

Coffee Ordering Process

Order

110 Get Menu Card /
Approach Terminal

- Article Number
- Price
- Item Description
(not specification)



120 Select from Order
Terminal on table

- Article Number
- Quantity
- (Could make
process leaner)



130 Check Availability
& Lead Time

- Check Ingredients
- Check Equipment
& Staff availability
- Lead Time

Order

140 Payment

- Pay successful / failed



150 Sending order to Kitchen

- Confirmation of order Start Preparation

Preparation



Preparation

240 Execute
Production Process

- Produce order
- Confirming critical control options



250 Confirm Order
Execution

- On touchscreen
- Waiter receives order executed notification



260 Place products
on counter

- For handover to delivery (waiter)

Delivery

310 Waiter confirms
on counter
touchscreen

- Visual check:
Correct products
& quantity
- Read Table
number
- Coffee
approaching
message sent to
table

320 Waiter picks up
order and approaches
table

330 Waiter puts coffee
on table

Delivery

340 Waiter confirms
delivery on table terminal



350 Feedback message
appears on table terminal

- Possibility for process improvement (yes / no happy with order – > no results in waiter approaching again)

