Company Overview

- F.C.E. (food court experience)
- Our goal is to improve food courts everywhere
- Built on a strong culture
- Family like environment
What are the problems with Food Courts at IU?

- Lines are too long.
- Too much time from ordering to getting food.
- Not having enough variety of food.
- Not knowing what food is in every food court.
Solution 1

- An App that can help allow food courts to run efficiently.
- How long the lines are
- How long it would take to make the food
Solution 2- Ordering Online

- Having a virtual menu for each food court
- Place an order
- Pay through online with Crimson Card
- Shows how many orders are in front of individual
Feedback

• Survey results were 98% in favor of an online ordering system/line tracker.
• Employees liked the idea
• Students want to see this system implemented immediately
• Students suggested we add an online delivery system for the food courts

• Feedback Report:
  ○ Good idea
  ○ Well liked
  ○ Needs to be created ASAP
Consultant/Analyst

- Working with both engineers and customers
- Surveying and interviewing students to see the problems
Future Role for Consultant

- Get feedback from customers
- Go to IU Food Courts to implement the app
- Check up on daily operations
- Explain the app to potential clients
Engineer

- Information from consultant’s and designers to cater to users
- Coding to make app easy to use
Future Role for Engineer

- Continue to update coding as feedback is received
- Translate information to consultants
- Analyze user activity
- Analyze problems
Designer

- Used Affinity mapping to figure out our problems
- Interviewed students to see their opinion
- Figured out the solution to these problems
- Illustrator
Future Role of Designer

● Plan out future updates for the app
● Illustrate future solutions
● Receives information from engineer for updates
CEO

- Overlooking company operations
- Ensure customer satisfaction
- Look for good fits for the business
Future Role for CEO

- Keep operations running smoothly
- Watch over employees going above and beyond
- Expand business
Questions?