

Task Scenario

Seth is a 32-year-old barista at Pegasus Coffee bar. His boss, John insists on using the new Joe Coffee application to take more mobile orders from the customers during rush hour. Seth is on a two-person shift with Sarah, while Seth is in charge of the register and Sarah is in charge of making the drinks.

1. Mini Tasks: Retrieving information

- a. How many regulars have ordered so far?
- b. How much time has passed since you received Michael H's order?
- c. How many accepted orders?
- d. How many new orders?
- e. What are some specific requests Nathan has for his latte?

2. Accept all orders from Nathan M.

3. Notify Michael that a croissant is sold out

- a. You receive an order from Michael H, but you are out of croissants. You have no problem making the drink orders but you have to notify him only the croissant is unavailable. You want to accept rest of the order.

4. Accept all orders from Nick and Jennifer.

5. Notify all the customers you are in rush hour, and the drinks will take 5 more minutes than the usual time of completion.

- a. A huge conference happening in your building is in a break session. A sudden long line has formed and you are receiving multiple group orders. You want to make sure you deal with the in-store customers first and notify all mobile orders it will take 5 more minutes than the current estimated time of completion.
- b. Unrush since it is all figured out.

6. Notify Barry B. the drink going to take 2 more minutes.

- a. There has been a mix-up in drinks and your flow is ruined. You are running late and you want to make sure Barry knows that he will need to wait 2 more minutes before his drink is ready.
- b. You see that Barry has arrived at the store. You are just about to finish making his drink. Please notify him the drink is ready

7. Go to review.