

Sprint 03 Summary

Group Size:	Ten companies Twelve users
Feature Focus:	<u>See Movement in an Area</u> <u>See Table Dwell Time</u> <u>See Server Interactions</u>

Positive Feedback



**Jerome W.
Veggie West**

" It's really nice that I have all of the same features available even on my phone. Most of the tools I use haven't had this, and it's always frustrating."



**Janine K.
Café Apricot**

" Seeing which areas of my restaurant suffered as my employees moved around tables for large groups highlighted a lot of problems that we could feel, but not see."



**Roxanne M.
Lali Lali**

" Having real-time heat map data helped us experiment in ways we hadn't before. We ended up adding three more tables, which means we can seat up to 20 percent more customers."



**Juan B.
La Cucina**

" It's helpful to see which employees are going the extra mile. It's definitely changed the way I'm staffing."



**Kevin D.
Future Burger**

" The integrations are really nice, so that I can keep using the same POS tools without retraining all of my staff."

Recommended Updates

Pull in details of a customer's order for read-only purposes.
Link to third-party tools only when the user needs to adjust an order.

" I should be able to see the orders I've taken in Observations as well as having a link to Toast."

" Sometimes I need to check on a customer's order, but I don't want to leave the Observations app.
Maybe it's possible to pull in that information in the table-detail view?"

" There should be some warning that when I go into order details, I'll leave Observations Suite."

Recommended Updates

Highlight when a table is double-booked in the heat-map view.

“ I can see when a table is overbooked in the table overview, but I can't from the heat map. Is this a mistake?”

“ I keep accidentally double-booking tables from the heat map, but I can't see that it's a problem until I switch to a different view!”

Recommended Updates

Show the table-overview visualization when looking at a table's details from the heat map.

" I really like the heat-map view, and it's frustrating that I have to switch to the table overview to see when a table is booked."

" Why can't I see the table's timeline in the heat-map view?"

Recommended Updates

Make it easier to assign large group reservations to multiple tables.

“ Small groups are fine, but when you get a group that needs two or three tables, it takes a lot more time to book those tables. It would be easier to just have a multiselect option, rather than having to remember and input multiple table numbers.”

“ Reservations that require multiple tables are a nightmare.”

Recommended Updates

Make a table's individual seats interactive, showing a customer's information and order.

" How do I see information about the people sitting at the bar?"

" If I have a regular at a table, I want to see that person in a special way so that I can say hi and thank them for their loyalty."

" I really like the table info, but it feels too blunt. I want to see individual customers' orders. I also want to know when I'm dealing with a customer who's been in before."