# Significant Scenarios

Scenario I: Manager provides information to the application and the User decides to go to that Restaurant

Scenario II: User has specific needs in order to dine

Scenario III: User on Foot Tries APPetite for First Time

Scenario IV: Users in Car Interact with APPetite

Scenario V: Hostess Works with APPetite on Busy Saturday Night

Scenario VI: Hostess Follows Protocol with Regards to APPetite's Terms of Use Agreement

Scenario VII: Users Redeem Loyalty Points Reward Off APPetite

## Scenario I: Manager provides information for the application and the User decides to go to that Restaurant

Recently a new restaurant has arrived in Erica's hometown of West Chester known as Orangebee's. They offer a wide range of American food at an inexpensive price and are known in different states. The Manager of the restaurant in West Chester decides to join APPetite in order to promote the restaurant to locals around the area. Through his effort he agrees to place information about the restaurant on the application such as; different reservation times, location, food type, menu, price, etc. In addition to adding relevant information to the users, he also provides a special offer for new customers who decide to join their reward point system, and come to a Orangebee's for the first time. Erica is sitting at home with her family and decide to use APPetite in order to find out what restaurant they want to go to for the night. She browses and discovers an Ad for a new restaurant Orangebee's and proceeds to click on it. From there she reads what they have to offer and the information about the restaurant. As she is reading she comes across a special offer for new customers. She tells her family about the special offer of "buy one entrée get another half off" if you join their reward point system. Her parents agree and think that it might be worth it and they decide to reserve a table for 6pm. They receive a notification that their table is ready and that they have 5 minutes to arrive. They get there in time, and discover how cool the new restaurant is. When arriving they get greeted by the hostess. Erica shows the hostess that she is a new member for the reward point system and that she wants to use the special offer. The hostess seats them to a table and they proceed to enjoy the food. As they eat the manager comes by to ask if everything is alright. The family tells him that they like it here and that they are excited to be new members of the reward system. The manager is pleased that everything he put on the app is useful and families are willing to come back to the restaurant in the mean time.

## Scenario II: User has specific needs in order to dine

In the Smith family, Grandpa Curt has bad knees and needs to be in a wheelchair to move around. Grandpa Curt, however loves to eat at different restaurants with his children and grandchildren all the time. For the weekend, the Smith family decide to go to a nice restaurant to celebrate a new grandchild in the family. Aunt Jenny decides that the most useful way to reserve a table for the Smith family is to use APPetite on her PC. Her and the rest of the smith family choose a restaurant that offers specific needs for the grandchildren, and Grandpa Curt. Aunt Jenny picks out a new burger place, and chooses that the restaurant reserve a table for 12 people. Also when reserving the table she chooses that there be 4 booster seats for the children and a large area for Grandpa Curt to place his wheelchair in. Aunt Jenny and her family wait until she gets a notification saying that her table is ready and that she has 5 min to get there. Finally, she receives the notification and thus gets the Smith family together for dinner. They arrive at the restaurant and thus proceed to a lovely table arranged for their needs. Happy to be there, the Smith family enjoys their evening and celebrates the arrival of a new grandchild.

## Scenario III: User on Foot Tries APPetite for First Time

Guifang Xiao is an elderly woman who lives alone. She rarely leaves her house, and when she does, it is usually to go to the doctor or buy groceries. Due to a health condition, Guifang's diet consists mainly of seaweed-based products. Although there are several restaurants in her neighborhood, only one carries seaweed items. Guifang enjoys walking to this restaurant for lunch, however, their food is expensive and she cannot afford to eat there often. Additionally, her condition prevents her from standing for long periods of time and the restaurant has no seating available for people on the waitlist. Guifang has complained about this several times before and has been told it is just not feasible to install more seating. At her last visit she again asked about seating. The manager informed her of a new service, which would allow her to wait at home until her table was ready. She was initially skeptical because she has no mobile devices. He explained that the app was also available on her PC through the Internet. Guifang had signed up for the app and chosen her favorite restaurant, but has not previously used it. Upon checking her email today, she learns that her favorite restaurant has sent her a notice of a special deal on their seaweed products. Being around lunchtime, she signs into the service to find that there is a table available immediately at her favorite restaurant. Since there is no waiting list, she can leave for the restaurant immediately. She walks the one block distance to the restaurant, is seated right away, and enjoys a delicious seaweed meal at a reduced price. Recognizing the value of this service, Guifang intends to use it often in the future.

## Scenario IV: Users in Car Interact with APPetite

Caridad and her boyfriend Miguel are preparing for a dinner date. Miguel has arrived at her residence and they have decided that one of the inexpensive, generic chain restaurants near the mall would be a good choice. It is Friday, and nearly 7pm; Caridad knows it is likely they will have a long wait and worries about her dog, Lucero, who suffers from separation anxiety. She recalls that she recently downloaded an app to her iPhone after her friend explained how it allows a user to be placed on the waiting list without being physically present. After opening the app, Caridad selects that she is driving and her party contains two people. Luckily, her residence is only a few miles from the mall and all restaurants in that area have partnered with the app developers. She selects 'general' cuisine type and the lowest price category. The app provides her with a list of potential restaurants. Although all restaurants have a substantial wait time, she selects the three with the least time and adds herself to their wait lists. A message is then received which says that she will be alerted when a table is ready and she will have 5 minutes to arrive. Relieved, Caridad sits on her couch and comforts Lucero while talking with Miguel about the weather. After about 20 minutes Caridad's phone alerts her that a table is ready at Orangebee's. She confirms that she still wants the table and she and Miguel begin the drive to the restaurant. She does not worry about the other two restaurants because she knows the app will automatically remove her from their lists. Caridad and Miguel arrive at the restaurant after a 4-minute drive, and the hostess, Esperanza, greets them. They appreciate the restaurant's participation with this service and overlook the poor food quality. Upon returning home, Caridad is again relieved to find Lucero has remained calm and well behaved. She thanks Miguel for a lovely evening, and immediately following his departure, she purchases the premium version of the app.

## Scenario V: Hostess Works with APPetite on Busy Saturday Night

Jenny comes to work on a Saturday night finding the restaurant to seem more crowded than usual. She takes over the hostess stand, and begins to review which tables are unseated and what the capacity is at those unseated tables. Right away, a few more customers walk in, and Jenny seats these groups of customers at the remaining unseated tables. At this time, Jenny must begin to make rough estimates as to how much longer the seated parties will be staying in addition to the time it will take to clean and reset the tables. This is one of the most important parts of Jenny's job, because this estimate is the projected time she reveals to prospective customers. As walk-ins come to her station, she gives them the time estimate and takes down their name, but Jenny must also enter the projected wait time onto the application's online server. Jenny continues to update the time estimates as the wait list grows in order to correctly inform customers. Something that facilitates Jenny's accuracy is that the wait staff, through computers they use to place orders on, close the checks on tables where parties have left and where the busboys have cleaned. Once the checks are closed, the color of the table on the hostess's computer changes to green, which notifies Jenny of the newly opened table. Just as Jenny returns to her stand after seating a couple at the bar, a few tables turn green on her computer. She proceeds to the waitlist and sees that the first name is someone using the application. Jenny hits the button to notify the James party of their reservation, and because the projected time she gave was, in fact, correct, the party has five minutes to report to Jenny's hostess stand. The party for James reports to the stand promptly, and Jenny guides the customers to their section. When she returns, Jenny hits two more notification buttons in order to fill the remaining table vacancies at the restaurant.

## Scenario VI: Hostess Follows Protocol with Regards to APPetite's Terms of Use Agreement

Amanda is hosting on a busy night. The waitlist since she clocked in at five

o'clock has grown in time from a 15-minute wait to a 40-minute wait. On nights like this, customers get extra pushy regarding their wait times meaning Amanda must move quickly and react appropriately. Around 6:15 a party of four under the name Mary submitted their information via APPetite. The projected wait time provided to them was twenty-five minutes. Twenty minutes into their wait period, a table opened up with their name on it, and Jenny sent a notification to Mary's party. Signing up for APPetite, users agree to a Terms of Use statement, which highlights how long the restaurants are required to hold your table for. Because the Mary's party's projected wait time was 25 minutes, they are held to the APPetite agreement that if they do not show up within 5 minutes past that time, then their table can be released. At 6:45 the party of four had still not shown up. Because the night was so busy and the wait list had continued to grow, Amanda decided she must give up Mary's table. She seated the next name on the waiting list and returned to the hostess stand. Ten minutes later, Mary and her friends walked in. They approached the desk asking for their table and Jenny then had to apologize and tell them that their table had to be given to the next party. Mary and her friends were not happy to hear this and snapped at Amanda. Amanda remained polite and explained to them the rules that are stated in the APPetite user agreement, and Mary and her friends decided to eat somewhere else.

## Scenario VII: Users Redeem Loyalty Points Reward off APPetite

Anna was out shopping with her boyfriend Max one day. They had been shopping for several hours downtown one day, and decided that they wanted to get

something to eat. Max asked Anne what she would like to eat since he decided last time, and Anna being as indecisive as always, couldn't decide. They tried brainstorming some ideas for a short time, and Max decided to then open up APPetite for some help. After looking for a short time for nearby restaurants, he then realized that he had accumulated a fair amount of loyalty points at his and Anna's favorite Japanese restaurant Sushirama. He had accumulated enough to nearly pay for both of their meals, so they decided that they would eat there. Max then checked the wait time for Sushirama and it came up with twenty minutes. Anna said that twenty minutes was perfect, because she wanted to go to a nearby boutique to take a look at a pair of bright red pumps that she had been wanting for some time. They then walked to the boutique and Anna found the pumps she had been lusting over and bought them. They then had just enough time to get over to Sushirama and shortly after they arrived, Max's cell phone buzzed notifying him that their table was ready. "How convenient!" Max exclaimed. They were then seated and had a great dinner, and at the end Max displayed the coupon to the waiter to claim his discount.