P4: Information Architecture

Nacho Average Team

Kotoko Yamada, Courtney Mckee, Sebastian Torres Retana, Ritika Gupta

Project Description

Family-owned restaurateurs need a way to improve customer dining experience before the restaurant visit, because owners often lose customers due to long and unpleasant waiting periods. To combat this, we are designing an extension to existing POS Systems. Our design will offer restaurant owners three new features:

- First, a real-time restaurant traffic feature will allow owners to monitor restaurant wait times.

- Second, a queue will depict live updates of who is next in line to dine. The queue will receive data directly from a reservations list, to account for parties who book ahead of time.

- Third, an interactive menu will illustrate each item, as well as its ingredients, popularity, nutritional facts, etc. This menu will allow owners to track customer ratings of each dish, and to easily add or edit items if need be.

The owner will be also be able to integrate some of these features (real-time traffic, reservations, and an interactive menu) onto their restaurant website, to ensure customer satisfaction before dining.

Legend

🟦	Owner features	🟧	External Website
🟨	Customer features	→	Direct Pathways
🟥	Navigation	◆	Decision Point
🟩	Set Up		

1.0 Download software

1.1 Integrate into POS system

1.1.1 Login

1.1.2 Create an account

3.0 Generate website

3.1 Edit data on website

2.0 POS homepage

2.1 Analytics Overview

2.2 Existing POS functions

2.3 Check Interactive Menu

2.1.1 Live Traffic View

2.1.2 Past Traffic View

2.1.3 Current Queue

2.1.4 Researvations

2.5.1 Add Category

2.1.2.1 Daily traffic data

2.5.2 View items in category

2.5.2.1 View item

2.5.2.2 Add items

4.0 View restaurant website page

4.1 View traffic / wait times

4.2 Make reservations

4.3 View interactive Menu

4.2.1 Confirmation

4.3.1 View items in category

4.3.1.1 View item

4.3.1.2 Review item