

Assignment 1 - Phase 3

Anikait Gupta
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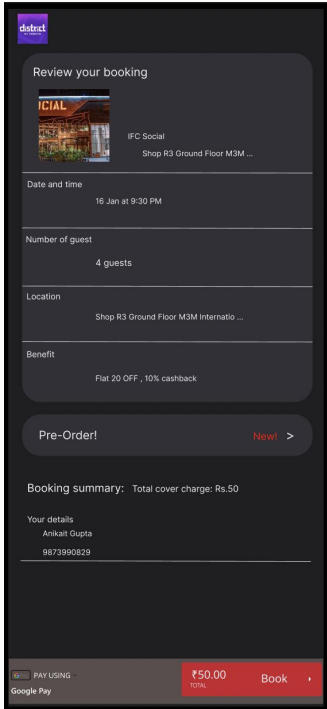
Solutions

Solution	Short Description	Key Assumption	Category
Pre Order Feature	After booking the table, the user can provide ETA and the items they want to be prepared by their time of arrival, the user needs to pay 50% of the amount at the time of pre-order.	Reduces customer wait time at restaurants, and can accommodate more orders when you know beforehand.	Moonshot
Customer Live Location Tracker and Timer	Customers can share live location to the restaurant, or District can provide a time of arrival based on user location to get the table cleared/ order prepared beforehand.	Reduces customer waste of time, improves customer satisfaction.	Moonshot
Minimum Dines, for the next great offer. (Gamification)	Customers need to complete 5 dine bookings in a timespan, to get a great offer in the sixth booking.	Improves the number of bookings per customer.	High Confidence
Live Table Occupancy	Show the number of tables booked for that time, and number of tables free along with time to time updates of tables getting free.	Makes the customer mentally prepared for wait time, or plan their visit according to the occupancy ratio.	Moonshot
Average Wait Time Indicator	Show average wait time per restaurant per time slot.	Helps in decision making for booking, wait time doesn't feel unexpected.	Low Confidence

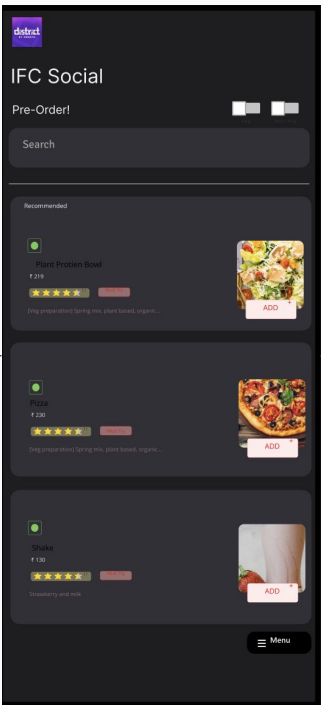
Prioritize - RICE Analysis

Solution	Reach (1-3)	Impact (1-3)	Confidence (1-3)	Effort (1-3)	Score (1-3)
Pre Order Feature	3	3	3	2	13.5
Customer Tracker	2	1	2	2	2
Minimum Dines Count	2	2	2	1	8
Live Occupancy Chart	2	1	2	3	1.33
Average Wait Indicator	3	1	1	2	1.5

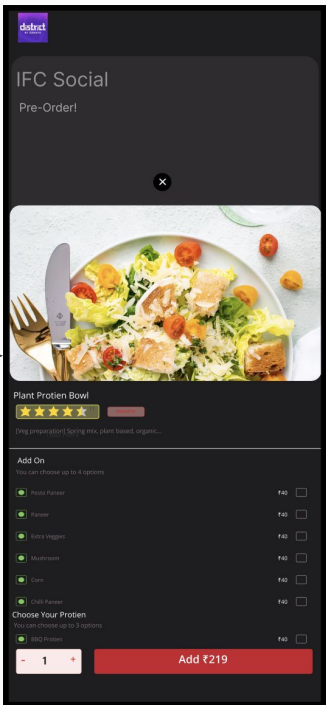
1) Pre Order Feature-



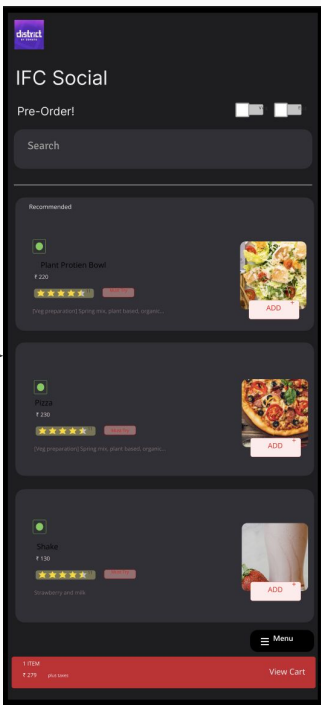
Clicks Pre-Order



Restaurant Menu Appears



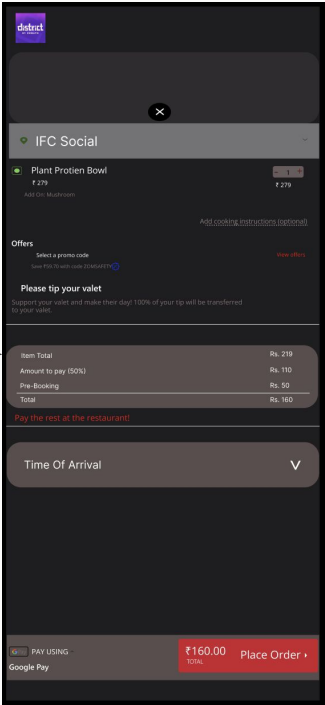
User select the food item



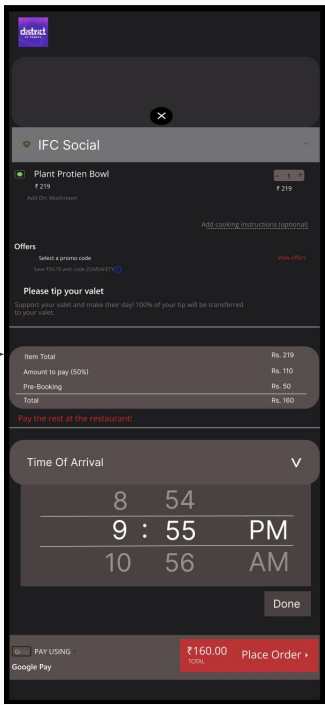
User Views the Cart

User reaches booking
payment page

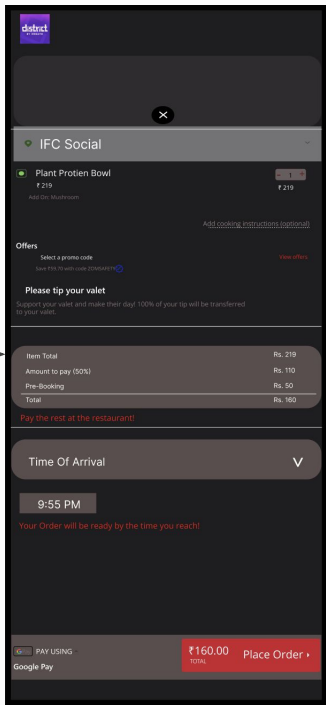
1) Pre Order Feature-



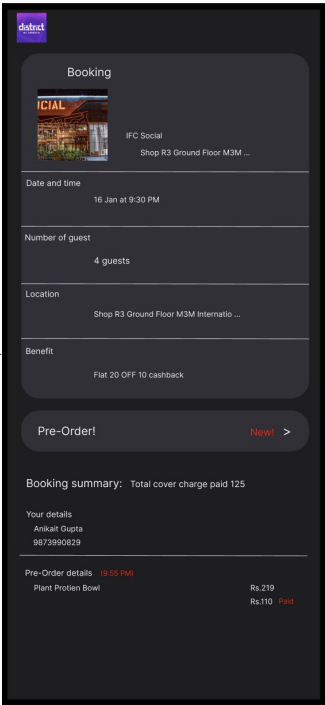
Final Amount is shown, with option to select the ETA of customer



User enters the ETA (scroll enabled)

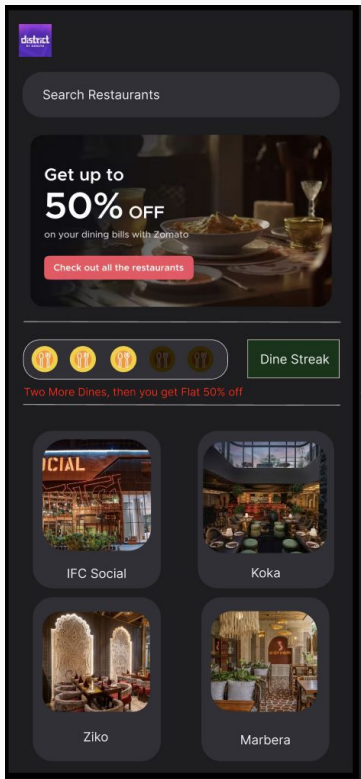


ETA gets registered

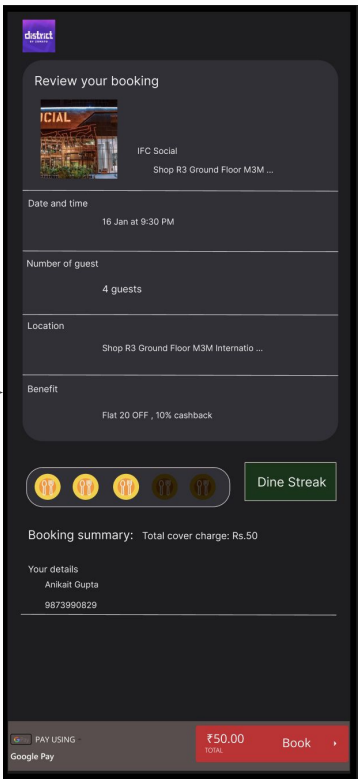


Payment is done, final booking details are shown

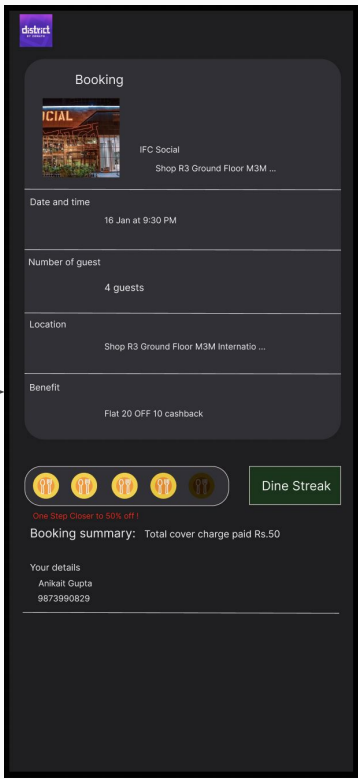
2) Dine Streak-



Restaurant Listing Page shows the Dine Streak



During Booking the streak is shown



Booking done, Streak Count increases

Metrics

Metric Type	Metric Name	Definition	Why it matters
Key Metric	Number of bookings created	The number of table bookings created by the users.	Directly measures if users are more happy to book now.
Secondary Metric	Number of Pre-Orders created	Amount of Pre-Orders placed by users.	Directly measures if people are using this feature and whether it's helpful for them or not.
Secondary Metric	CTR on Pre-Order	Number of clicks on Pre-Order option	Directly correlates people's interest towards pre ordering.
Secondary Metric	#Streaks completed	Completion of streaks	Tells if users are pushed to dine and book more due to the gamification.
Guardrail Metric	Booking Completion Rate	Percentage of booking completion after the bill is paid.	Ensures Pre-Order doesn't hurt the user experience.

Risks and Mitigations

Assumption at risk	Failure Mode	Impact	Likelihood	Mitigation	Detection Signal	Rollback
Food prepared in time	The restaurant fails to prepare the food items in time and the user needs to wait.	High	High	Provide the items per menu that can be prepared in time.	Less Use of Pre-Order option	Pause the Pre-Order option and flag the restaurants and sort out the problem.
The user reaches at the exact time.	The restaurant prepares the food in time, but the user still comes late.	Low	Medium	Ask the user to enter the exact time when they'll reach with a caution mark that food will be ready to be served at that time and any delay will be a fault on users end.	Restaurant complaints	Pause the Pre-Order, make the terms clearer to the user in UI.