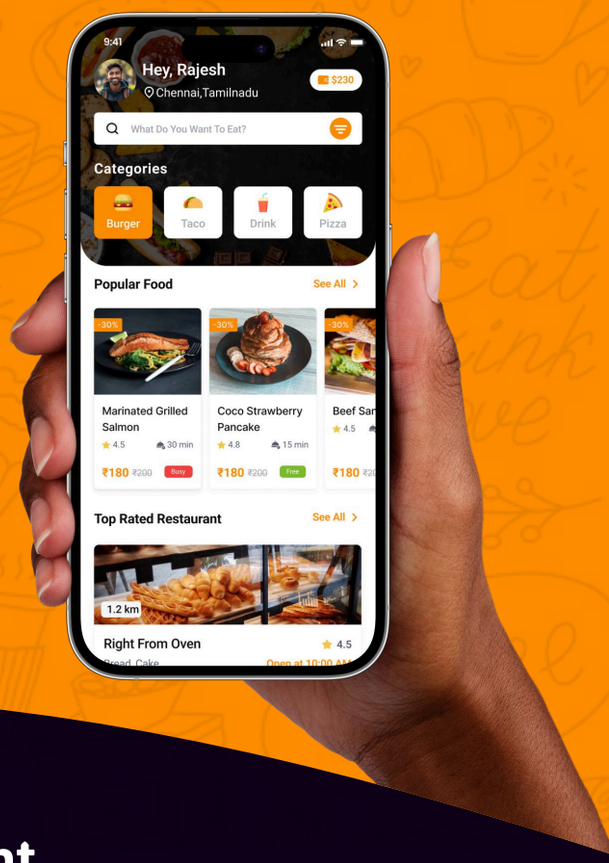
# Cafeteria Pre-Order System

A mobile food app that enables users to pre-order, skip queues, and get real-time updates from multiple cafes based on live wait times and personal preferences.




## Problem statement

**Problem**

Across public and semi-public spaces (IT parks, malls, college campuses, hospitals), users face:

- Long queues at food counters
- Uncertainty about food readiness
- No clear idea about wait time or real-time crowd level
- No cross-cafe interoperability (every cafe has its own isolated system)

**Objective**

Design a unified, user-friendly system where users can:

- Browse nearby cafes
- Pre-order in advance
- Track prep and status
- Access deals & past orders
- Enjoy a seamless experience regardless of cafe brand

**Methodology used to Cark this Problem**

## Heuristic + Market-Centered Design (HMCD)

### Discovery

- Analyzing Reviews
- Researching Industry Articles
- Exploring Community Feedback
- Benchmarking Competitor

### Define

- Mapping Frustration Points
- Highlighting Gaps
- Crafting a Centralized Problem Statement

### Develop

- Creating Wireframe Concepts
- Key Functional Features
- App Information Architecture
- Planning Context-Based Use Cases

### Deliver

- Applying Nielsen's Heuristic Evaluation
- Simulating User Flows
- Ensuring Accessibility & Minimalist Design
- Testing Scalability Across Public

## ✅ Why HMCD Fits This Case

01 Due to time constraint did not use surveys or 1:1 interviews

02 The project relies on publicly available data + usability principles

03 It's rooted in practical gaps from existing apps and aims to solve those through UX innovation and feature strategy

## 1. Discover – Conducting Competitive & Market Research

01 → Researched user reviews on Zomato, Thrive, HungerBox.

02 → Analyzed Reddit and Quora for user feedback about this problem.

03 → Studied industry insights from articles on workplace cafeteria tech.

04 → Identified gaps like lack of wait-time estimates, vendor lock-in, and poor user feedback loops.

## 2. Define – Identifying Core User Pain Points

01 → Compiled recurring problems queues after ordering, delayed food during peak times.

02 → Noted the absence of real-time crowd or prep status in current apps.

03 → Observed limitations of single-vendor apps that don't work across multiple cafes.

04 → Created a central problem statement to guide solution-building.

## 3. Develop – Designing Feature-Driven Solutions

01 → Proposed core features Smart cafe suggestions, real-time cafe status, and order tracking.

02 Designed supporting functions filters

03 Structured app flow and UI layouts for speed and simplicity.

04 Planned for adaptive use in various public spaces (malls, tech parks, campuses, etc.).

## 4. Deliver – Validating with Heuristics & Scalability Analysis

01 Can use Nielsen's 10 usability heuristics to test interface clarity and feedback.

02 Ensured accessibility with contrast, clear icons, and minimal text.

03 Simulated usage across different venues and group sizes to assess scalability.

04 Confirmed app's flexibility in supporting multiple vendors, users, and peak scenarios.

## 💡 Unique Feature: Dynamic Wait-Time + Cafe Load Balancer

- A real-time wait-time predictor + cafe optimizer that suggests the best nearby café not just based on location or rating, but by factoring in:

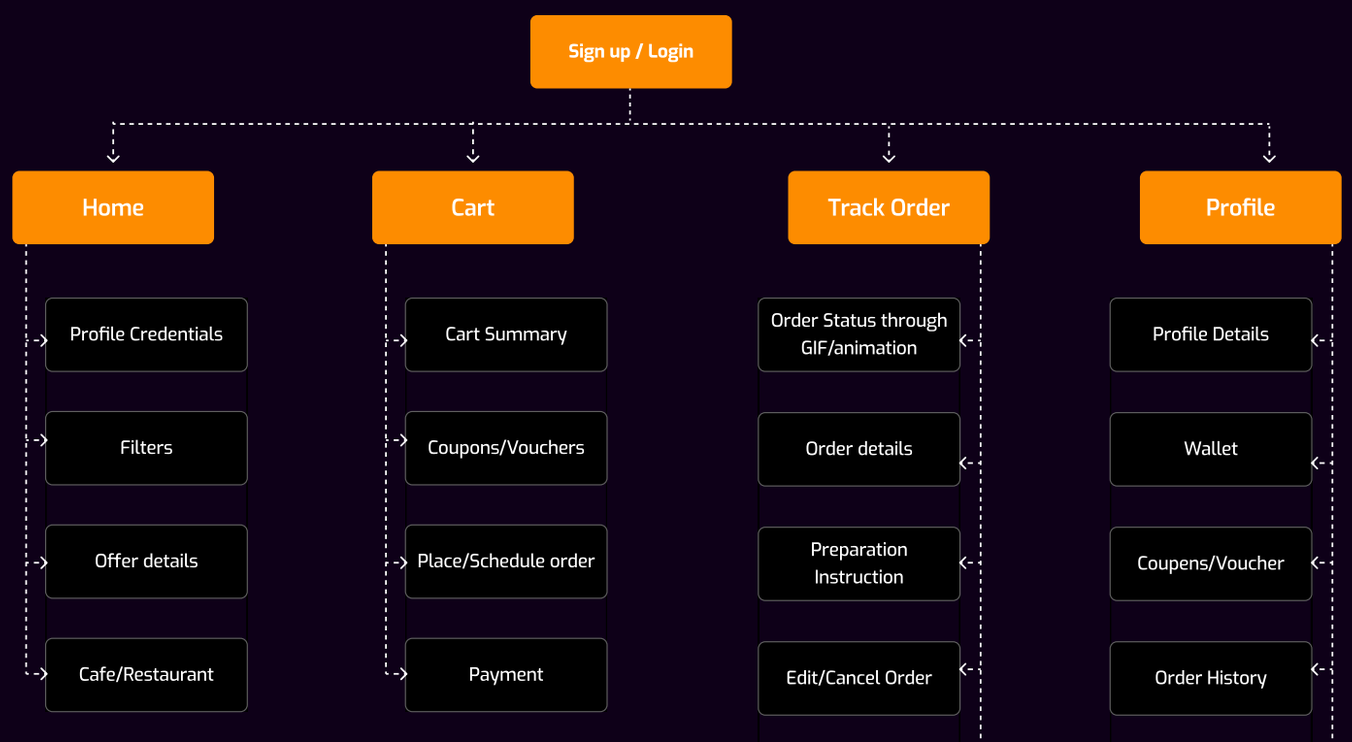
01 Real-time order load in cafe

02 Estimated food preparation time

03 Live order tracking

- Unlike other apps that are tied to one brand, It is a multi-cafe smart recommender, using real-time data to help users choose the best cafe to order from right now, not just the closest one.

## Information Architecture



Support

Settings

## UI Screens

# Home

Profile

Search

Wallet

Categories

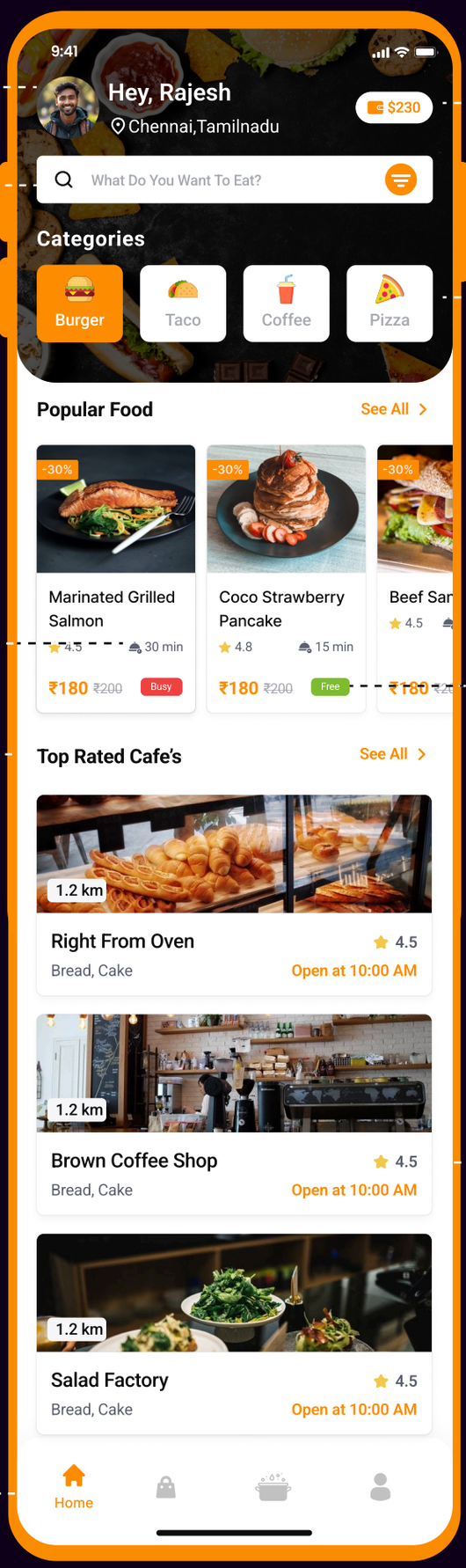
Prep time

Cafe Load

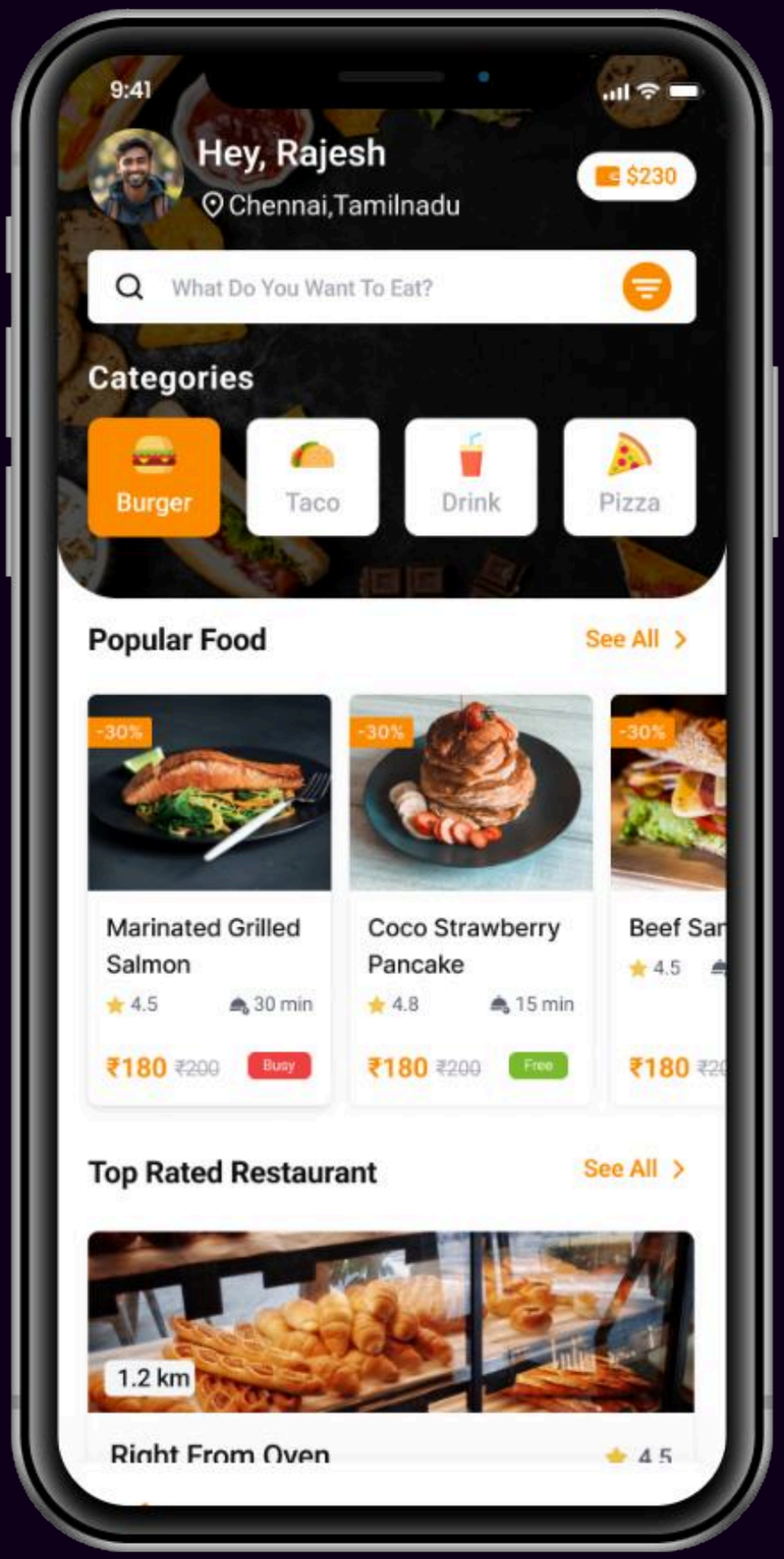
Cafe suggestion

Rating and Info

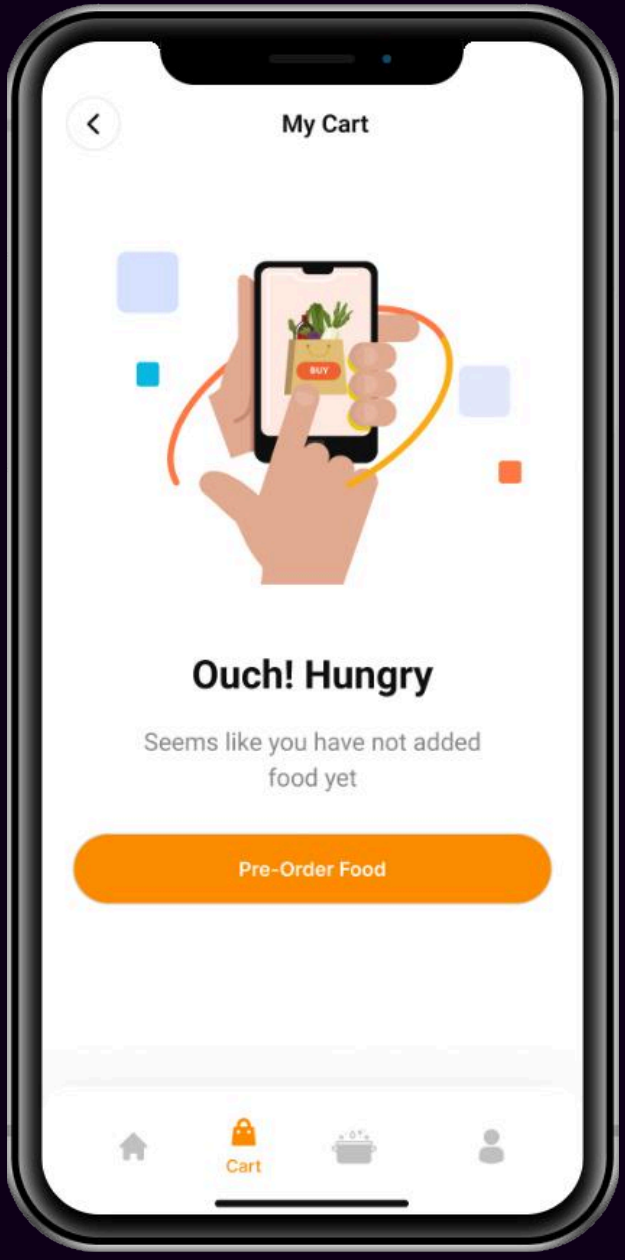
Nav Bar

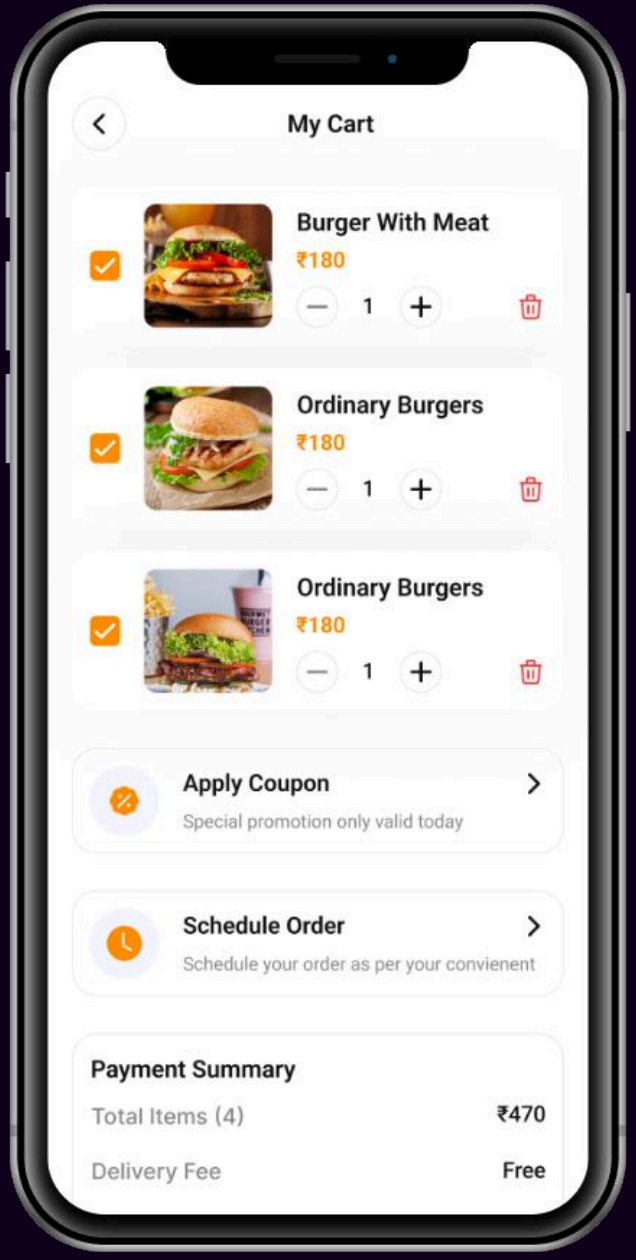


## Home

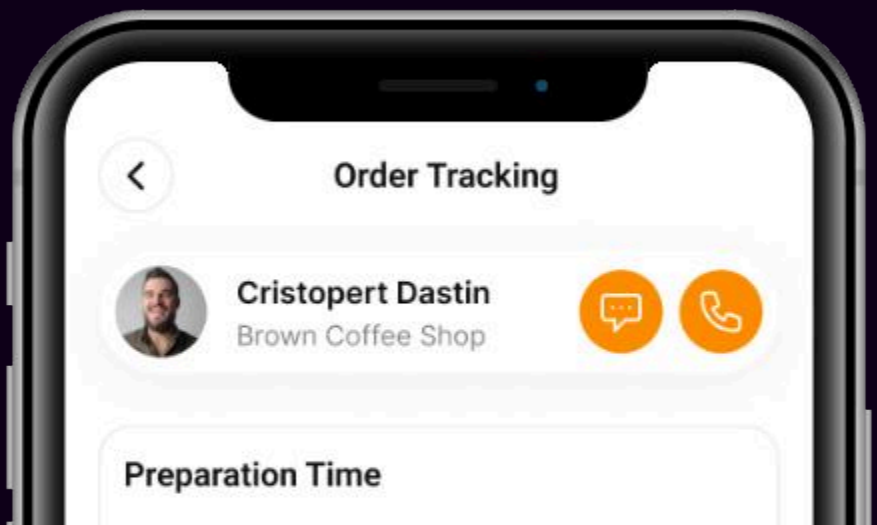

9:41
Hey, Rajesh
Chennai,Tamilnadu
$230
What Do You Want To Eat?
Categories
Burger
Taco
Drink
Pizza
Popular Food
See All
-30%
Marinated Grilled Salmon
4.5
30 min
₹180 ₹200
Busy
-30%
Coco Strawberry Pancake
4.8
15 min
₹180 ₹200
Free
-30%
Beef Sar
4.5
₹180
Top Rated Restaurant
See All
1.2 km
Right From Oven
4.5

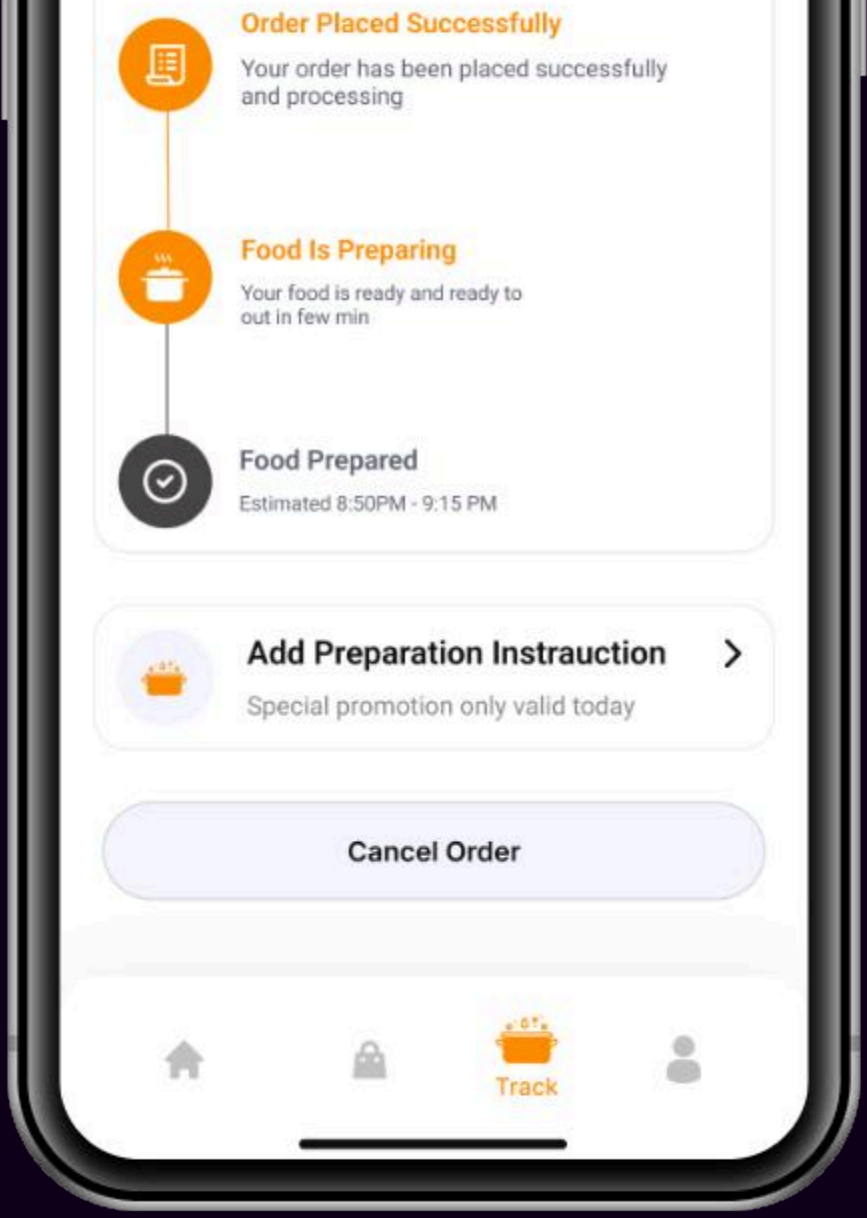
## My Cart


My Cart
Ouch! Hungry
Seems like you have not added food yet
Pre-Order Food
Cart

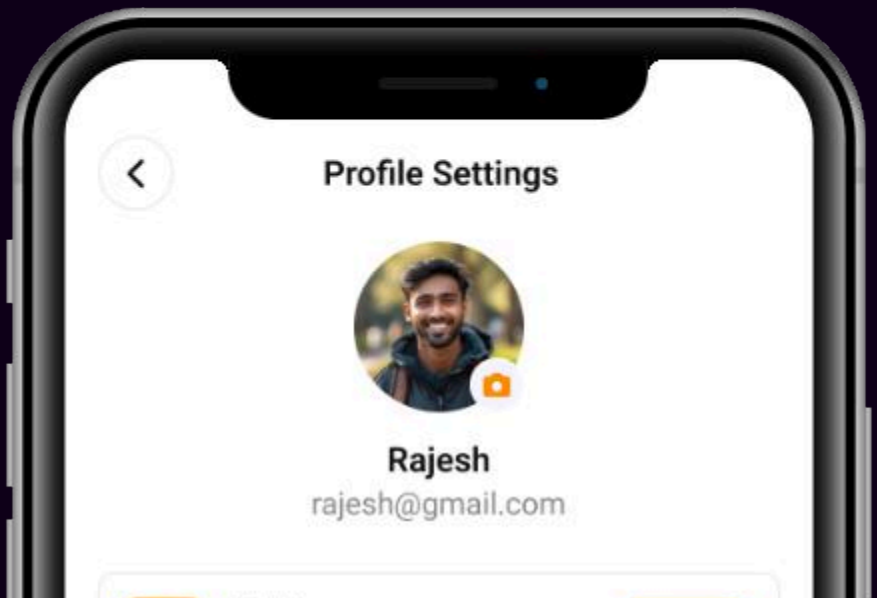

My Cart
Burger With Meat
₹180
1
Ordinary Burgers
₹180
1
Ordinary Burgers
₹180
1
Apply Coupon
Special promotion only valid today
Schedule Order
Schedule your order as per your convienent
Payment Summary
Total Items (4)
₹470
Delivery Fee
Free

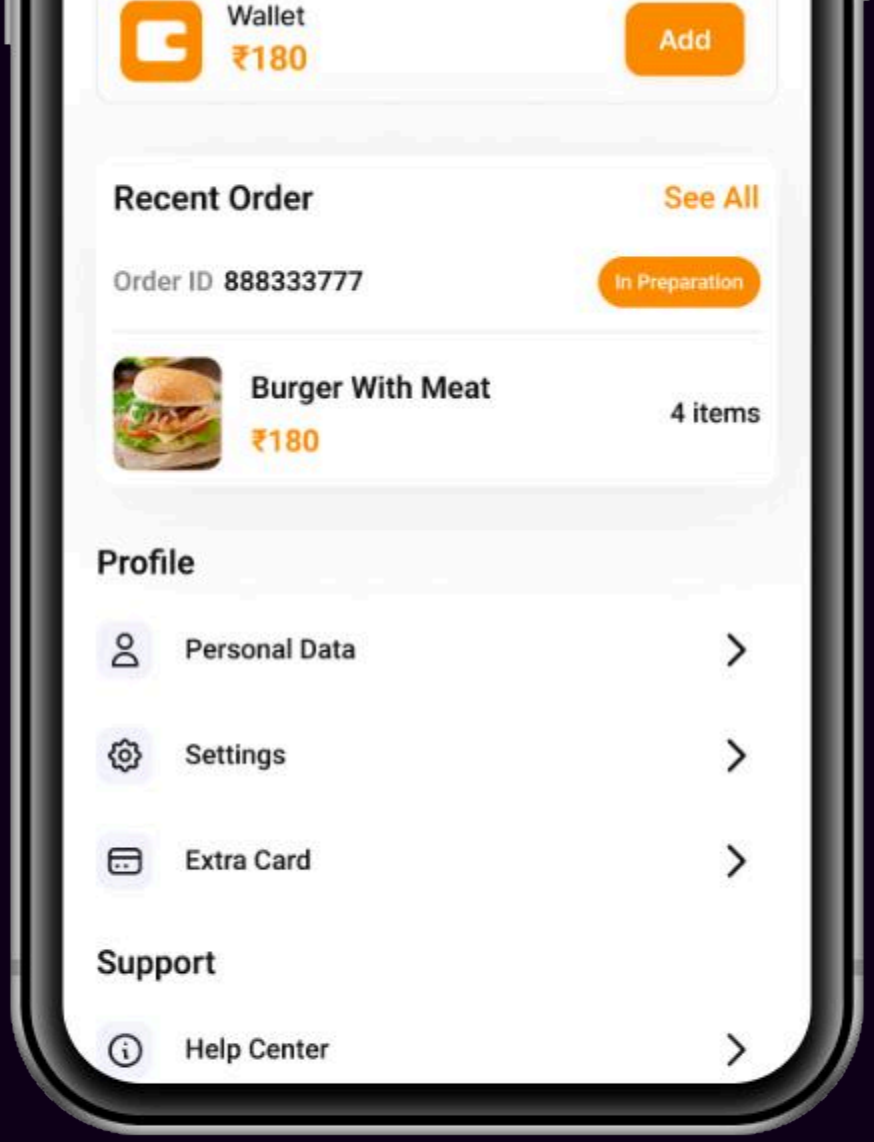
## Track Order


Order Tracking
Cristopert Dastin
Brown Coffee Shop
Preparation Time


Order Placed Successfully
Your order has been placed successfully and processing
Food Is Preparing
Your food is ready and ready to out in few min
Food Prepared
Estimated 8:50PM - 9:15 PM
Add Preparation Instrauction
Special promotion only valid today
Cancel Order
Track

## Profile


Profile Settings
Rajesh
rajesh@gmail.com




# Thanks For Scrolling