

Initial Design: A breathable mask that can allow for more airflow to prevent stuffiness from wearing multiple masks in a day. First thought of one of those masks with a filter on the sides.

Questions to ask:

- What tasks do you do on a typical day?
 - Equipment involved?
 - Chutes - send down food to front to keep orders together
 - Cash Register
 - iPad for curbside orders
 - Clean the same amount as pre COVID, but have to clean high touch areas
 - Wipe off dining tables with water/peroxide solution then wipe down with water then wipe with sanitizing water
 - Food Warmer
 - 3 sinks
 - For certain items use washer instead of sink but risks certain parts being broken or to go missing
 - Cashier - stand at cash register wait for people to come in and take order
 - Middle man - prepares orders
- Least favorite/hardest part of job?
 - Even with specific tasks, people move around and hard to locate each other
 - Increases time to take out orders
 - Drive thru for cups and ice and have to use scoop but people use actual cup so potential for skin to touch glass
 - A lot of incompetent people and make same amount
 - Drive thru gets backed up and people dont pull up all the way, drive thru gets backed up and have to go outside and ask people to pull forward
 - Lack of manpower
- Least favorite equipment and why?
 - Ticket number system gets messed up so have to read out food
 - Due to COVID cannot use number stands or pagers, have to use sticky notes
 - People lose sticky notes, write on them, get blown away
 - Shed (tent) numbers (300+)
 - People pull forward too much and numbers get messed up

- Employees write numbers on wrong side of sticky note so don't stick
 - Only communication is computer and walkie talkie and has caused miscommunication in the past (minor)
 - People's food is ready, tell people working on desserts that food is ready and working on dessert, and will leave dessert sitting there without adding to order
 - Switching people during crew changes, no team meeting before to know who is at what station/position so hard to know who to ask for help, to prep food, take out cash
- Favorite part of job
 - Satisfying to finish orders and are caught up on orders, have a second to stock up and clean
- Do you feel safe at job
 - Served people without a mask on anyways
 - Plexiglass counter on drive through window, none in inside counter
 - For one case plexiglass gets in way of employee so removed
 - Sign in when coming in, temp check
 - If not, why
 - People came in with incorrectly put on masks or no masks at all
- How has COVID impacted your work routine?
 - Started after COVID
 - Cups had to be replaced if you wanted a refill
 - Couldn't grab straws or napkins or cup lids
 - No more masks required (unsure)
 - No policy on masks/gloves
 - Personal Discretion (money, food, etc)
 - One employee only wears one glove, many wear incorrectly
 - **One employee touches their face and hair and will not change glove**
- Team member
 - Crew Chief
 - Assistant Manager
 - **First Assistant Manager** (owner's son)
 - Owner (don't see much, health reasons)

For the assignment, submit a PDF document with your thoughtful answers to the following questions:

1. What did you learn directly from what your user was saying (i.e., things they brought up themselves)?

- number stickers easiest redesign
- no masks
- lots of incompetent workers
- no clear direction for COVID procedures

2. What unstated needs did you infer? How did you infer those needs?

- more communication from management → didn't know abt mask policy, no team meeting before to decide stations
- easier anonymous feedback form to communicate concerns or snitch on other employees
- employee training → help with miscommunications, not knowing how to write numbers on sticky notes, desserts being left behind on orders

3. What were some overarching themes you uncovered?

- poor communication at all levels → lead to inefficiency
- inadequately addressed COVID concerns
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4. Give an example of a *user story* or *user journey* you concluded from your interview.

- number stickers?

5. What surprised you in your interview?

- most concerns brainstormed before the interview were not brought up as an issue or disregarded
- did not know what the job entailed

6. How did the interview change your ideas for your design from the initial design you had before the interview (*design implications*)?

- address entirely different concerns

7. What else did you learn from this experience?

- daily work at restaurant
- how relaxed COVID restrictions :(

We interviewed Rayevinn, a team member at Culver's (a regional fast food chain) who has been working there since COVID started in early 2020.

1. What did you learn directly from what your user was saying (i.e., things they brought up themselves)?

She told us that COVID concerns weren't taken seriously enough. Due to recent rollback of COVID restrictions, many of their safety protocols have been rolled back. Some of the employees don't wear their PPE correctly or don't change their gloves when needed. Even back when there were safety protocols in place they were never enforced by management and she repeatedly had to report violations.

She also told us about other issues they encountered. During lunch and dinner rush, they didn't have the time to sanitize tables in between each customer. They have problems with customers entering the wrong drive thru line or not pulling forward enough, causing delays. She has issues with people not being where they need to be or not knowing who to send a task to.

2. What unstated needs did you infer? How did you infer those needs?

We realized there was a greater need for communication throughout the establishment. Rayevinn told us that she was unsure whether Culver's had a mask policy now that the citywide mandate was repealed, and that there wasn't any way for her to know who was filling what job on any given day since people take on different tasks. She also said she had to rely on her boyfriend, who has a higher position, to deal with employees wearing PPE incorrectly since she has no way of doing so.

3. What were some overarching themes you uncovered?

Common threads in Rayevinn's concerns were a lack of communication, inefficiency, and a lack of power on her part to address any of the issues she encountered. It seemed that most of Rayevinn's concerns could have been

resolved by management being more involved and aware of the issue going on.

4. Give an example of a *user story* or *user journey* you concluded from your interview.

Rayevinn told us about their current system of matching customers to their order. Pre-COVID they used number tents, but those have been replaced with sticky notes. Customers will lose them, or they'll blow away, or employees will write the wrong number or write on the wrong side so that the sticky notes can't be affixed to the windshield. She seemed frustrated with the system, which often causes delays. It seems like this system needs a major overhaul which would vastly improve her work experience.

5. What surprised you in your interview?

We were surprised by how completely different Rayevinn's concerns were from those we had imagined. We had focused on the issue of wearing PPE in the kitchen, but she was more concerned with the ins and outs of working in a restaurant. Many of her COVID-related issues were related to the pandemic much more tangentially than we would have thought, such as the issue with the numbered sticky notes. Although it is important to note that this may have been influenced by our personal locations and how stores are managed there versus other states that may have more relaxed COVID restrictions.

6. How did the interview change your ideas for your design from the initial design you had before the interview (*design implications*)?

Before the interview, we had envisioned some sort of cooled mask to alleviate the discomfort from wearing PPE in a hot kitchen. However, I think we need to scrap that idea entirely as it does not align with Rayevinn's actual needs. Two issues we could address are the number system or the drive thru.

7. What else did you learn from this experience?

We learned a lot about what working at a fast food restaurant entails.

Unfortunately, we also learned about what things are like in my city since repealing the city and state mask mandates (not great), and the limited protections available to workers.