



for the customers.

Next we can move to aspects within the establishment. Four signs are present and consistent from previous models: sign 1 (the entrance sign), sign 2 (the welcome sign), sign 3, (the “employees only” sign), and sign 4 (the sign for the restrooms). These signs serve as visual aids for all patrons, staff, and people in the restaurant, and they express where they can and cannot go, in addition to where things are located. The pink stars throughout the restaurant are each telephones, but, depending on their area, are only for specific uses and users. For example, at the bar anyone can use the phone, at the hostess stand only the hostess can conduct calls and they must be for the business, and in the employee area any employee can access a the phone for whatever reason. The spacing between tables on the floor provides convenience for all persons within the restaurant. Two areas that provide additional seating for users waiting are the waiting area at the entrance, and the bar. Both these areas ensure that the clutter within the front of the restaurant floor is reduced to a minimum. Finally, the host stand provides an organized area for the host to attend to, the guests to report to, and for the host duties to be managed from.

Each stakeholder has a corresponding color for their physical actions within the physical environment. The user is blue. User movements can be seen from the parking lot, to the host desk then either to their table or to the waiting room. From the table the user may move to the bathroom, which they see from sign 4, or to another table to greet other guests. The blue speech bubbles indicate how the app and the user interact at three points: outside the restaurant they check-in/view wait times, within the waiting area the buzzing notification for their party is received and they present a coupon to their waiter from the app at their table. Moving forward, the host/hostess movements are red. They arrive at work and report to stand, where they can organize menus, update wait-times, or check availability from the computer. From their desk they can greet users or move to the waiting room to do the same. Then they either notify users that their table is ready from their desk (portrayed by the red speech bubble), or they call customers names. The hostess then can guide guests to tables and notify the staff. The only manager movements are indicated in yellow to watch the floor, to be in the office, to report to a table when requested, and to oversee deliveries/issues. The manager interaction with APPetite is in black, which are computed on the office computer.