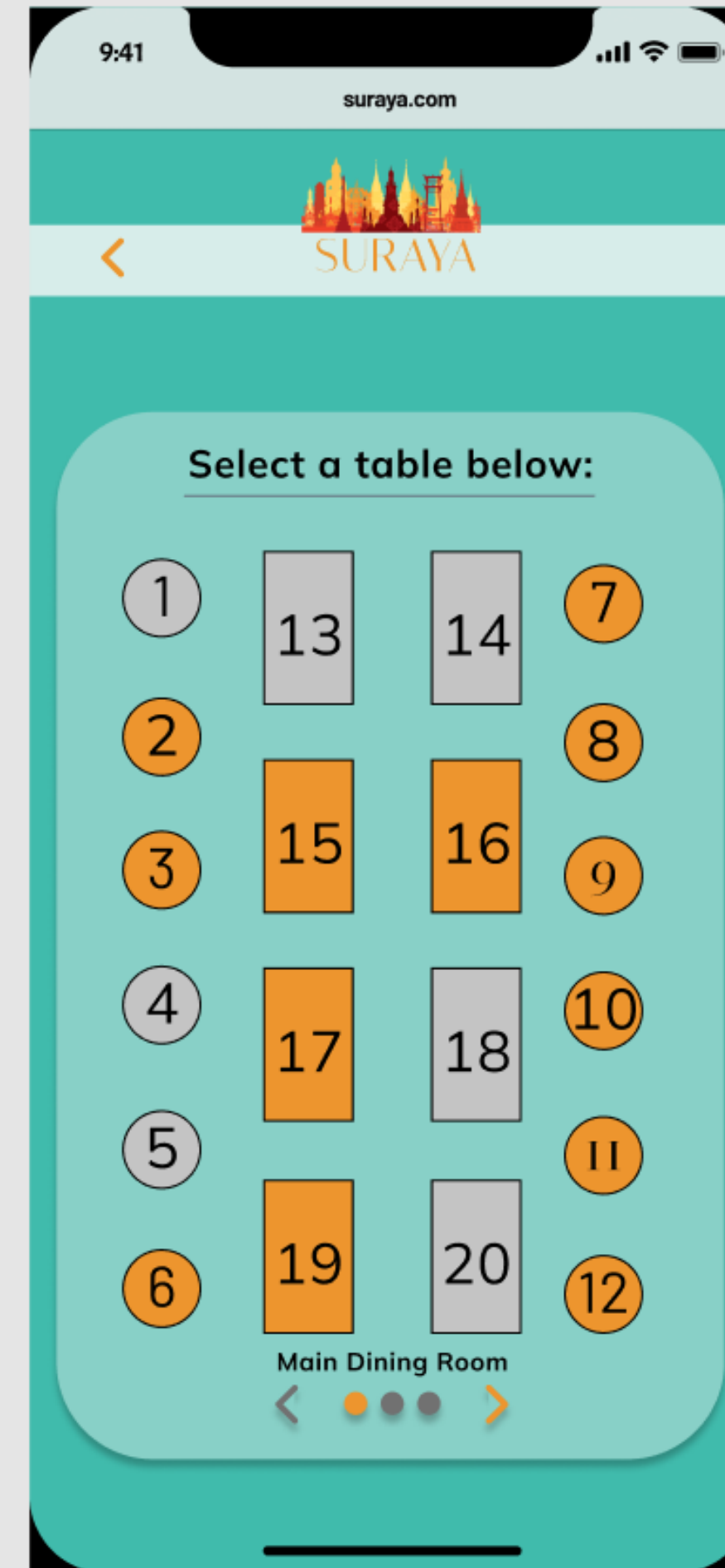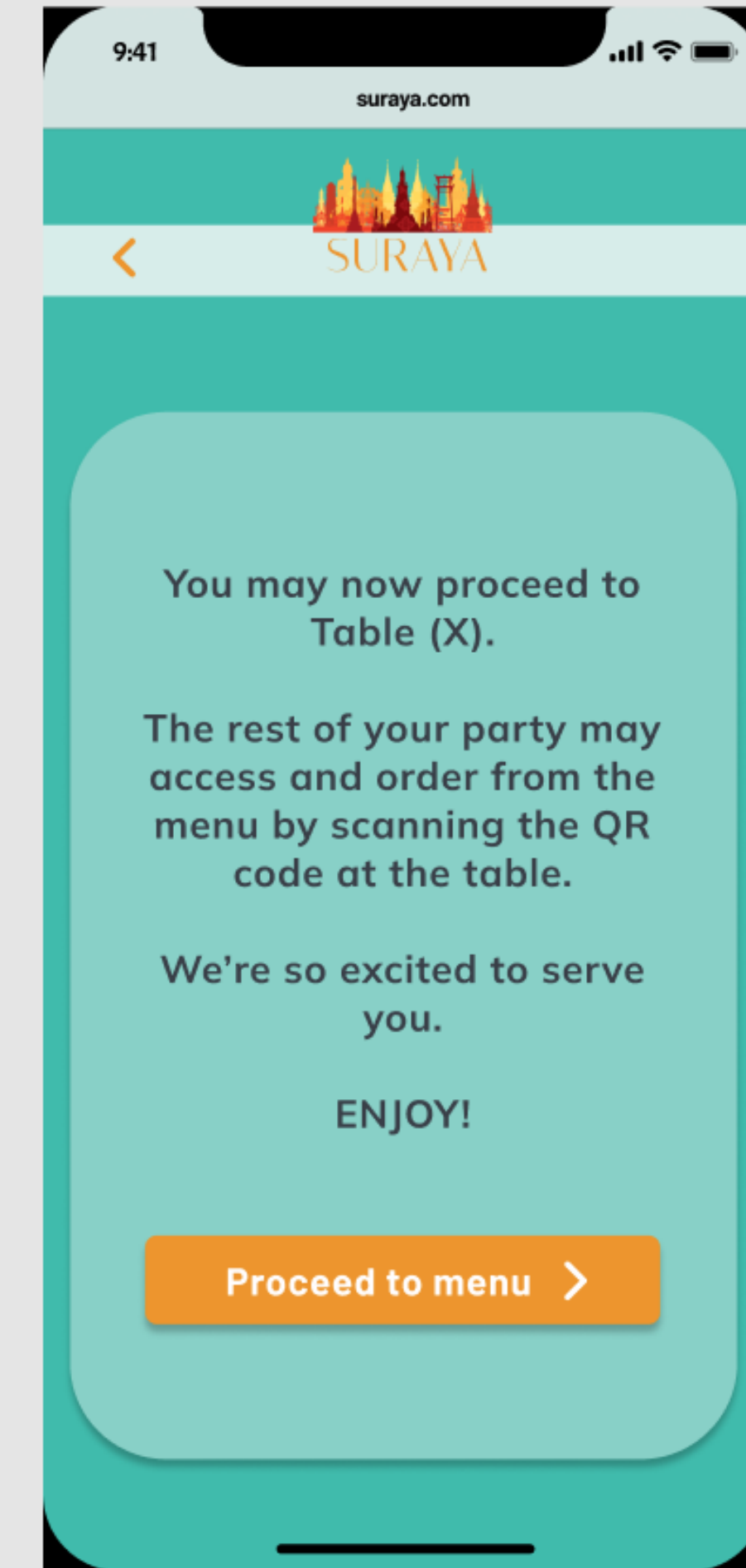
Wire Frame Workflow 1 : Table Selection and Check-In.
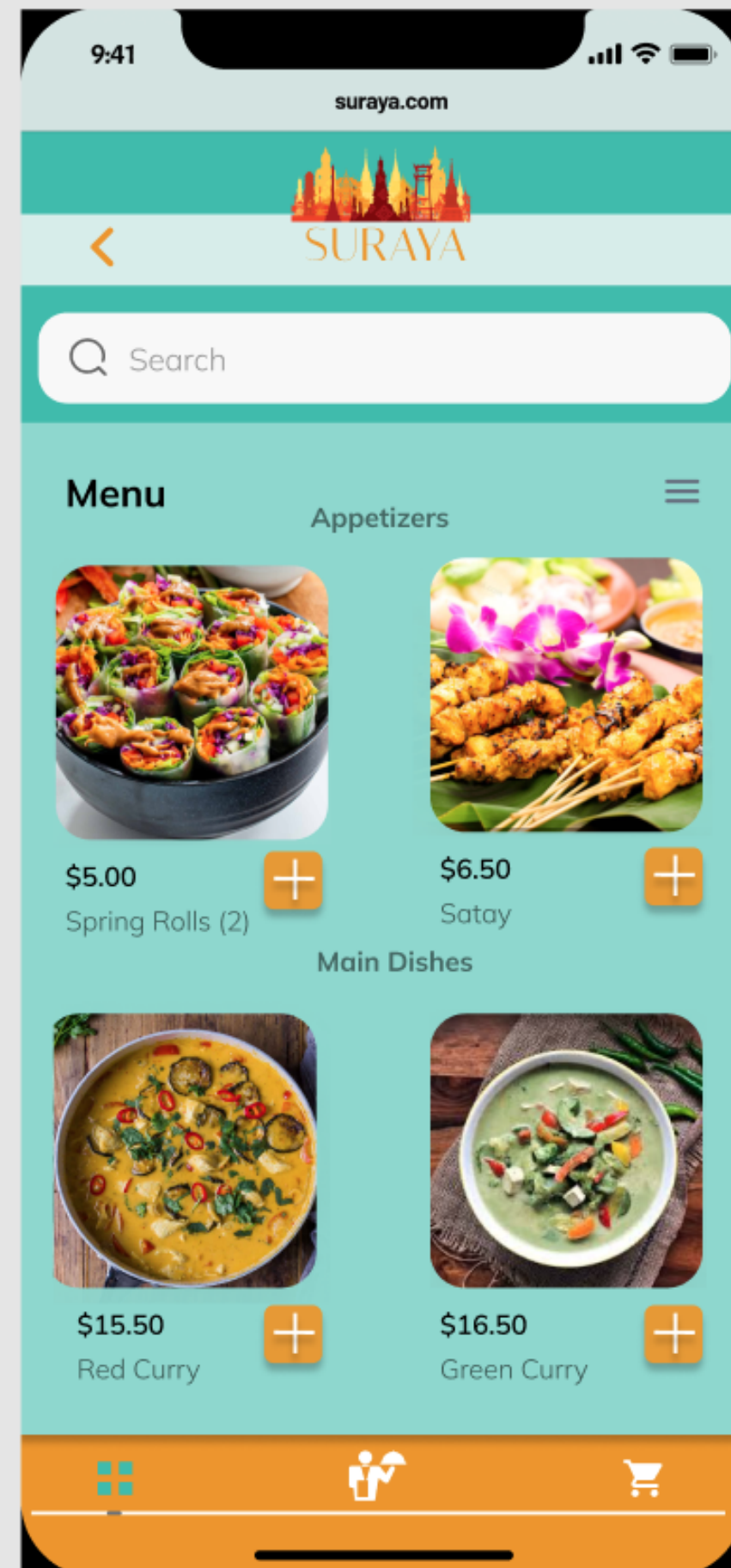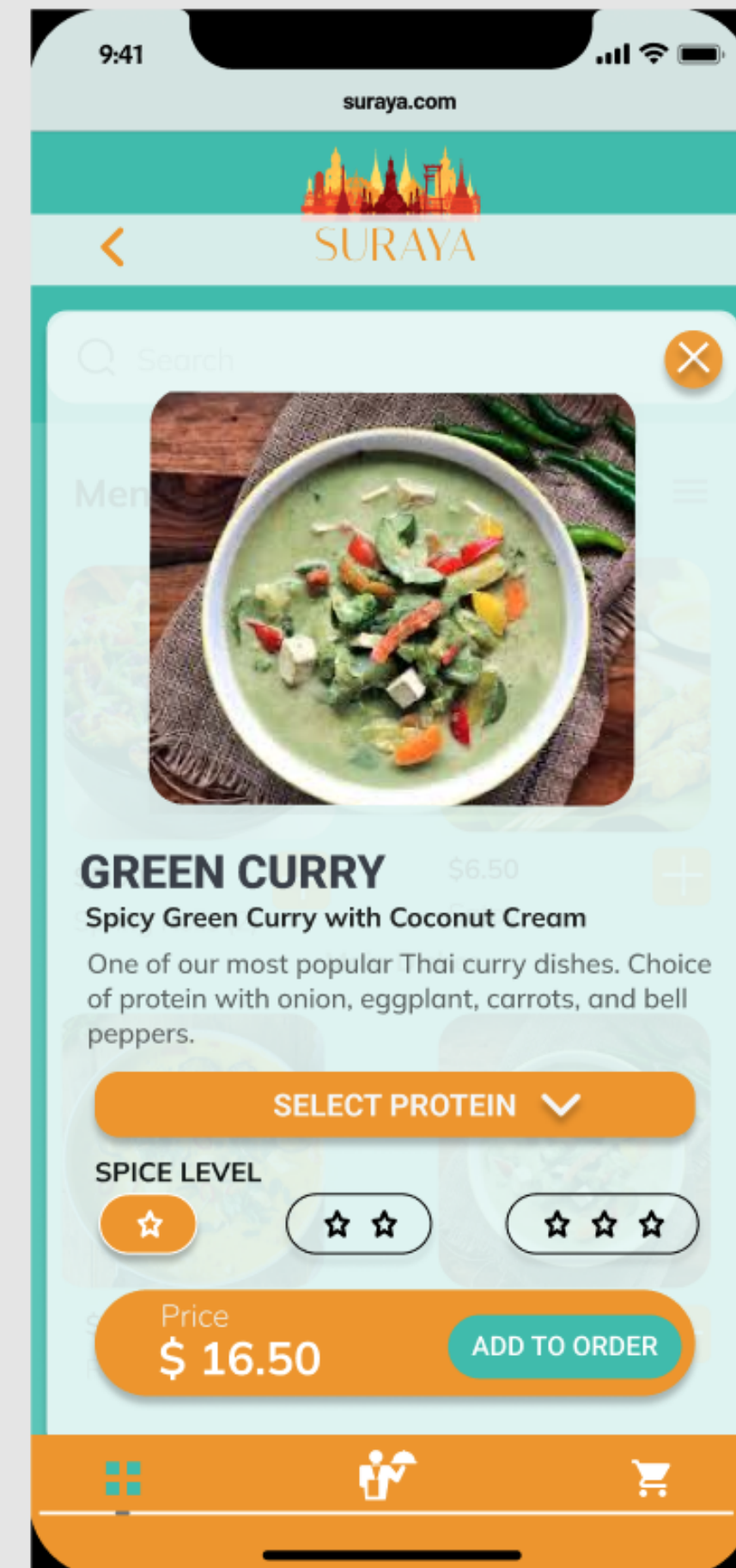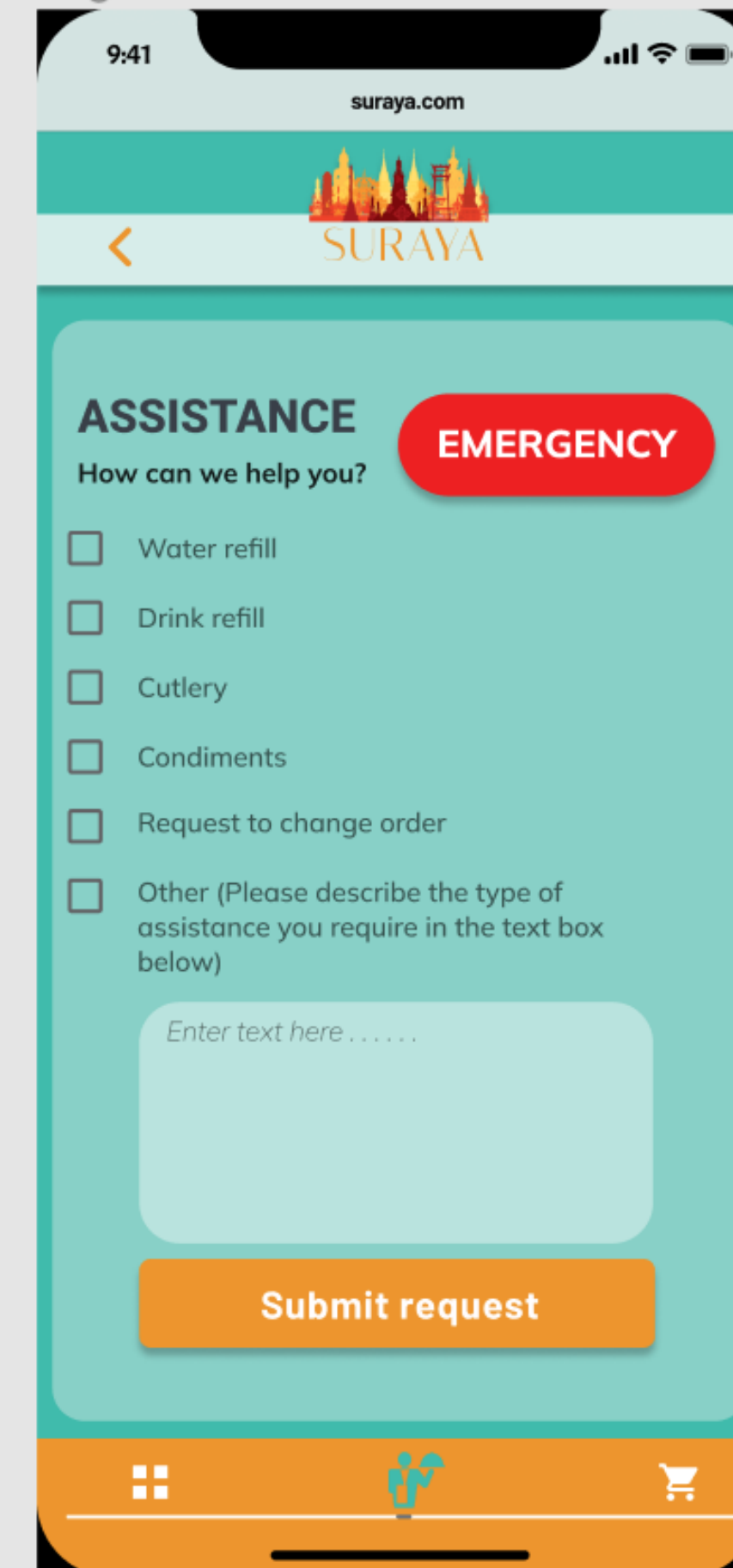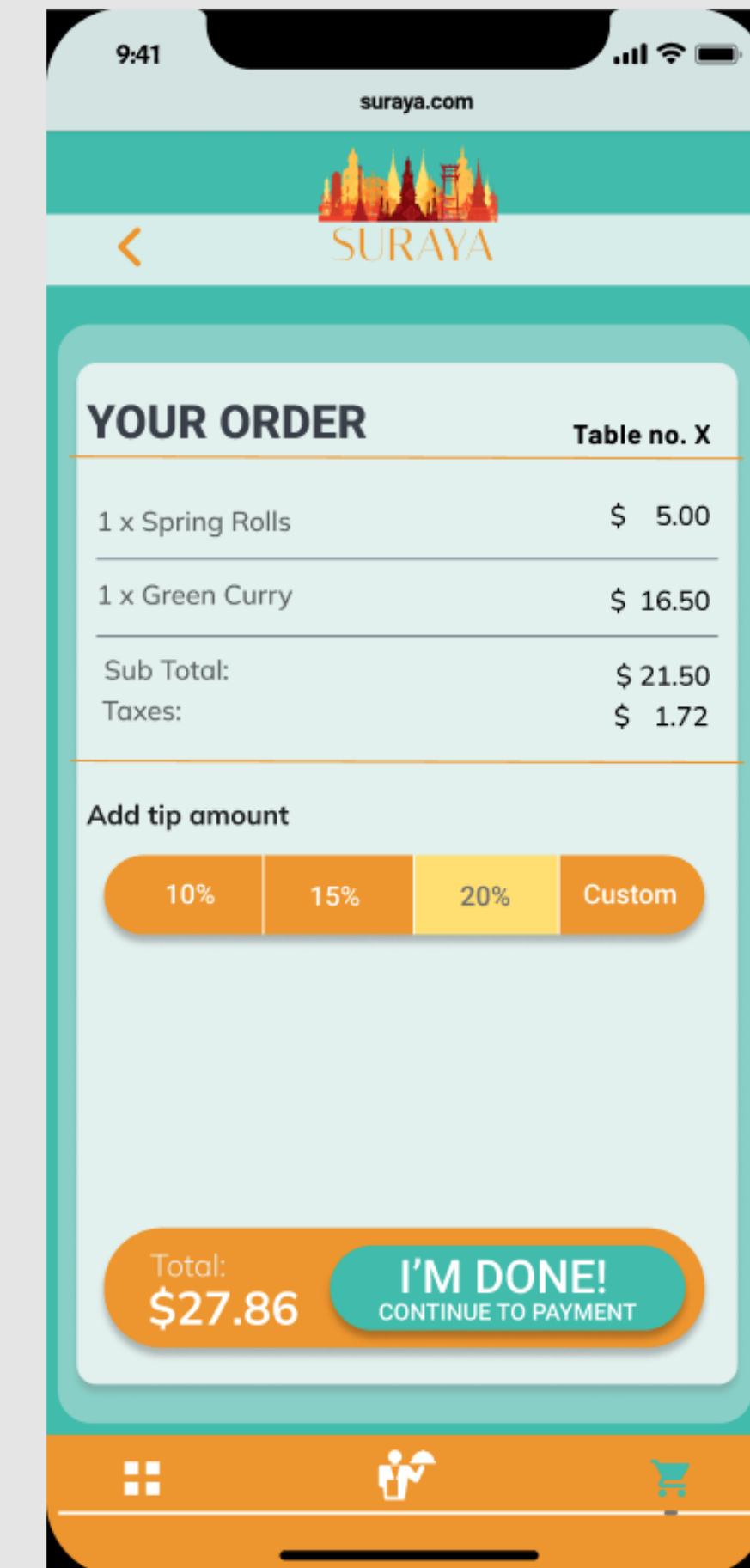
Wire Frame Workflow 2 : Ordering, Server Assistance, and Checkout

Final Reflections