

Skip the Line and Get Your Coffee on Time

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Abstract

The purpose of this research project is to design an electronic Order Application (App) system for Spot coffee at the Student Union, which is located on the Buffalo State Campus. The coffee shop often has long queues of students during the morning hours and break times between classes. The large crowd of students gathers before and between classes; they have very little time to pay through the traditional cash register system, which currently is the only payment method available.

Introduction

This project will automate currently the ordering system and offer cashless payments to reduce the staff needed to take orders and payments. The project is aimed to develop the App for both Android and iOS smartphones so that students can order their coffee and make online payments. This project will also create an App for coffee shop through which the order can be processed by the coffee shop staff.

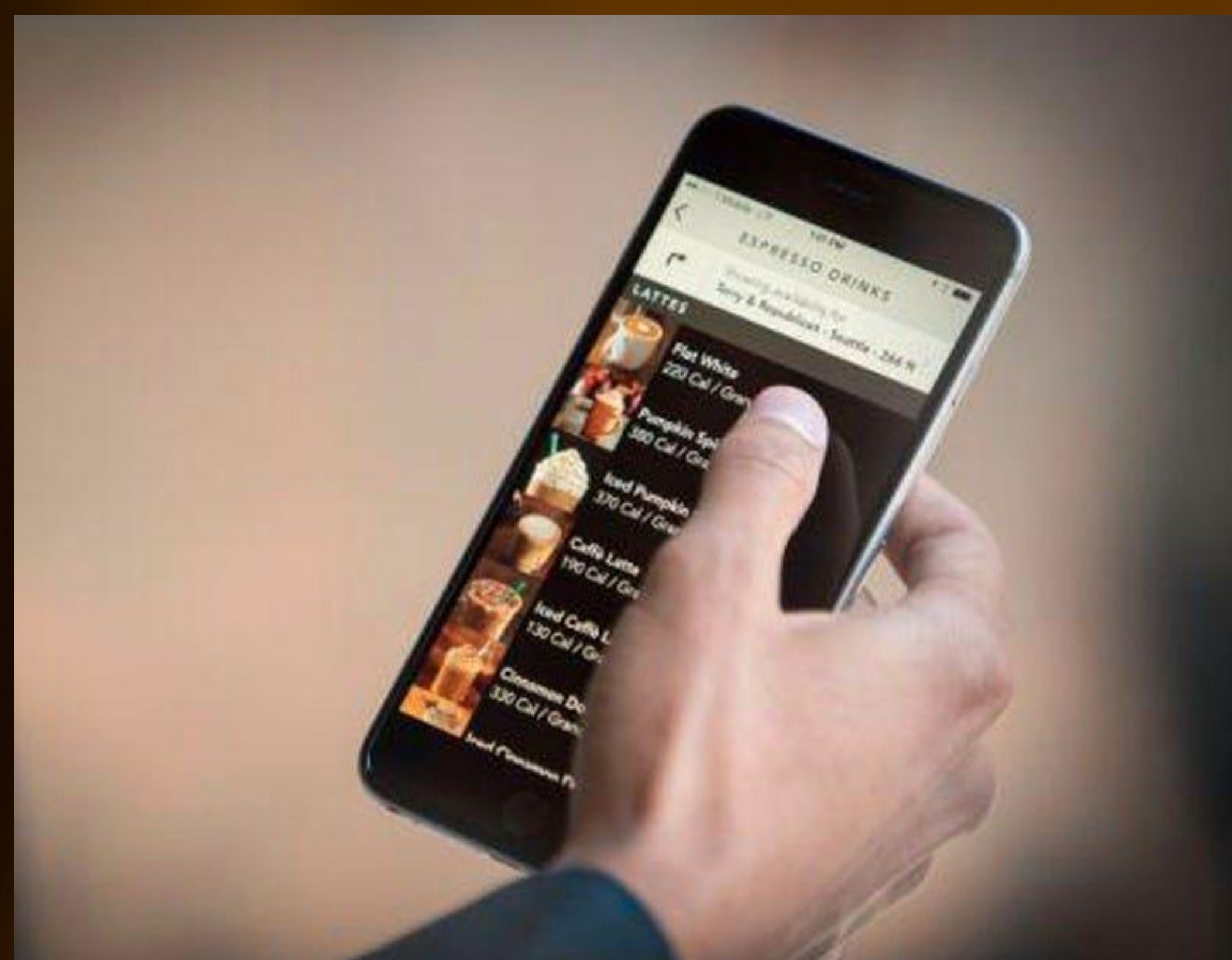
Method

With this App, the baristas will be able to visualize the order requests and efficiently service the orders to the customers as they come in. An "Order Ready" message will pop up on the screens of customers' smartphones. The project will be expanded to create a website ordering system as well. The payment system will be based on PayPal and credit card payments.

Features

This integrated mobile ordering system features:

- A custom app, designed and branded for your Spot Coffee, which is compatible with both iPhone and Android platforms
- The ability to easily update all Revention Online Ordering tools and settings through real-time, automatic synchronization, including changes to your online ordering menu
- Enhanced management reporting features get real-time access to Key Performance Indicators



Result

Benefits of a mobile app for your customer:

- No more waiting in long queues to place an order.
- Increased transparency in pricing
- Convenience of ordering from any place at anytime
- Multiple ways to pay for the order
- Loyalty points which can mean better savings when they frequent a particular place

Benefits of a mobile app for Spot coffee :

- Customers spend more when they order through an app as they have more time to make a decision
- Restaurants can handle orders with more accuracy and increase their productivity
- Loyalty programs help restaurant to retain customers and do more repeat business
- It is easier to check the cash flow in Spot Coffee without having to open the registers and ordering notebooks
- Improved efficiency and lesser running costs

Conclusions

With the increased smartphone usage and availability of a wide array of mobile apps, it is important for Spot coffee to capitalize on this technology so they can increase their margins and also be better equipped for the future.

References

<https://smallbiztrends.com/2016/10/mobile-ordering-app-benefits.html>

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