

SALT

Sales and Food Log Tracker

Operationalizing small restaurants to reduce food waste.



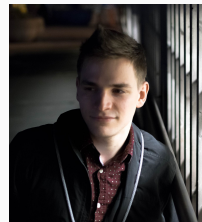
**Abby
Wilson**

Usability Inspector



**Meredith
Xie**

Customer Advocate



**Michael
Petrochuk**

Design Diamond
Manager



**Priyanka
Kshirsagar**

Wizard of Oz

The Problem

IN HERE, IT'S ALWAYS FRIDAY.



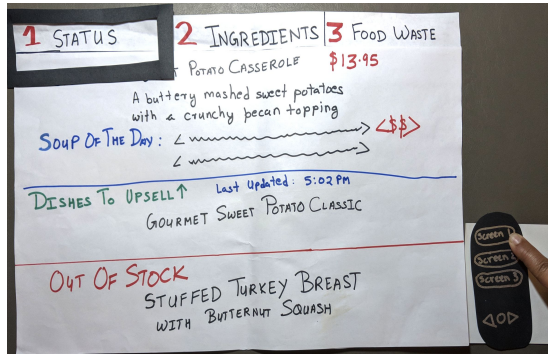
Paper Prototypes



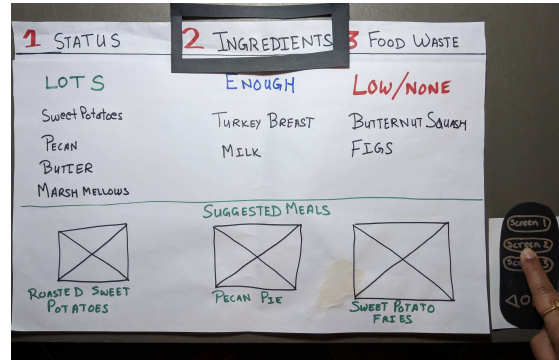
Assumption: Integration with their checkout system

Paper Prototype: Iteration 1

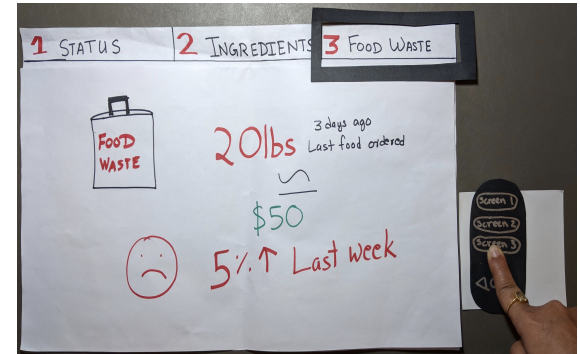
Monitor screens and remote



Status screen



Ingredients screen

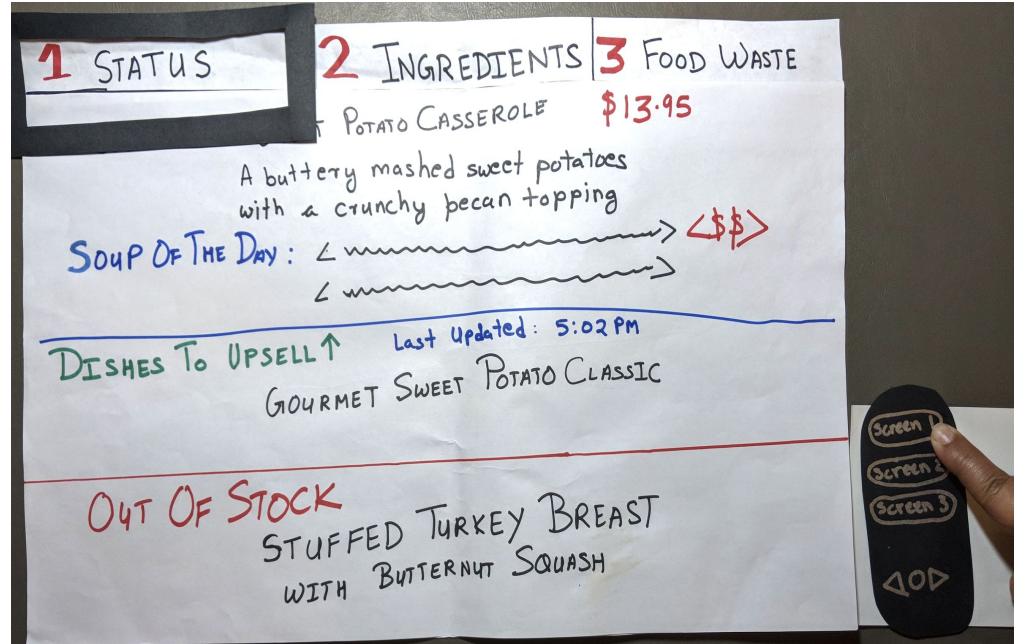


Food Waste screen

Paper Prototype: Iteration 1

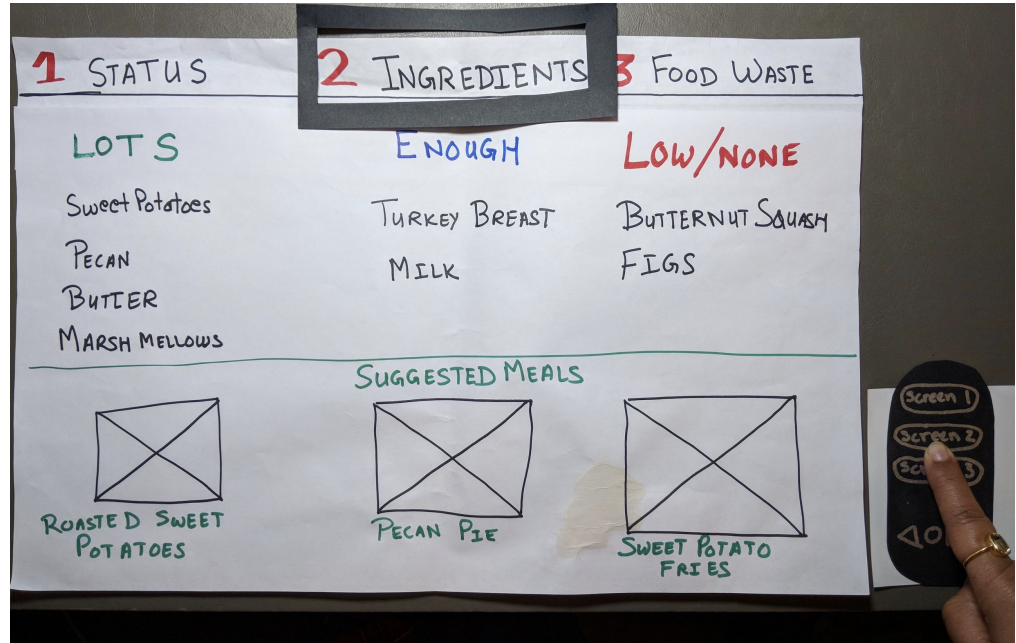
Primary Task 1: View the overall status:

- specials
- dishes to upsell
- dishes that are out of stock



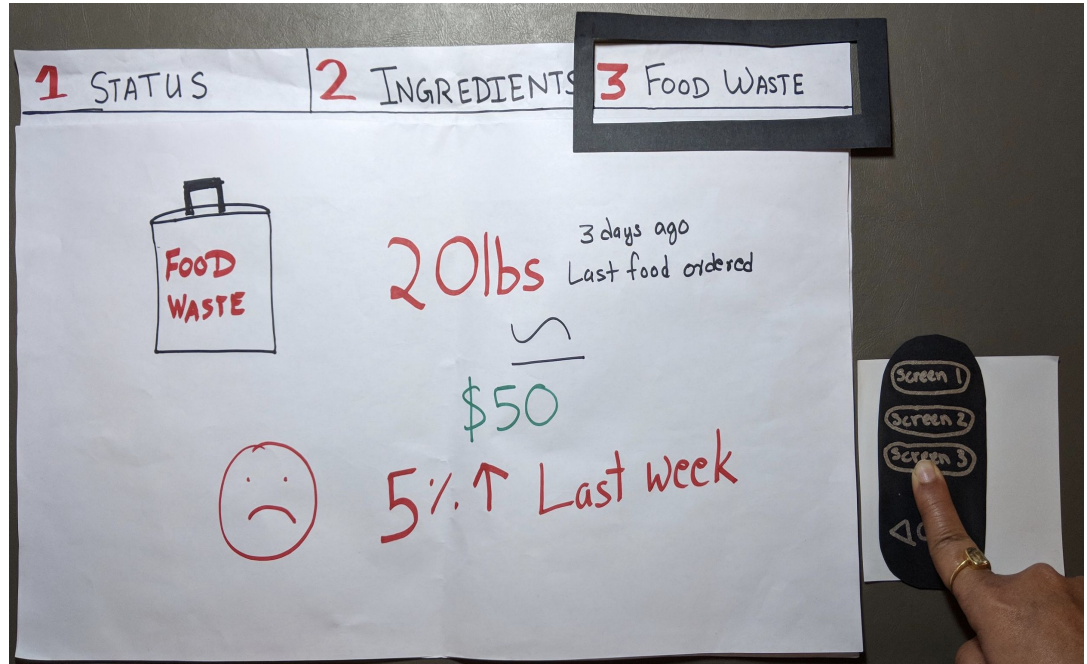
Paper Prototype

Primary Task 2: Suggest a meal based on the current status of ingredients in stock



Paper Prototype: Iteration 1

Auxiliary Task: View the status of food waste in the restaurant



Usability Testing - The Process

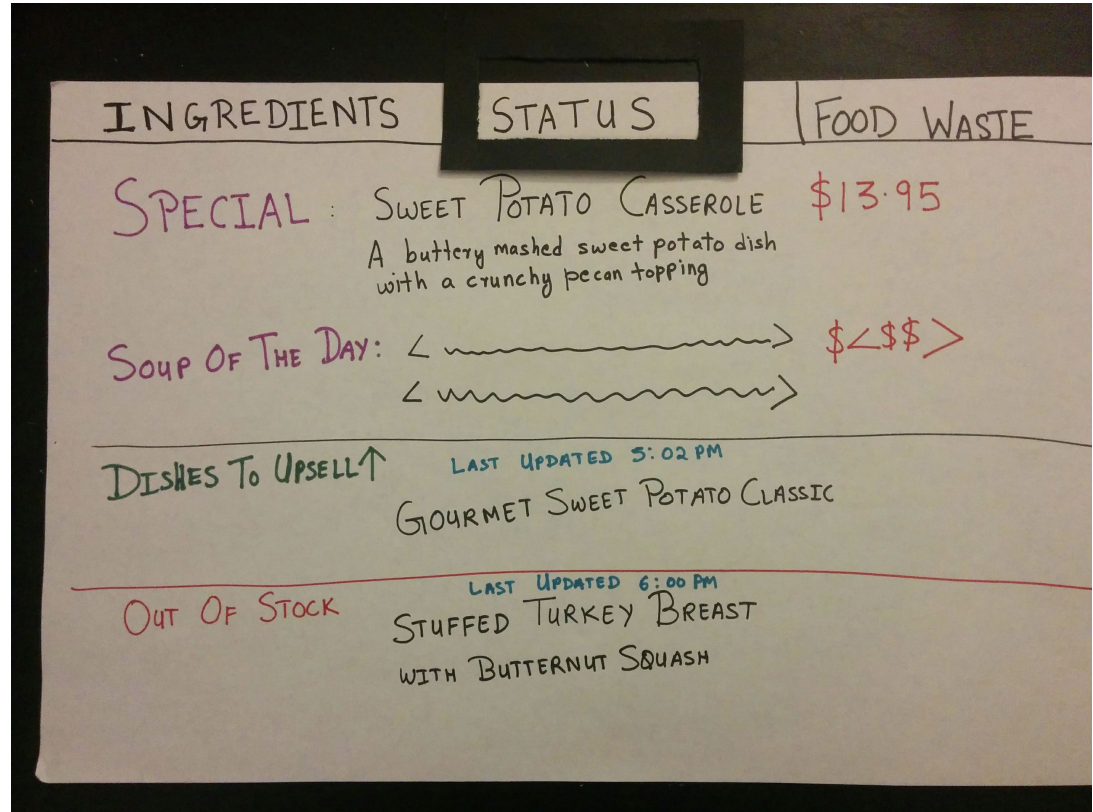
- 3 usability tests , 2 heuristic evaluations
- Participant background - people with a background in food business
- Roles - Computer, Moderator, and Observer
- Participants 'think aloud' as they do the tasks
- Tested 2 iterations of the paper prototype



Source: <https://www.slideshare.net/Muiskis/testing-paper-prototypes-ixdworkscom>

Findings

- Numbers in tab names added a sense of unnecessary sequence
- 'Ingredients' tab before the 'Status' tab lent a more logical flow
- 'Status' as a tab name lacked context



Paper Prototype - Iteration 2

Findings

- A long list of ingredients - introduced the need to scroll
- Remote button names 'Screen 1', 'Screen 2' did not map well with tab names on the screens

INGREDIENTS	STATUS	FOOD WASTE
LOTS SWEET POTATOES PECAN BUTTER MARSH MELLOWS	ENOUGH TURKEY BREAST MILK	LOW/NONE BUTTERNUT SQUASH FIGS

SUGGESTED MEALS

ROASTED SWEET POTATOES	PECAN PIE	SWEET POTATO FRIES
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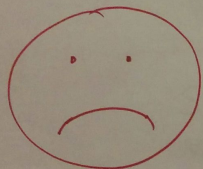
Paper Prototype - Iteration 2



Remote - Iteration 2

Findings

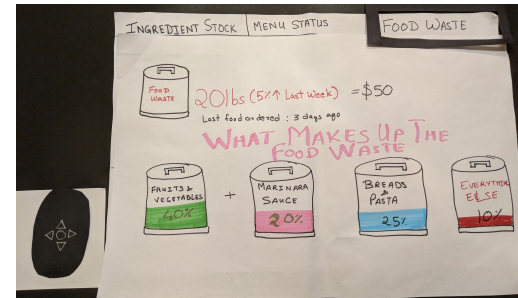
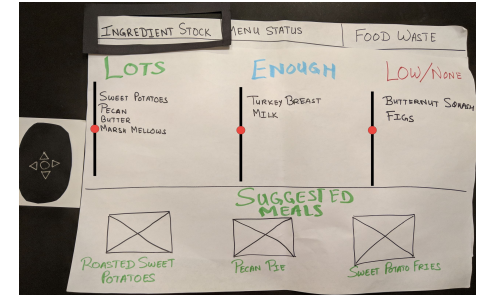
- Approximating the value of food waste in dollars was ambiguous
- Food waste in weight and money - 'good-to-know' information not 'actionable'

INGREDIENTS	STATUS	FOOD WASTE
	20 lbs	Since last food ordered 3 days ago
	<u>\$50</u>	5% ↑ Last week

Final Paper Prototype

Tasks

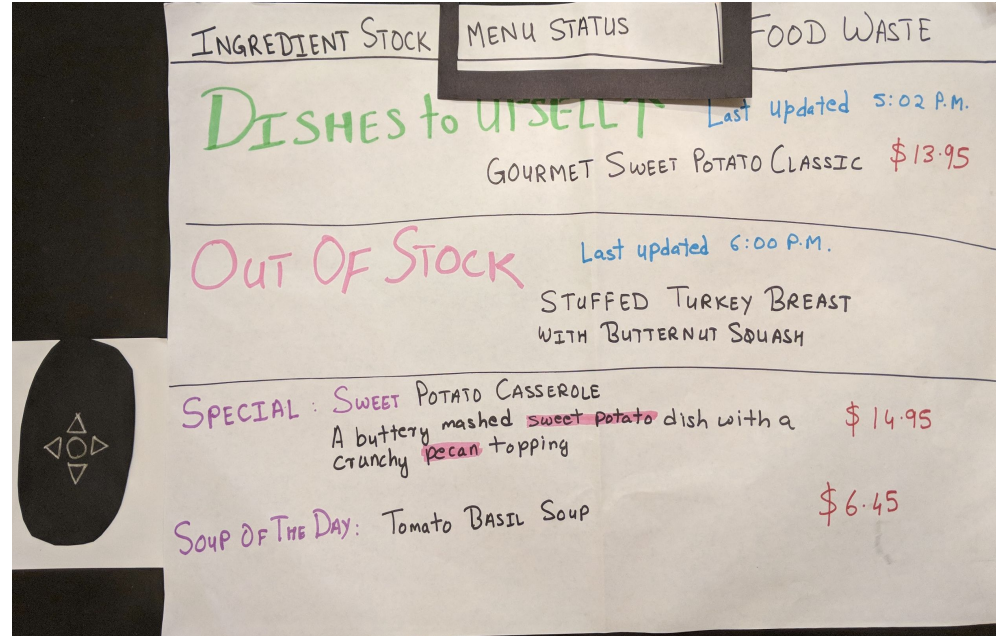
- Discover what food to upsell - We gave more context
- Suggest a new item to the menu based on the status of the ingredients
- Check the status of food waste in the restaurant



Final Paper Prototype

Design Refinements

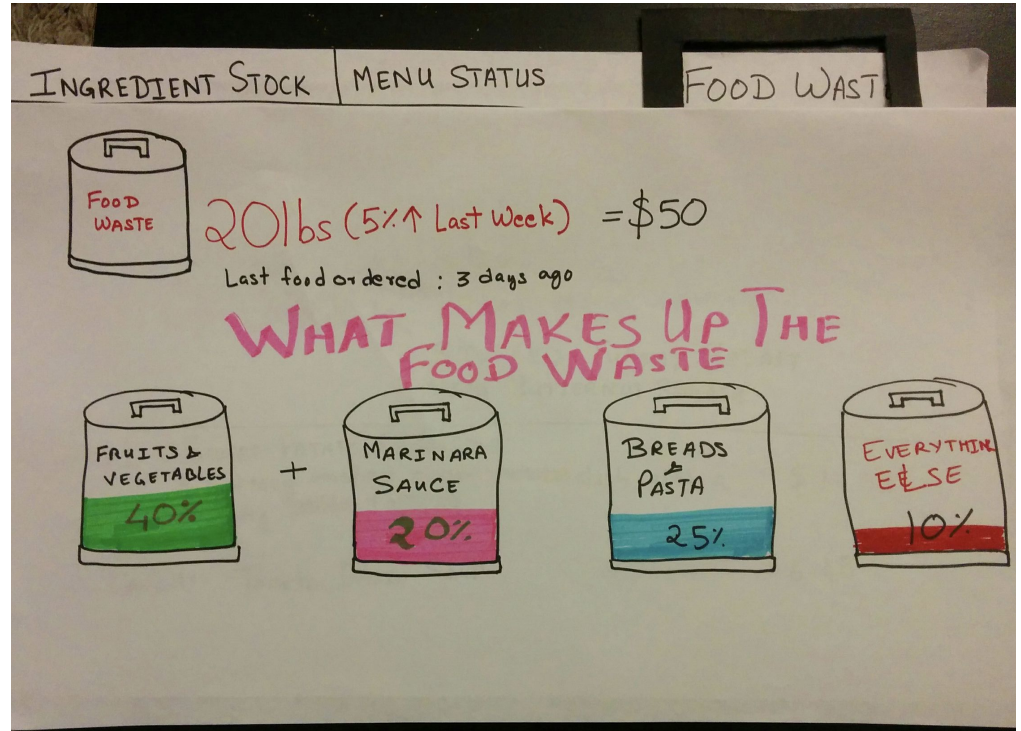
- Paid attention to information hierarchy and reordered sections on the menu status page
- Renamed tabs such as 'Ingredients' to 'Ingredient Stock' and Status to 'Menu Status'
- Highlighted aspects of the information that were more relevant



Final Paper Prototype

Design Refinements

- Added breakdown of what caused food waste
- Reframed the way we presented food waste in weight and dollar value



Final Paper Prototype

Design Refinements

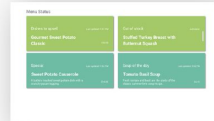
- Moved away from buttons such as 'Screen 1', 'Ingredients', etc.



Digital Prototype

Menu Status

<p>Dishes to upsell Last updated: 5:02 PM</p> <p>Gourmet Sweet Potato Classic \$13.95</p>	<p>Out of stock Automatic</p> <p>Stuffed Turkey Breast with Butternut Squash</p>
<p>Special Last updated: 5:02 PM</p> <p>Sweet Potato Casserole \$14.95</p> <p>A buttery mashed sweet potato dish with a crunchy pecan topping.</p>	<p>Soup of the day Last updated: 5:02 PM</p> <p>Tomato Basil Soup \$6.45</p> <p>Fresh tomato and basil are the starts of the classic summertime soup recipe.</p>



Menu Status

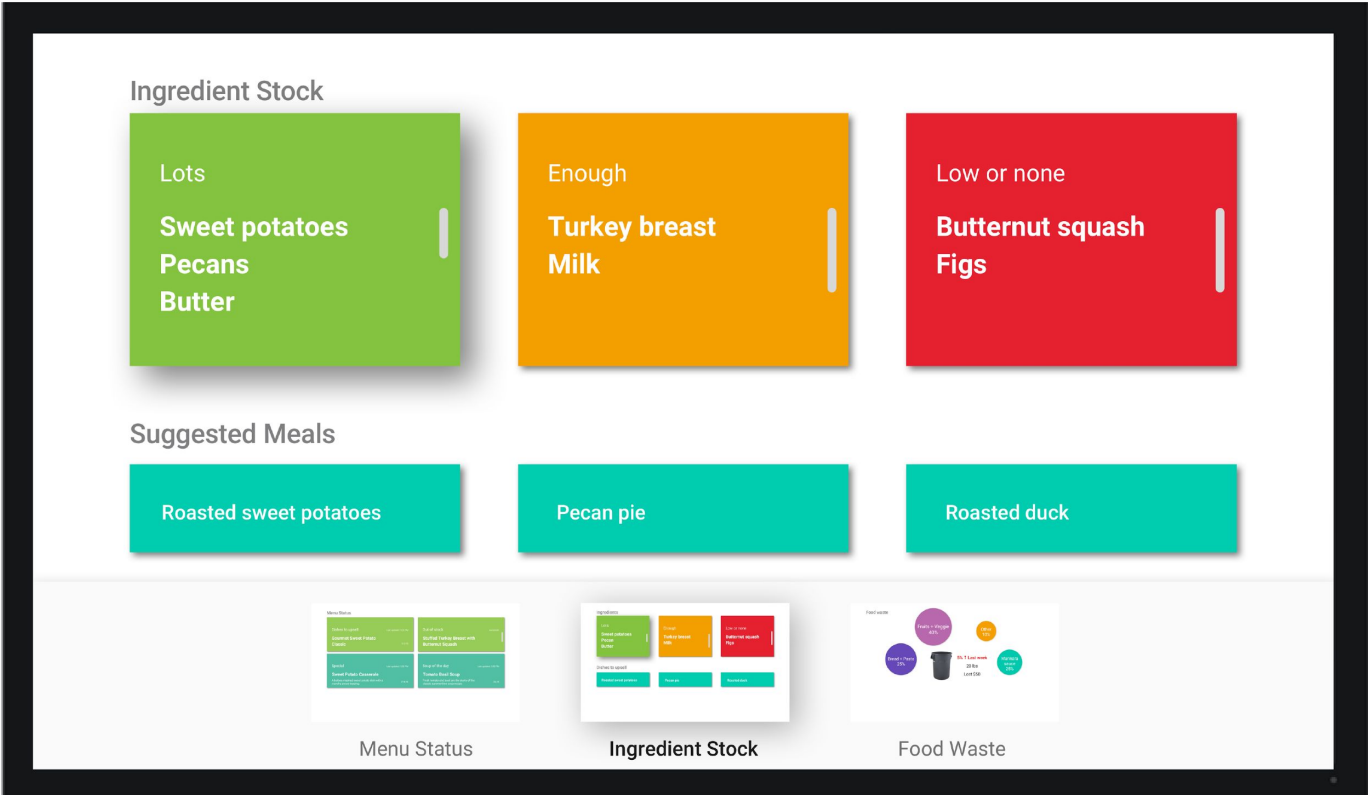


Ingredient Stock



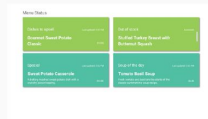
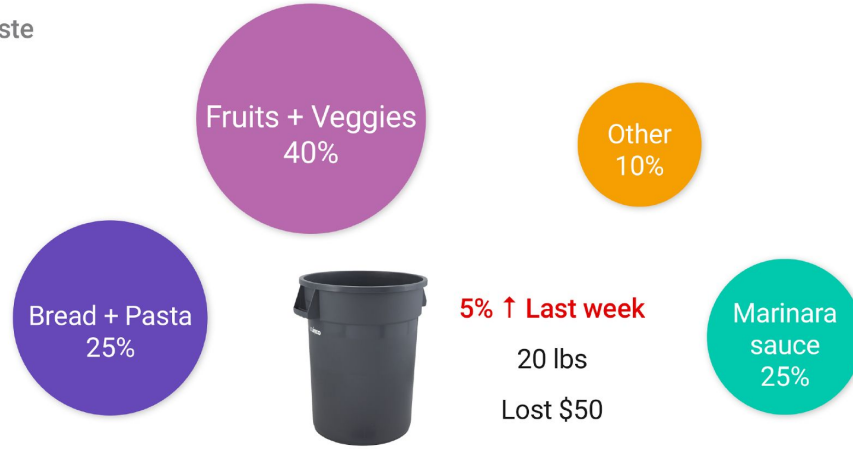
Food Waste

Primary Task 1: Determining what to upsell



Primary Task 2: Introducing a special

Food Waste



Results

Summary

Always keep target users in mind

Usability tests reveal unobvious design choices

Explore beyond your initial idea

Thanks!

Any questions?