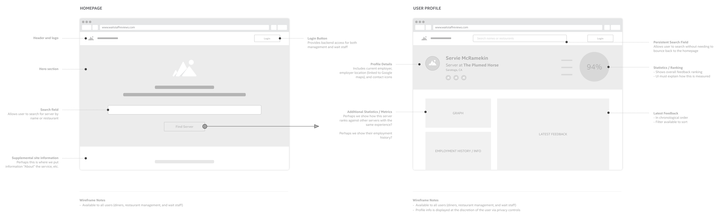
WAIT STAFF REVIEW WIREFRAMES

Prepared for Google by Dustin Vaughn-Luma

WEB APP FRONT END

Non-logged in state



Wireframe Notes
- Available to all users (diners, restaurant management, and wait staff)

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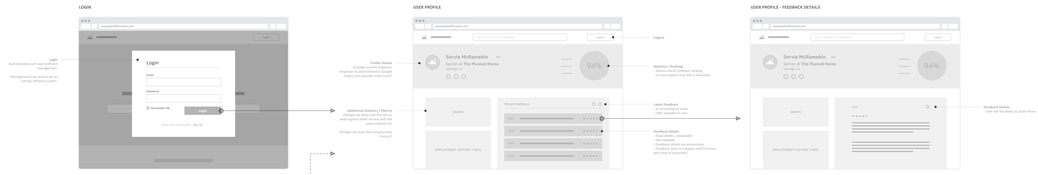
- Available to all users (diners, restaurant management, and wait staff)
- Profile info is displayed at the discretion of the user via privacy controls

WEB APP BACKEND

Wait Staff Logged-In State



Wireframe Notes
- User types are authenticated during sign in and taken to their respective backend UIs
- Wait staff would see their logged in profile page
- Management may need to be an entirely different system. In this case, the management UI may need to be part of a different system that communicates via API back to the wait staff review system?

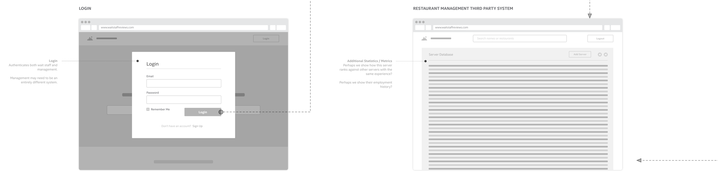
Wireframe Notes
- This is the wait staff view of their profile.
- Logged in state of the user profile allows user to share their profile with other users, control privacy settings

Wireframe Notes
- Users are able to drill down on their feedback submissions in detail.

API

WEB APP BACKEND

Restaurant Management Logged-In State



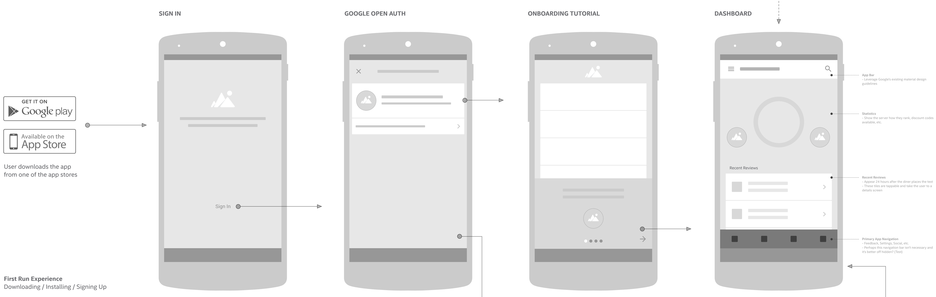
Wireframe Notes
- Wait staff view for management's case, they have access to a completely different rewards system
- This system may be mutually exclusive of wait staff reviews, and in an alternative case, perhaps WSR communicates with this separate system via API call calls wait staff reviews.

Wireframe Notes
- This is the management third party system
- This UI might show a list of all wait staff in the system, the reviews being pushed through the wait staff reviews API
- Management has the ability to add / remove wait staff from the system and to any rewards codes to an individual user

API

MOBILE APP

For Wait Staff

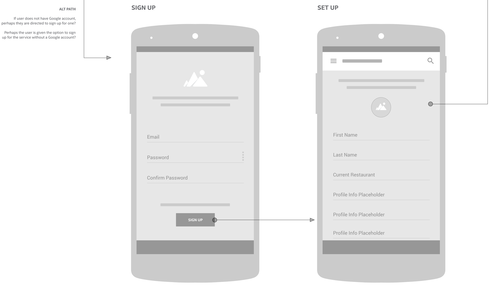


First Run Experience
Downloading / Installing / Signing Up

Wireframe Notes
Perhaps the app would leverage Google open auth?

Wireframe Notes
Perhaps a first run onboarding tutorial?
This could be skipped by the user

Wireframe Notes
Perhaps the dash would contain a statistics snapshot of the server's performance



Wireframe Notes
Leverage Google Auth Sign Up or provide a standalone sign up screen per product

Wireframe Notes
- Set up allows the server to add profile info to the service.
- As an alternative, perhaps it takes the user directly to the dashboard and asks them to begin entering information in in-line?

DINER TEXT REVIEW TASK

Food server asks for a review and the diner provides it

Diners eating at a restaurant
Good people. Good times.

Food Server Performs Flawlessly
Diners are happy. The food flows like wine. Wine probably flows too.

Food Server Brings The Check
When the food server drops the check, perhaps she / he informs the diner(s) that ...

"Thank you so much for coming in. It was a pleasure serving you. If you'd like to give feedback on your experience with me personally, simply text "DINE" to the number on the check and you'll receive a (X discount) off of your next meal."

DINER'S DEVICE

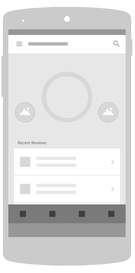
Diner texts the code
The diner opts to submit feedback on the food server.
They simply text the word to the code provided by the food server.

The service will text back with a series of questions / ratings responses.

DINER'S DEVICE

After 24 hours

WAIT STAFF DASHBOARD



Diner begins response to dialog
A series of questions will begin to roll in.
The diner would respond quickly (by number rating) to a maximum of 4 questions.
The final question would be a "comments" response that the diner could use to express any additional feedback.

Feedback Received 24 Hours Later
In order to maintain and protect privacy, feedback would populate into the wait staff app 24 hours later. The wait staff user would not know which diner the response came from unless the diner opted to be specific about their experience.