

Outback Training App Visual Design

Nicole Igarashi

Project 2 Part 1

GRDS 387 Interface Design

Professor Holly Quarzo

- › Information is now more accessible to employees and offers the ability to reduce cost and waste of distributing some paper.
 - › Employees are now able to be better prepared due the accessible information, and therefore helping lower costs that a made because of mistakes and misunderstandings.
 - › Due to the increase in better communication, training time is more efficient which helps lower cost per person on training, and lower employee rotation due to being able to keep a consistent staff.
-
- › Servers now have a place to tackle the information in an easier and more organized way
 - › In turn, servers are now becoming more prepared through consistent training
 - › Due to the increase in better communication, training time is more efficient.

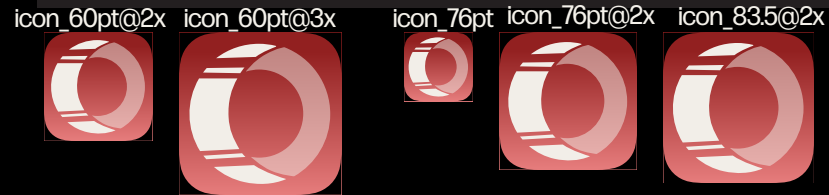
Brag Points

- › Outback trainees who are trying to make it through a very rigorous training program for serving
 - › Outback trainers who are needing documentation for their trainees
-
- › Device:
iPhone 6, 6s, 7, 8

Target Audience and Device



App Icons



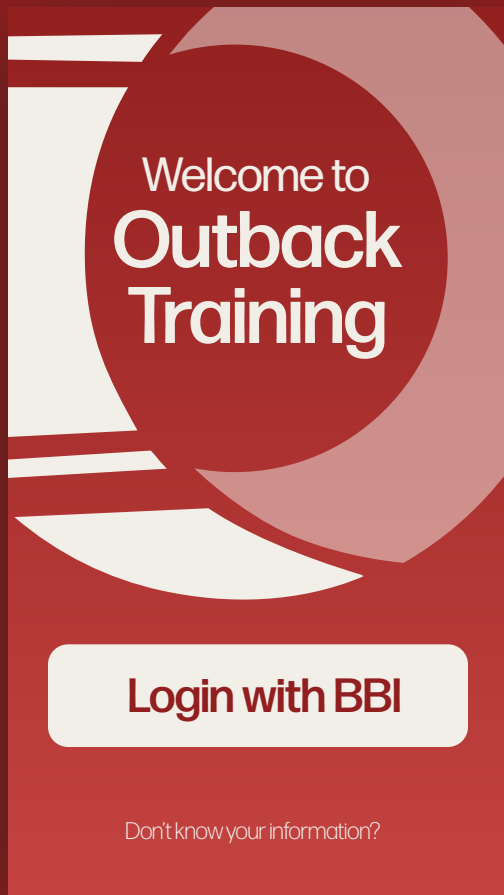
Spotlight, Settings and Notifications



Icons

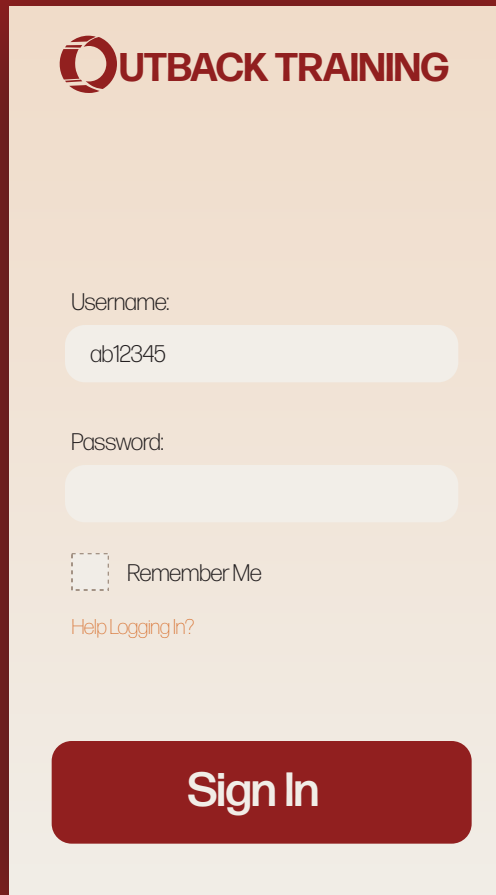


App Icons



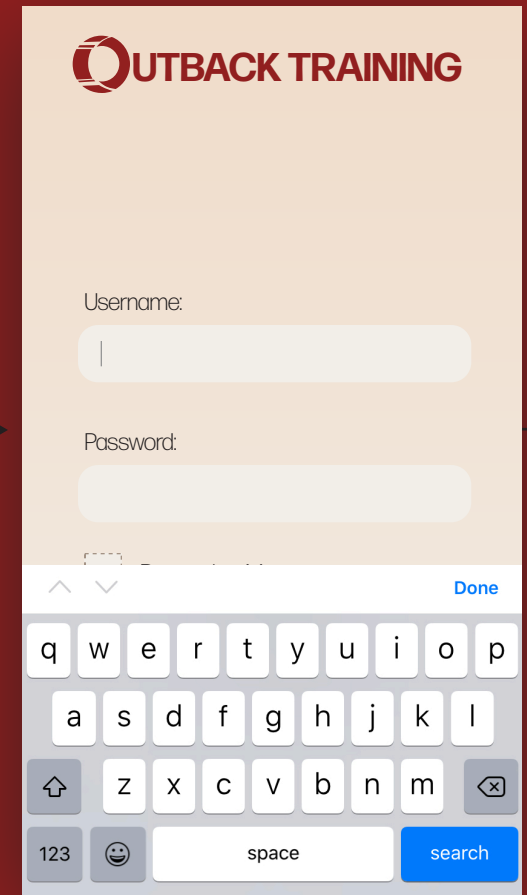
Login with current BBI
University login information

**This allows for a connection
between the BBI website and
the application**



Suggestion text to guide user to
the correct username format.

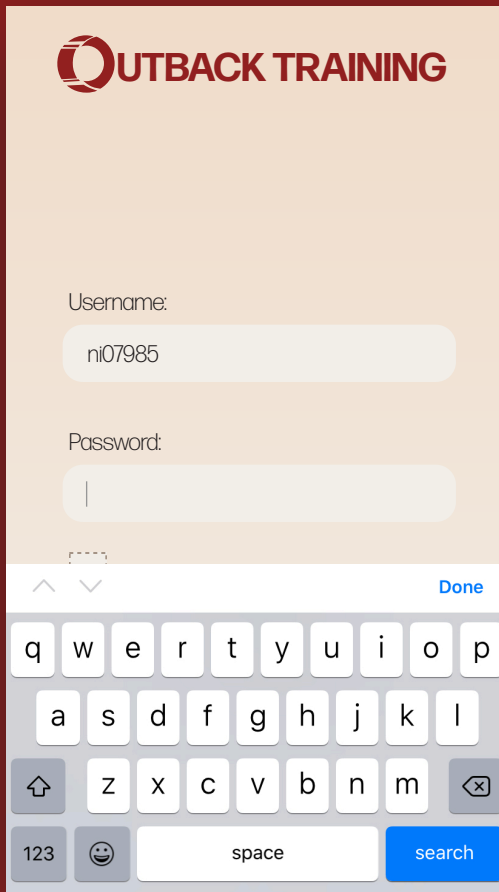
**This allows for less confusion
between whether to use
HotSchedules information
or BBI**



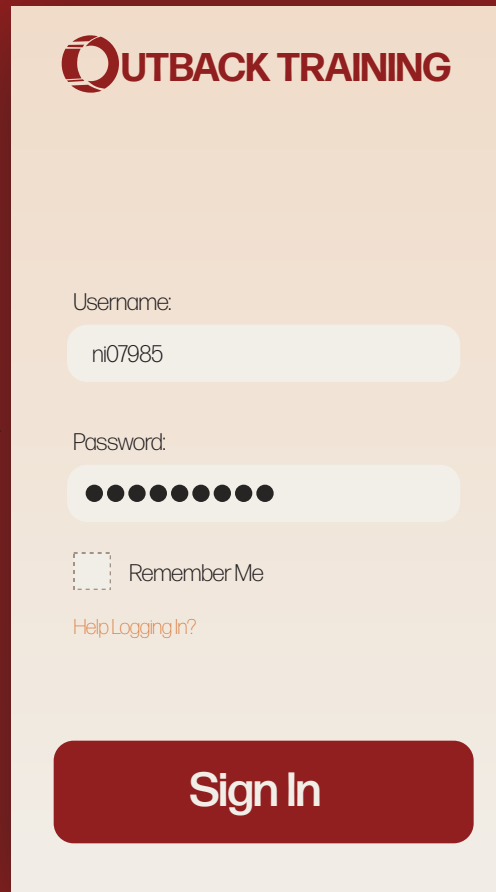
User types in their information.

On-boarding

Visual Designs

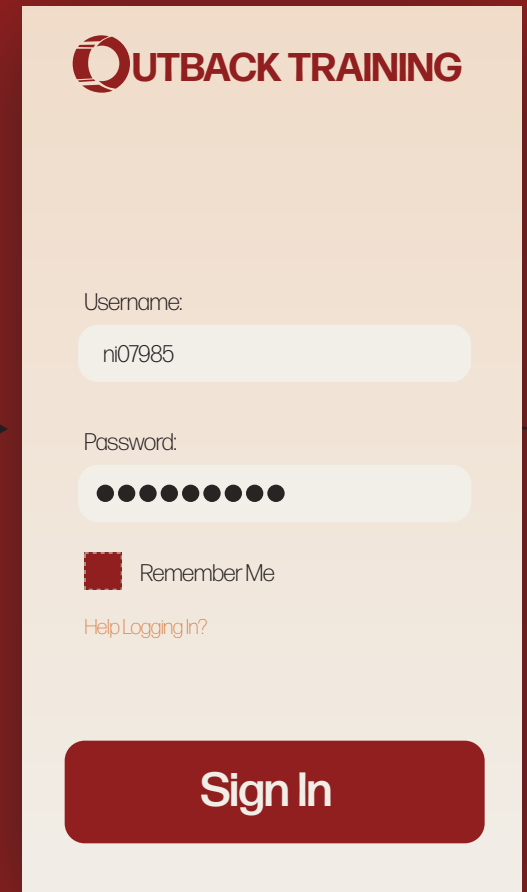


User types in their information.



User types in their information.

Here the user has the option to get help logging in if they don't know their information, or to select remember me for easier maintenance on staying logged in.

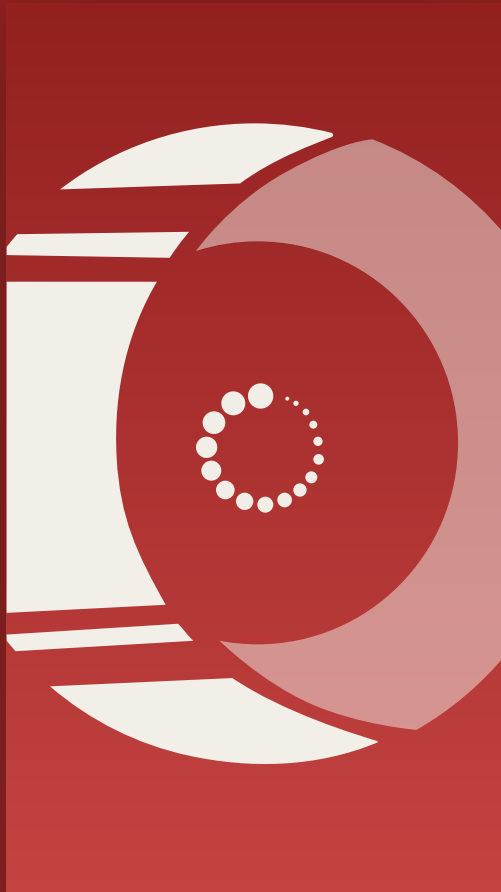


User types in their information.

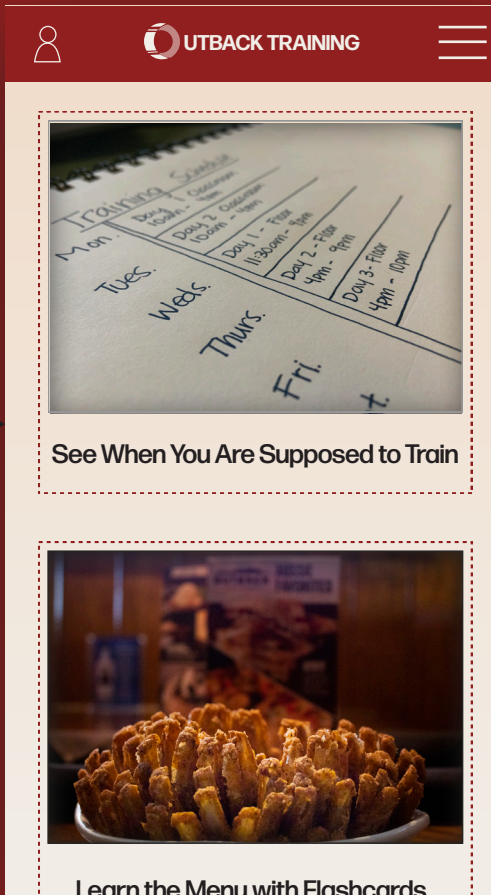
The user selects remember me as a way to ease the ability to stay logged in and avoid the annoyance of being logged out.

On-boarding

Visual Designs

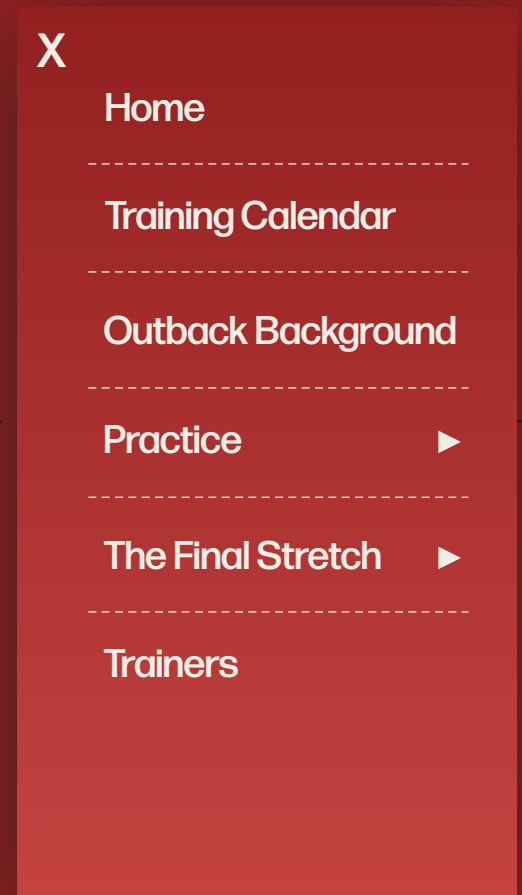


Loading screen where the login information is being processed.



Home Screen

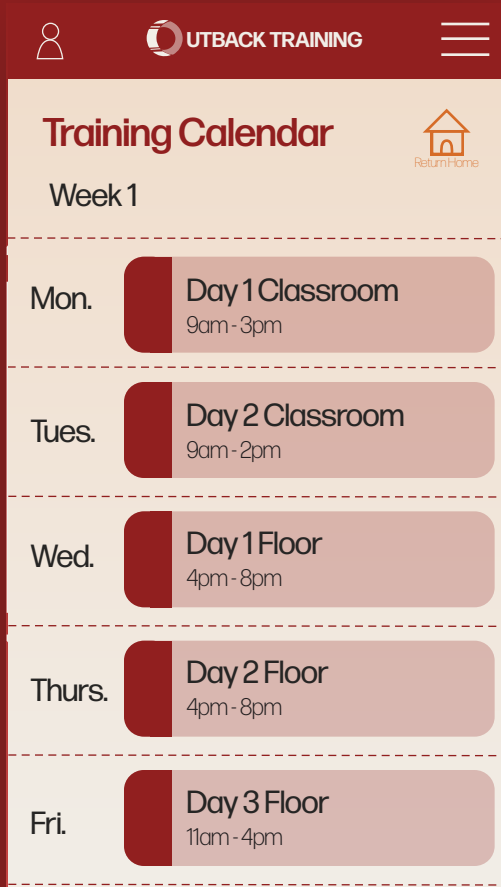
Here the user can either scroll to find the subject they are looking for or click the hamburger button to navigate the app.



Menu Screen

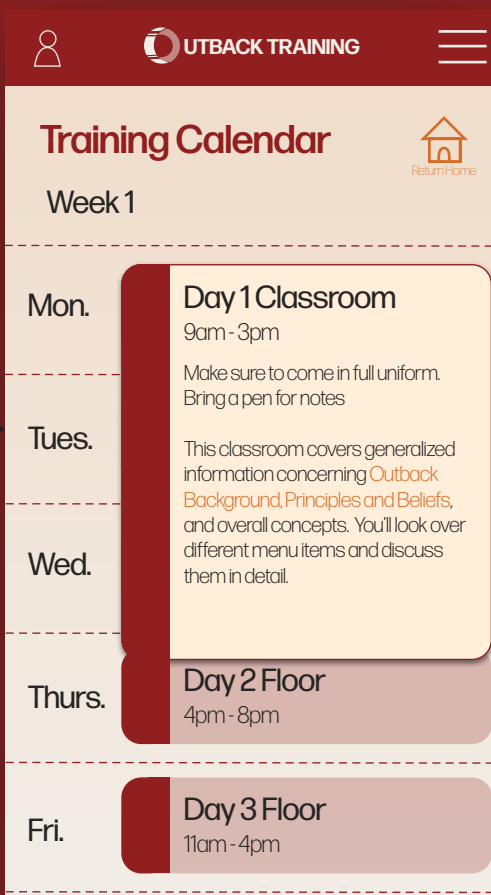
If the user decides to use the hamburger icon to navigate, they are given a list of selections to choose from that are organized by stages of training.

On-boarding to Viewing Schedule



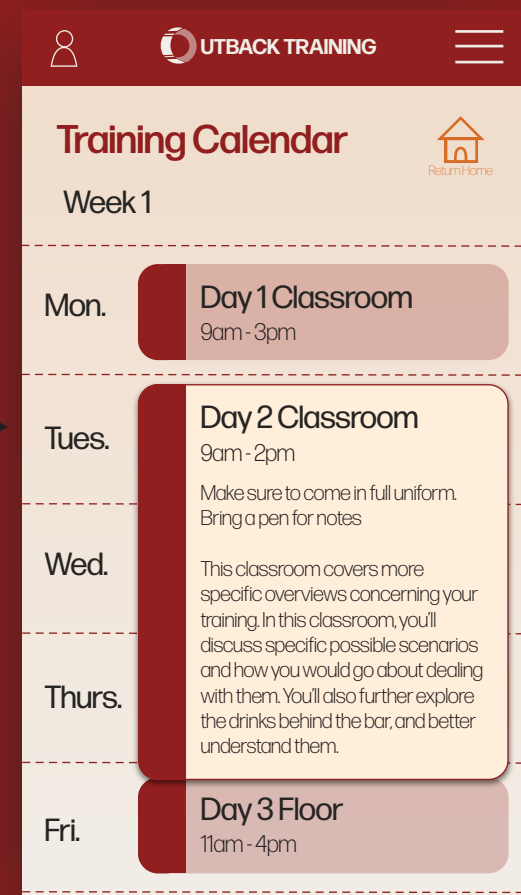
The calendar allows for the user to see the schedule set in place for training.

This allows for any confusion on scheduling to be decreased, and therefore allowing for consistent scheduling and less problems



The calendar also has expandable sections to inform the user on what is needed and expected for that day.

This feature allows for the user to be better prepared for training, and therefore lessen last minute problems



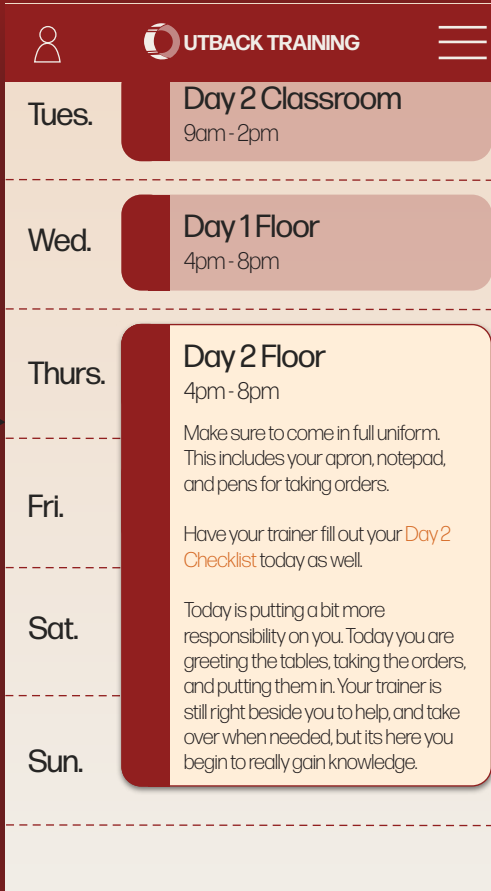
Expandable Training Calendar

Viewing Schedule and Specific Info



Expandable Training Calendar

Each day also offers opportunities to access the checklist for that day to make it easier and to navigate.



Expandable Training Calendar



Expandable Training Calendar

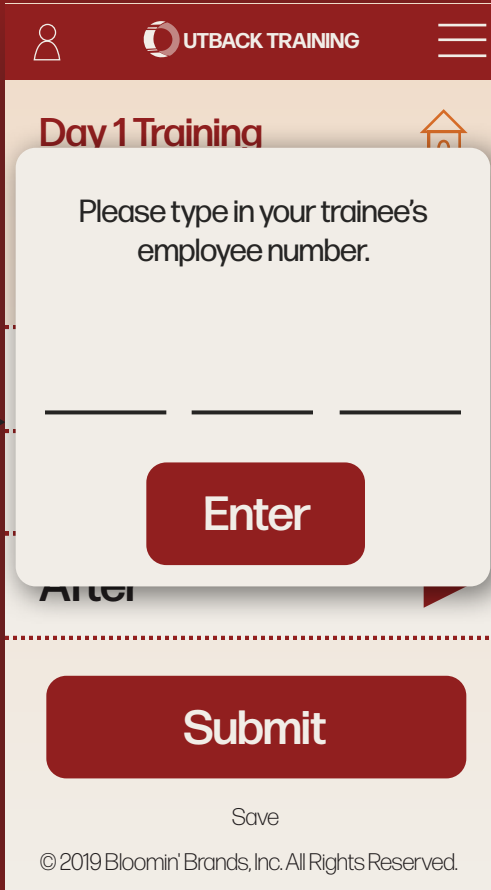
Along with the opportunity to navigate to the checklists for that day, the user is also given opportunities to navigate to the menu test and manager wait information if needed.

Viewing Schedule and Specific Info



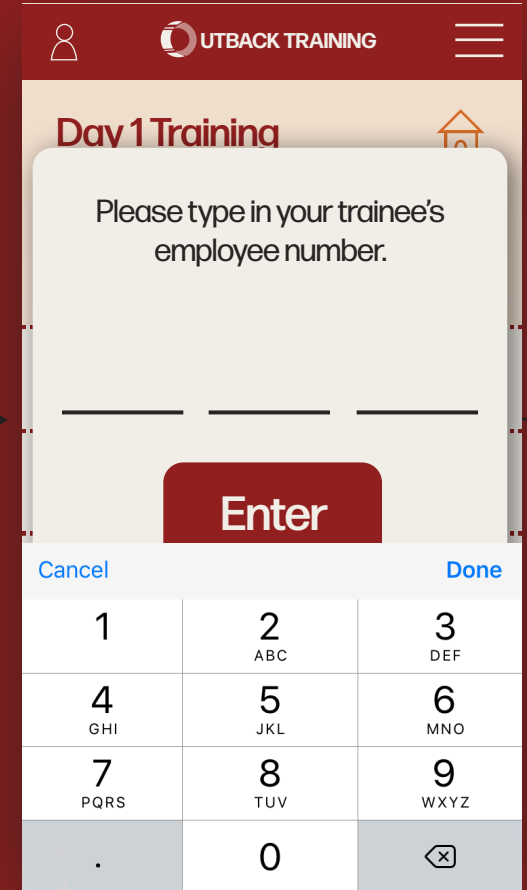
Expandable Training Calendar

By clicking on the Day 1 checklist link, you are able to quickly navigate to the page needed to quickly fill out the form.



Day 1 Training Checklist

Here a pop up starts the page off as a way to keep track of which employee the checklist is being filled out for. This allows for better organization, less confusion, and decrease in losing paperwork.



Day 1 Training Checklist

A number pad pops up instead of a keyboard since no letters should be entered here.

Viewing Schedule to Checklist

UTBACK TRAINING

Day 1 Training

Please type in your trainee's employee number.

6 2 4

Enter

Cancel Done

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
.	0	⌫

Day 1 Training Checklist Employee Number Input

UTBACK TRAINING

Day 1 Training

Please type in your trainee's employee number.

6 2 4

Enter

Submit

Save

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Day 1 Training Checklist Employee Number Input

UTBACK TRAINING

Day 1 Training Checklist

Please read through the checklists, and rate your trainee 1-3 based on their response.

Before ▶

During ▶

After ▶

Submit

Save

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Day 1 Training Checklist

Once the employee Number is filled in, then the trainer now has access to the information that needs to be filled out before, during, and after a shift. There is an option to save since they aren't supposed to fill it out in one go.

Filling Out Trainee Day 1 Checklist

Day 1 Training Checklist

Please read through the checklists, and rate your trainee 1-3 based on their response.

Before

How would you upsell a drink?
(DU option for \$1 more, Top Shelf Rita, etc.)

How would you offer an appetizer?
(Have them act it out for you, and see if they recommend, and how they talk about it.)

When are you supposed to mention Dine Rewards?
(When drinks are brought out)

During

After



Before

How would you upsell a drink?
(DU option for \$1 more, Top Shelf Rita, etc.)

How would you offer an appetizer?
(Have them act it out for you, and see if they recommend, and how they talk about it.)

When are you supposed to mention Dine Rewards?
(When drinks are brought out)

During

Cancel Done

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
.	0	⌫



Before

How would you upsell a drink?
(DU option for \$1 more, Top Shelf Rita, etc.) **3**

How would you offer an appetizer?
(Have them act it out for you, and see if they recommend, and how they talk about it.)

When are you supposed to mention Dine Rewards?
(When drinks are brought out)

During

Cancel Done

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
.	0	⌫



Day 1 Training Checklist before the shift

Input fields are placed to the right to ensure common ease of reach.

Day 1 Training Checklist before the shift

Once again the number pad pops up instead of a keyboard because of the need for only numbers here.

Day 1 Training Checklist before the shift

Filling Out Trainee Day 1 Checklist

UTBACK TRAINING

Before ▼

How would you upsell a drink?
(DU option for \$1 more, Top Shelf Rita, etc.) **3**

How would you offer an appetizer?
(Have them act it out for you, and see if they recommend, and how they talk about it) **3**

When are you supposed to mention Dine Rewards?
(When drinks are brought out)

During ▶

Cancel Done

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
.	0	ⓧ

Day 1 Training Checklist before the shift

UTBACK TRAINING

Before ▼

How would you upsell a drink?
(DU option for \$1 more, Top Shelf Rita, etc.) **3**

How would you offer an appetizer?
(Have them act it out for you, and see if they recommend, and how they talk about it) **3**

When are you supposed to mention Dine Rewards?
(When drinks are brought out) **3**

During ▶

After ▶

Submit

Save

Day 1 Training Checklist before the shift

Once complete, you can collapse the tab and move on.

UTBACK TRAINING

Day 1 Training Checklist  Return Home

Please read through the checklists, and rate your trainee 1-3 based on their response.

Before ✓ ▶

During ▶

After ▶

Submit

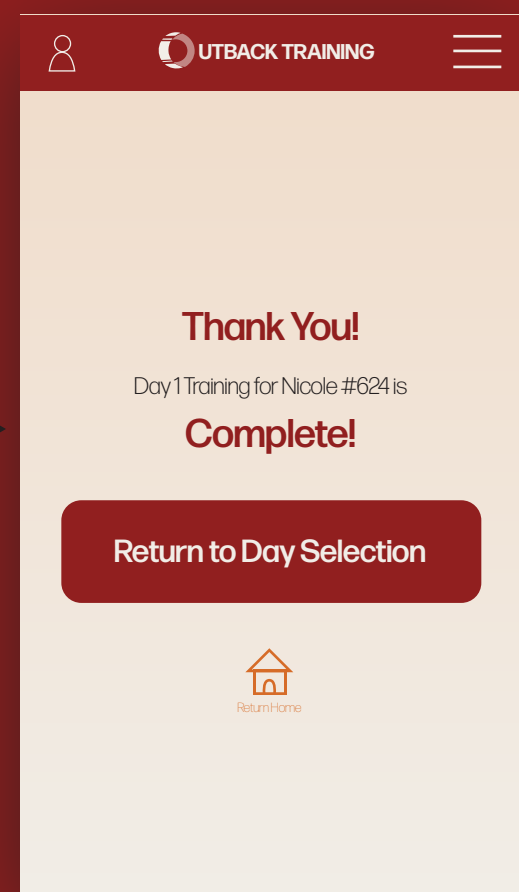
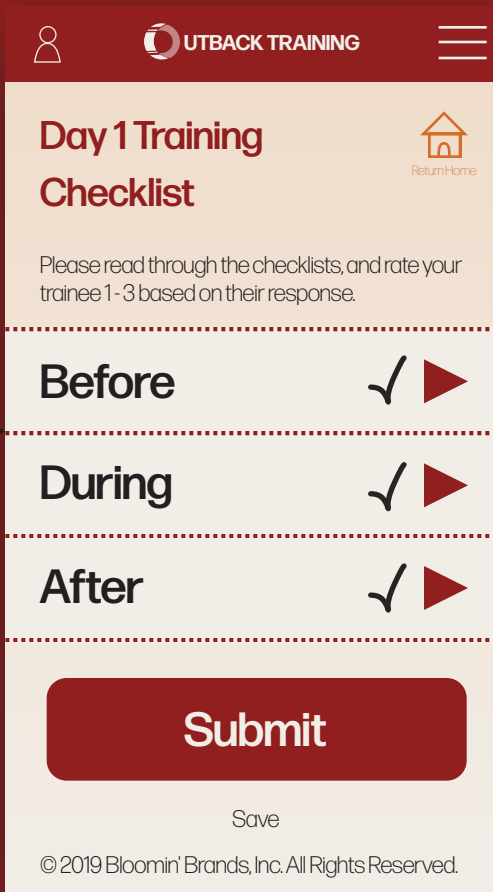
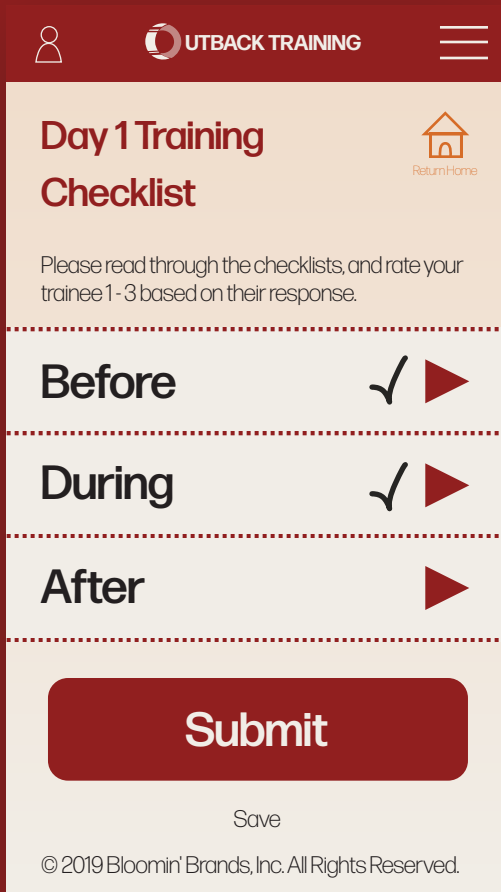
Save

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Day 1 Training Checklist before the shift

Collapsing the tab when completed then adds a check mark as a way of reaffirming you finished that section.

Filling Out Trainee Day 1 Checklist



Day 1 Training Checklist before the shift

After you fill out each section, a checkmark will appear.

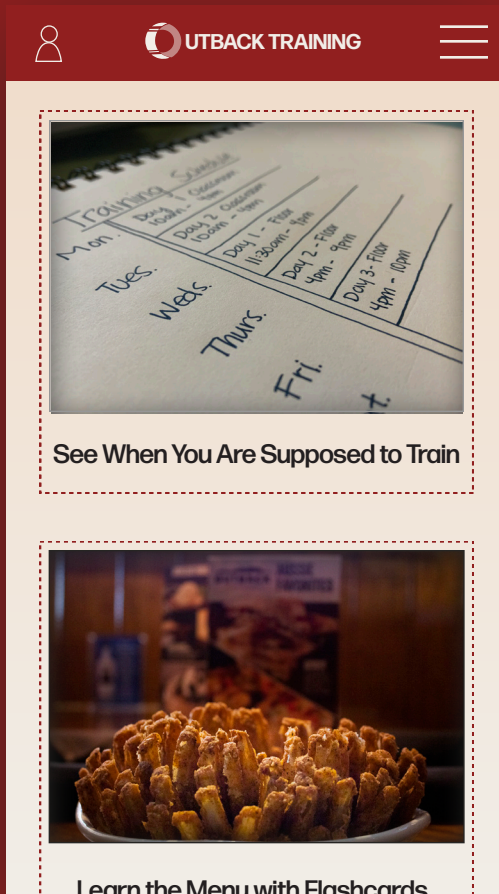
Day 1 Training Checklist before the shift

Once complete, all you do is hit submit and it sends to management. This is beneficial for because it keeps all the paperwork organized instead of having to put it in a filing cabinet and hope it doesn't get lost.

Day 1 Training Checklist before the shift

The completion screen is to show you filled this out for the right person and it has been correctly sent. The user now has the option to either return home, or return to the day selection.

Filling Out Trainee Day 1 Checklist



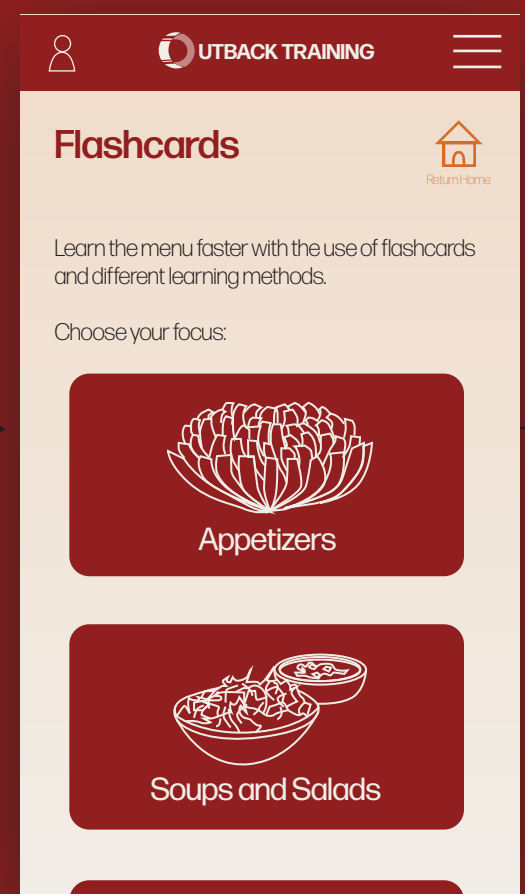
Returned to Home Page

Since the user chose to return home, they have the option of either scrolling to find more information or using the menu.



Home page scrolled

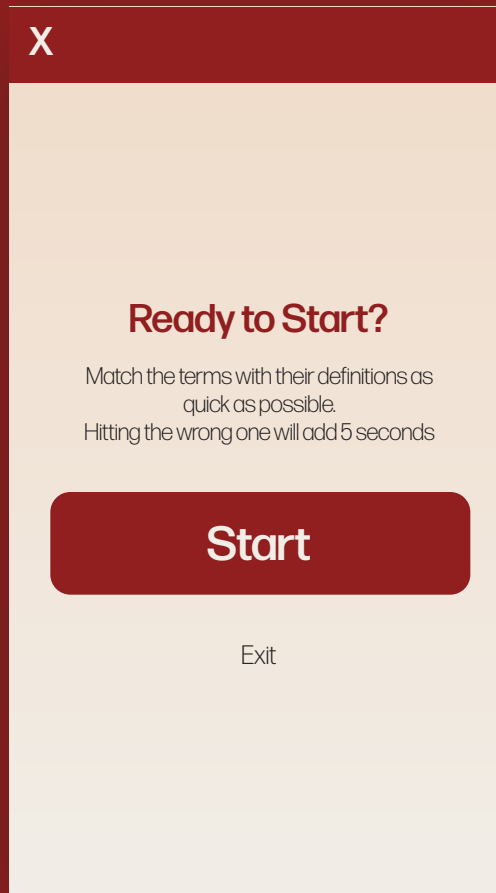
Choosing to scroll, the user finds the opportunity to study with flashcards. The ability to find the information on both the home page and the menu increase ease of usability and navigation.



Flashcard topic options page

Here the user has the ability to focus on a specific section of the menu as a way to lessen the feeling of being overwhelmed by all the information. This makes learning easier, organized, and quicker.

Finding the Flashcards



Choosing to study the "Aussie-Tizers"

Learning is an individual thing, so there are three different learning methods available with the flashcards: Match, Write, and Learn. This allows for an individualized experience, and helps the process.

Match- Ready to start introduction

This is placed as a way to hold the timer for the match game, and a quick way to summarized the rules and how it works.

Match game

Here they have the ability to play a matching game to better learn. It's a simple easy process to lessen confusion.

Choosing & Learning a Specific Topic

X 0:01

Bloomin' Onion (Bloom)	Mac & Cheese Bites (Mac Bites)
Volcano Shrimp (Volcano Shrimp)	Lightly battered and fried button mushrooms served with house-made Ranch dressing for dipping.
Eight filled with Macaroni and Mozzarella, Asiago & Parmesan cheese.	A colossal onion, breaded and deep-fried, served with a mayonnaise horseradish sauce.
Crispy shrimp tossed in a spicy Volcano sauce and topped with green onions	Sydney's Mushrooms (Sydney Shrooms)

X 0:02

Bloomin' Onion (Bloom)	Mac & Cheese Bites (Mac Bites)
Volcano Shrimp (Volcano Shrimp)	Lightly battered and fried button mushrooms served with house-made Ranch dressing for dipping.
Eight filled with Macaroni and Mozzarella, Asiago & Parmesan cheese.	A colossal onion, breaded and deep-fried, served with a mayonnaise horseradish sauce.
Crispy shrimp tossed in a spicy Volcano sauce and topped with green onions	Sydney's Mushrooms (Sydney Shrooms)

X 0:03

	Mac & Cheese Bites (Mac Bites)
Volcano Shrimp (Volcano Shrimp)	Lightly battered and fried button mushrooms served with house-made Ranch dressing for dipping.
Eight filled with Macaroni and Mozzarella, Asiago & Parmesan cheese.	
Crispy shrimp tossed in a spicy Volcano sauce and topped with green onions	Sydney's Mushrooms (Sydney Shrooms)

Match game

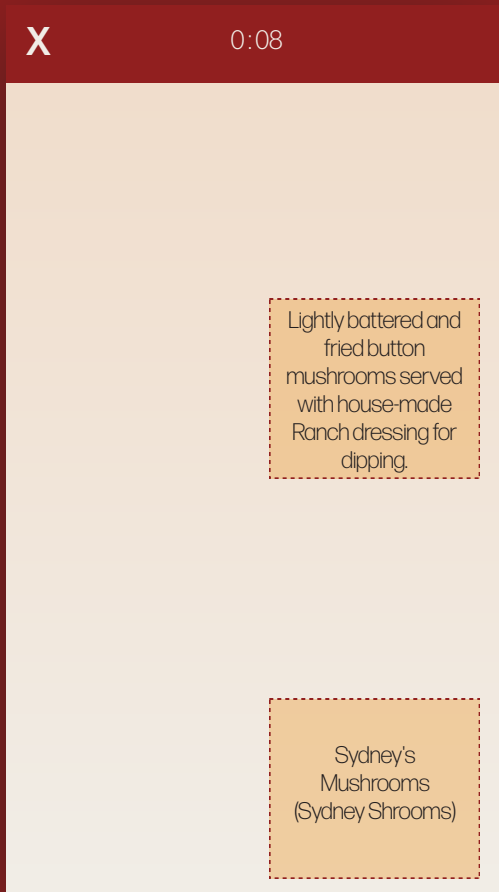
By clicking the certain square, it turns yellow as an indicator that it is selected, so as to lessen any confusion.

Match game

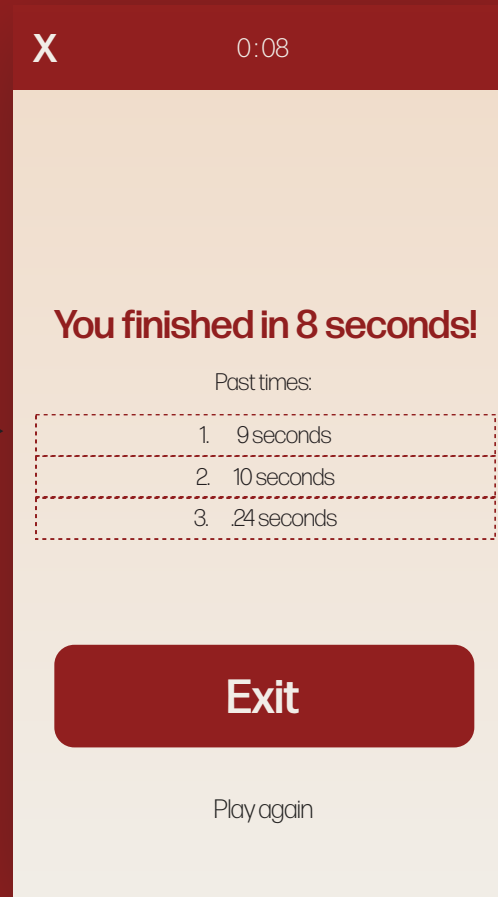
Match game

By matching 2 together correctly, the terms then disappear so as to show the progression, and not have repetition in the game. It does this for every answer until the end.

Match game for Learning

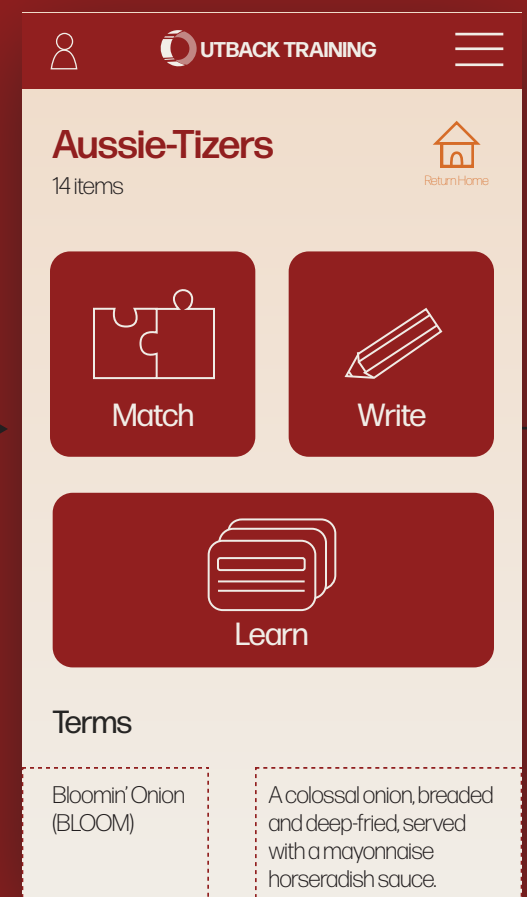


Match game



Match game

When you finish the game, it shows your past times on the game so that the user can see their progress. This helps in reassuring the user that they are making progress.



Match game

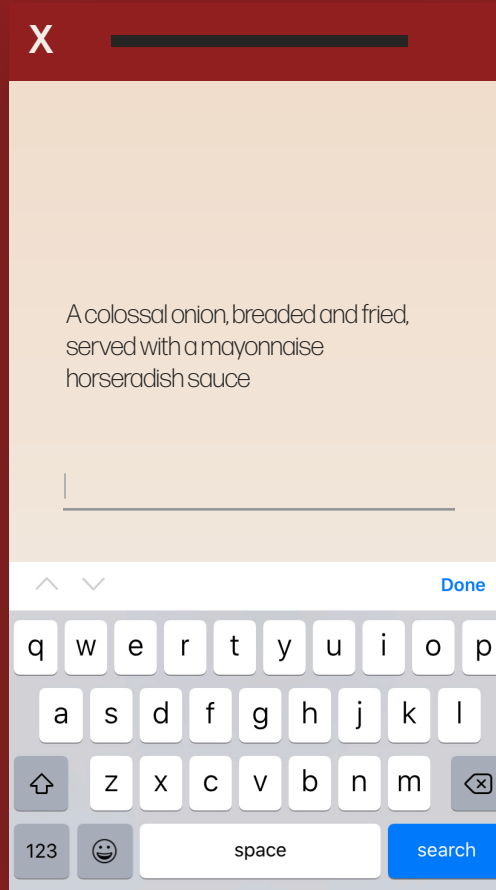
By hitting exit instead of play again, the overlay is then exited out, and the user is returned to the Aussie-Tizer screen to choose what to do next. In this case, it's to practice writing in the answers.

Finishing the Match game



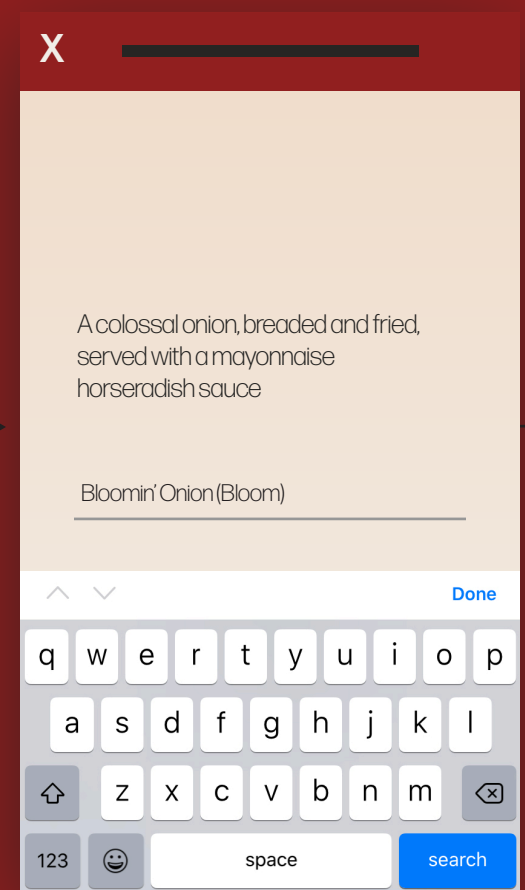
Writing game

With this learning method, the user has to type in the answers in the input field. They have the option to hit "Don't Know" if they need to come back to the card later.



Writing game

When the input field is selected, the keyboard pops up, allowing the user to type in the answer. "Don't know" button disappears as hitting the space indicates they know the answer.



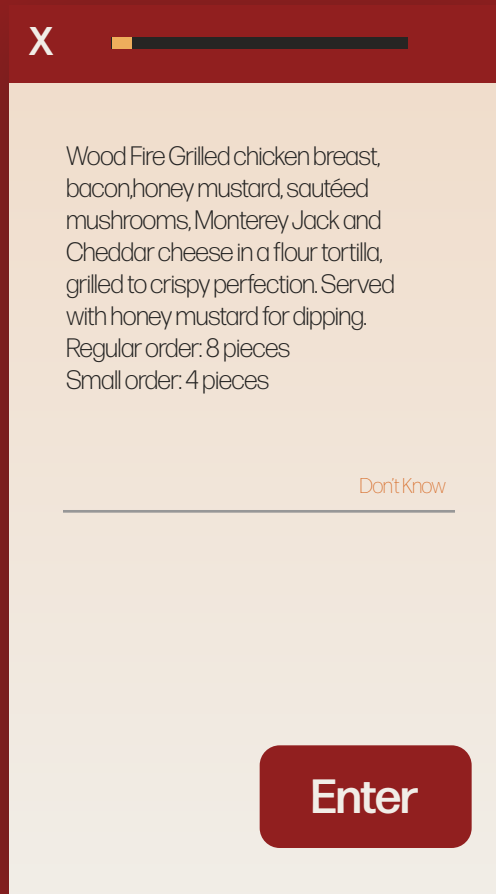
Writing game input

Writing Learning Method



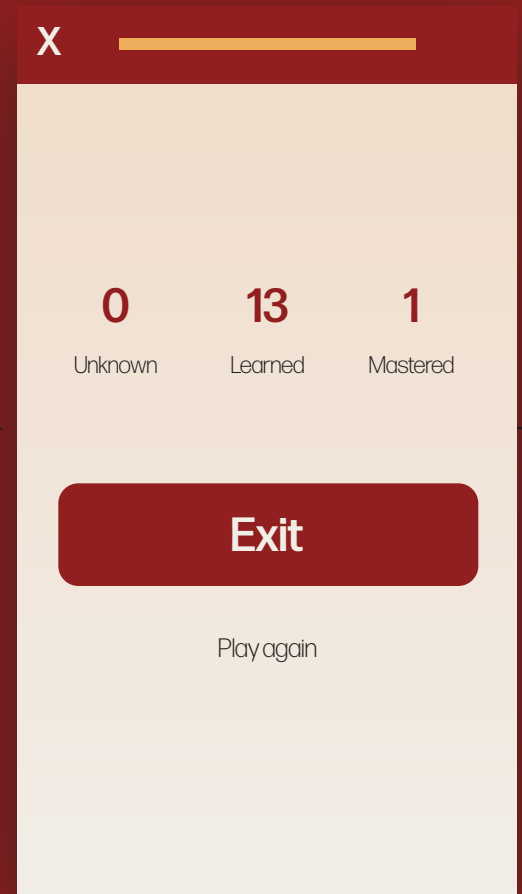
Writing game

When done typing the answer, the user can hit enter to move on to the next. This whole process is the same for all the terms.



Writing game

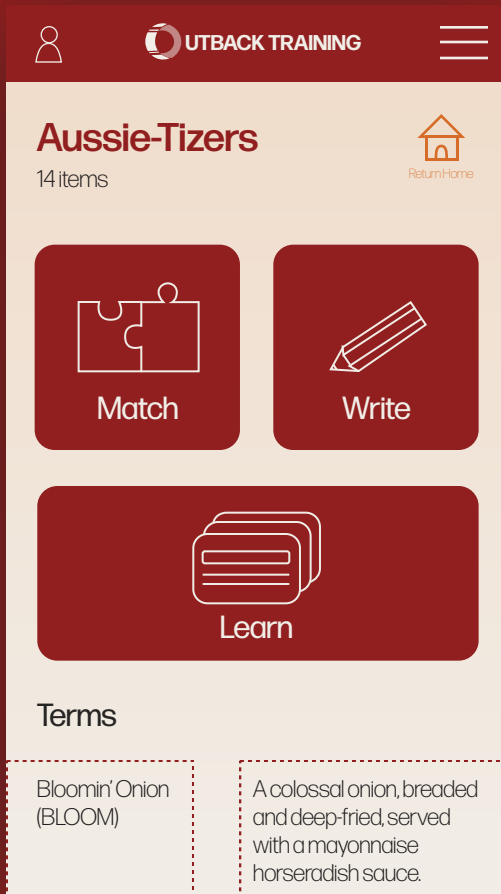
When the user moves on to a new question, the bar up top changes to show the progression, and show how much is left. This provides motivation to keep going throughout the game and reach the end.



Writing game completion screen

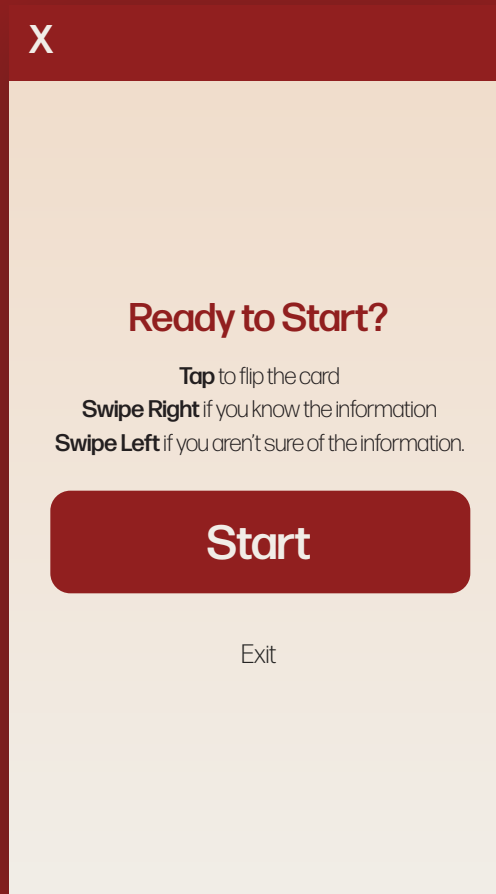
When all the answers have been answered, a completion screen pops up to show how many of the terms the user has learned, mastered, or doesn't know. This helps in maintaining the knowledge of what needs to be improved.

Finishing Writing Learning Method



Returning to the main screen

Once again, by exiting out of the overlay, the user is brought back to the main screen for Aussie-Tizers. In this situation they are continuing on to learn with the regular flashcards by hitting Learn.



Ready to Start Instruction Screen

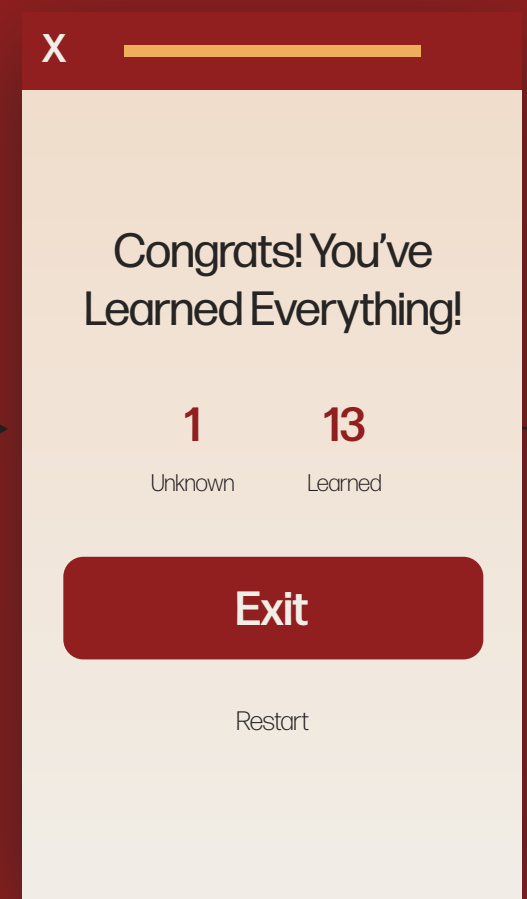
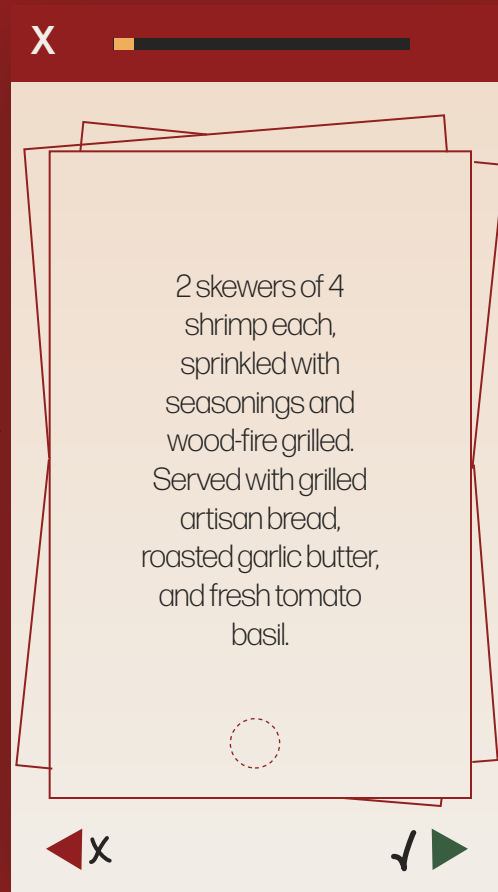
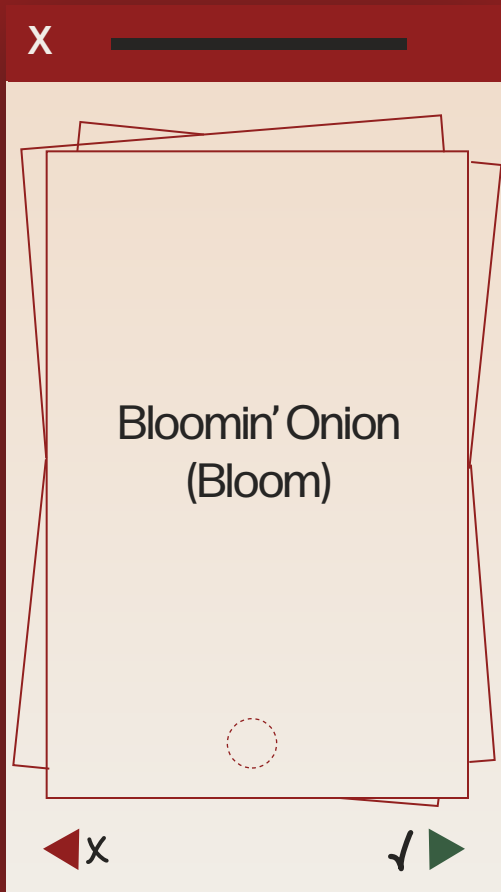
This screen is here to inform on the controls for the flashcards. They are a little different than normal, so this is placed here to decrease confusion. There is also the option to exit if they made a selection mistake.



Flashcards

Once the controls are learned, the flashcards can be utilized to learn easily

Learning with Normal Flashcards



Flipping the flashcards to reveal the answer

By tapping the card, the user can see the answer, and can swipe left or right depending on if they know it or not.

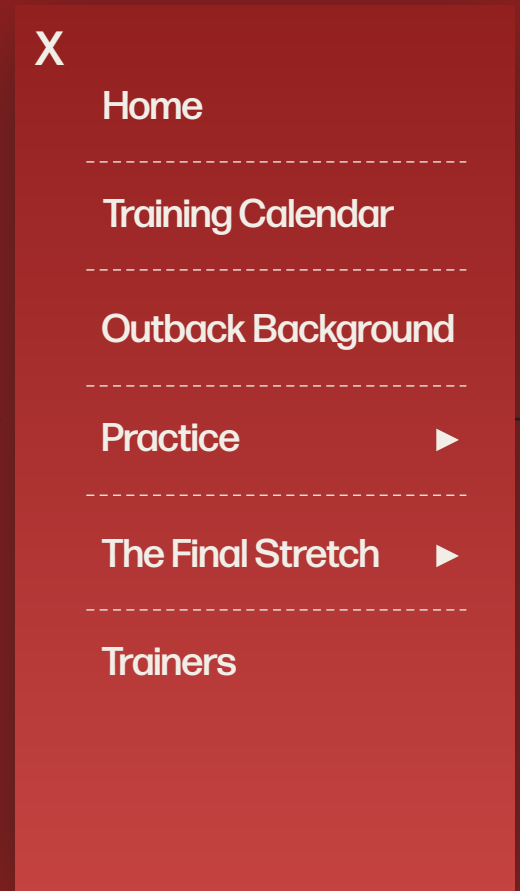
Next card in the stack

Like in the writing game, there is a progression bar on top of the screen to allow the user to know how much longer they have to go, and to provide that satisfaction and motivation to keep going.

Completion Screen

Once the user has gone through all the cards, they can see how many they knew, and how many they struggled on. They can also choose to exit or restart.

Learning with Normal Flashcards



Returning to main Aussie-Tizers screen

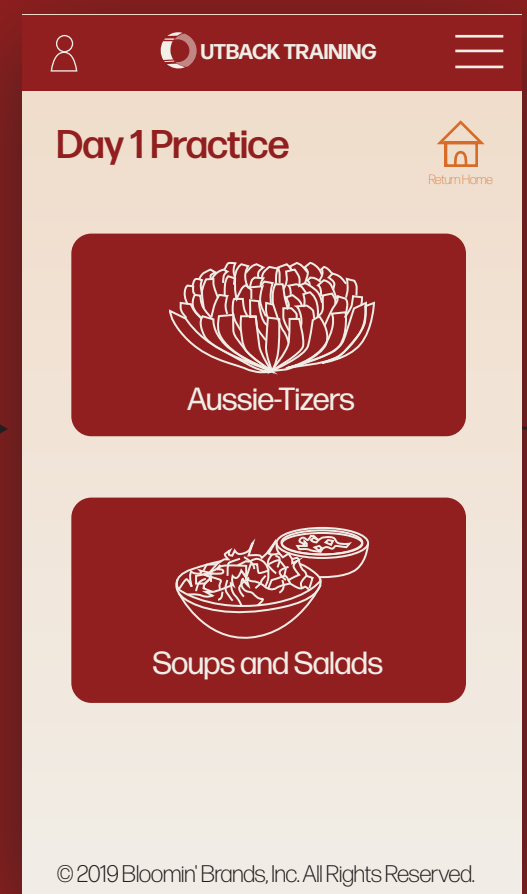
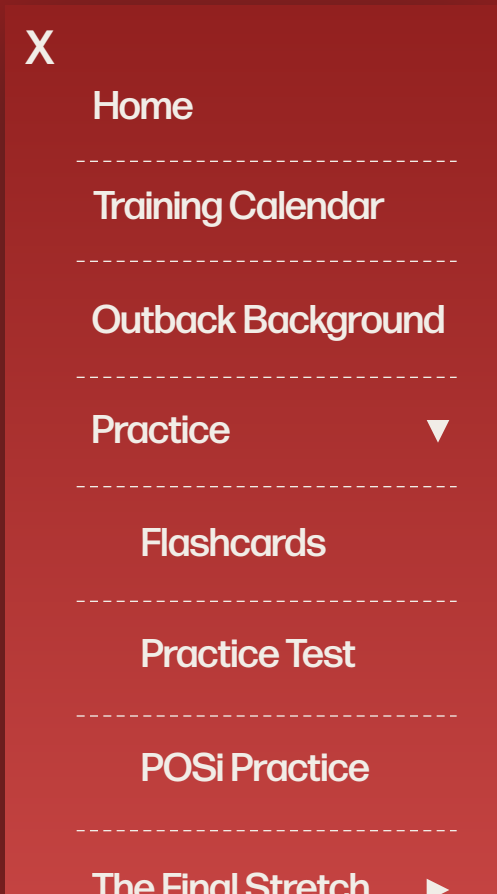
If you scrolled.

Menu Selection

Here the user, having completed all of the games, can either scroll down to see the terms in simple text, select the home icon to return to the home page, or hit the menu icon to see more options.

By going to the menu, the user can see all of their options. By selecting Practice, they'll see more ways to practice information for the Menu Test.

What To Do After Using All the Methods



Menu Selection Expanded

By clicking Practice, a list expands to show what all that encompasses.

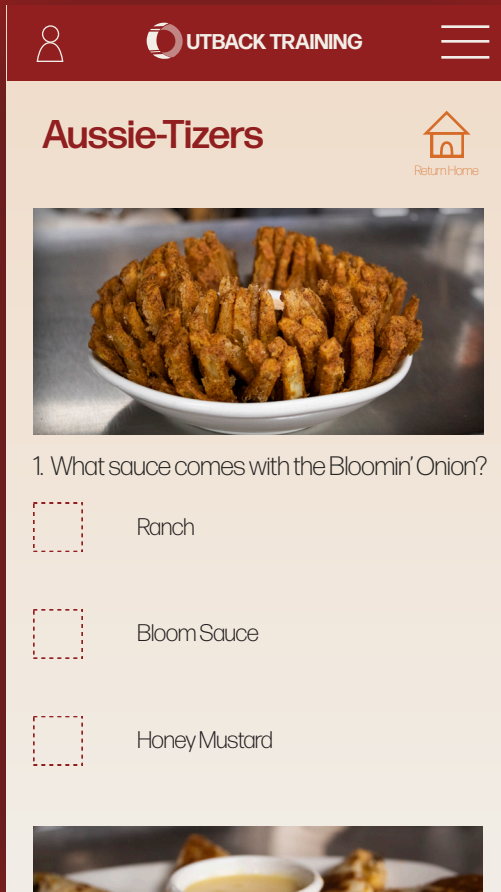
Practice test day selections

Here there are the options to select the day that correlates with the users training to practice the test. The symbols allows for what to expect it encompasses, and breaking information up into days helps lessen the overwhelming information.

Day 1 practice and further focuses

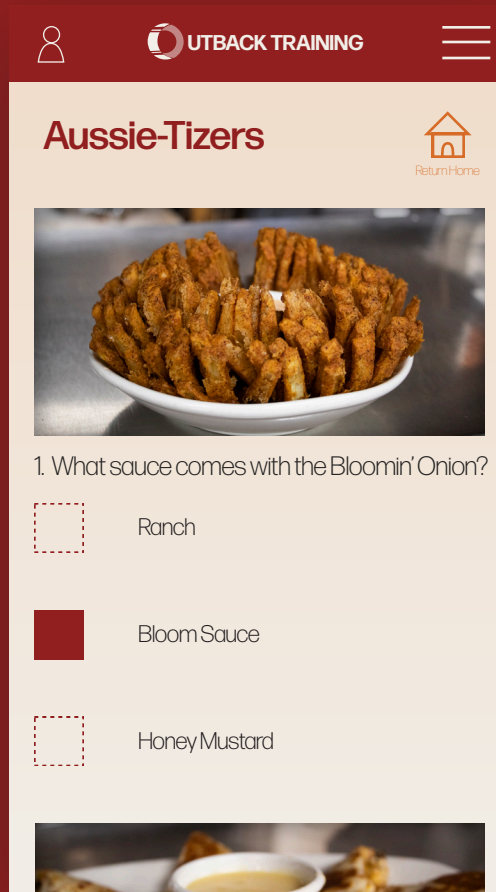
Here the user finds the break downs of the day 1 information as a way to further lessen the overwhelming amount of information into blocks.

Going To Do the Practice Test



Starting the practice test

The practice test is like any other test that you can find online. The buttons are bigger to help with ease of hitting it with a thumb, and you scroll to get to the other questions.



Answering the practice test

When the user selects the answer, it fills in the box with red as a way to verify it was hit correctly.

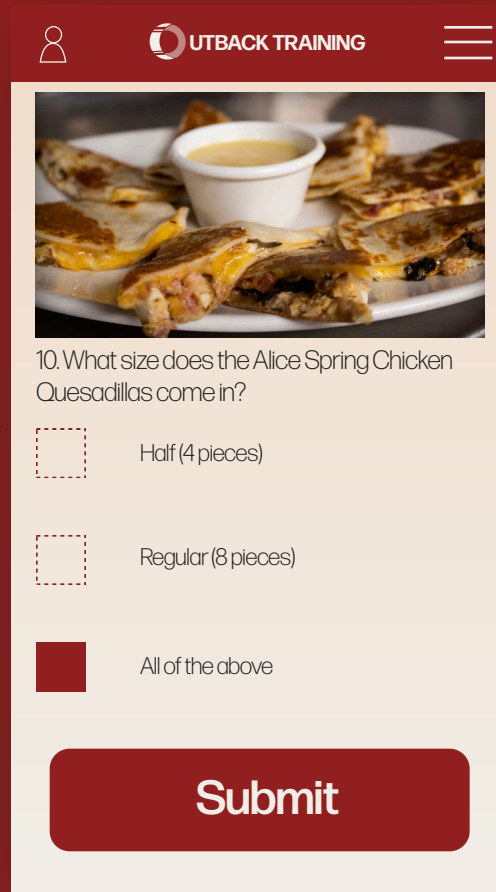


Scrolling and continuing the test

Doing the Practice Test

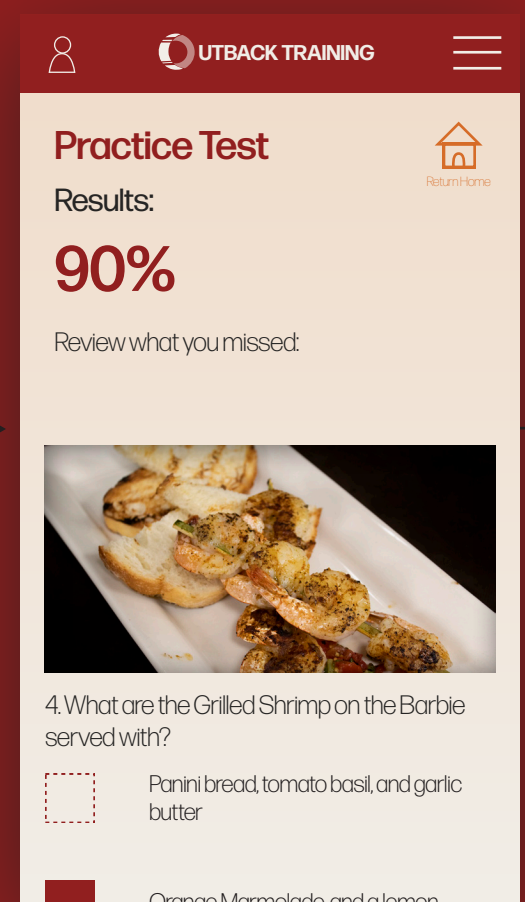


Scrolling and continuing the test



Finishing the test

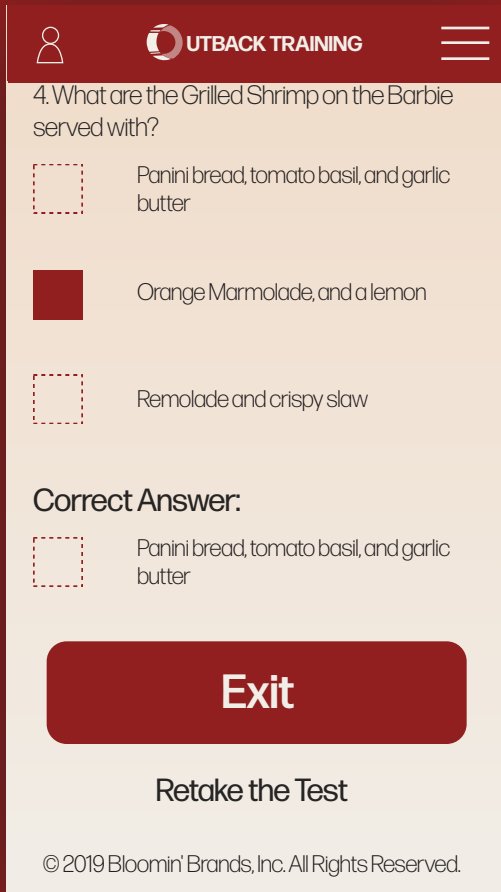
When all the answers are filled in, and the user is ready to complete the test, all they have to do is hit submit.



Results page

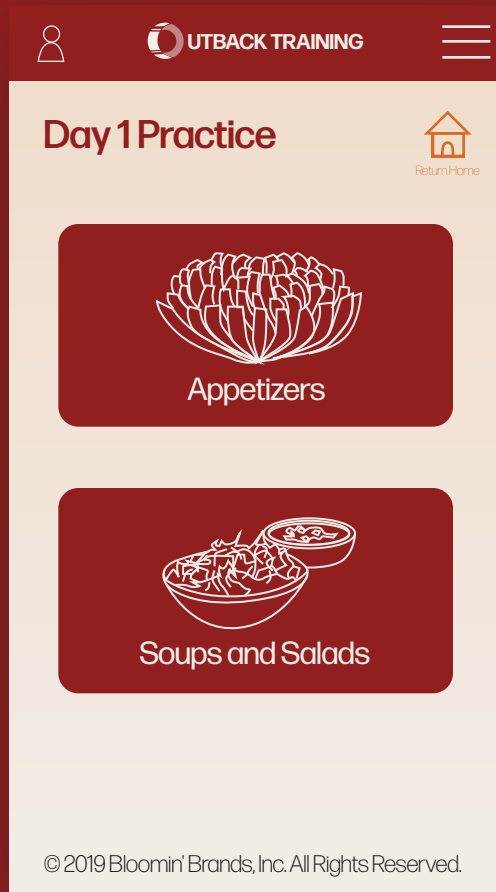
Here the user finds the break downs of what they missed. It will tell you your score, and show the answers to what was missed. There is also the home icon repeated on this page as well.

Doing and Finishing the Practice Test



End of results page

When at the bottom of the page, the user is now given the options to exit or retake the test.



Practice day 1 selections

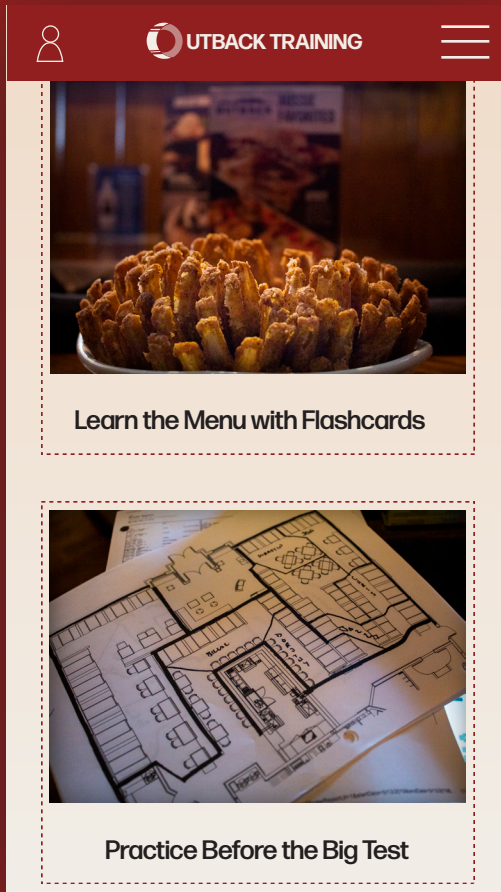
By hitting exit, the user is returned to the day 1 selections page, and they can either move on to the soups and salads, return home, or go to the menu.



Home page

By hitting the home icon, the user is returned to the home page.

Finishing the Practice Test



Home page



Home page scrolled



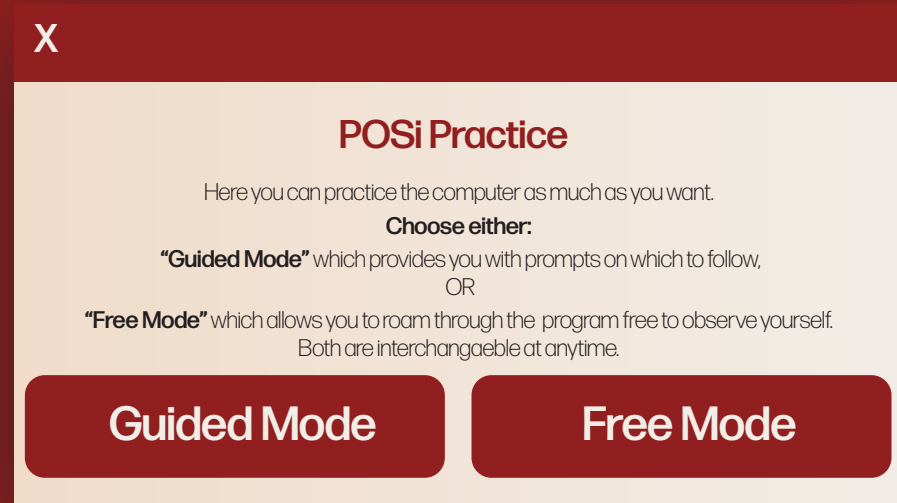
Home page scrolled

Scrolling Home Page for POSi Practice



POSi Practice Introduction

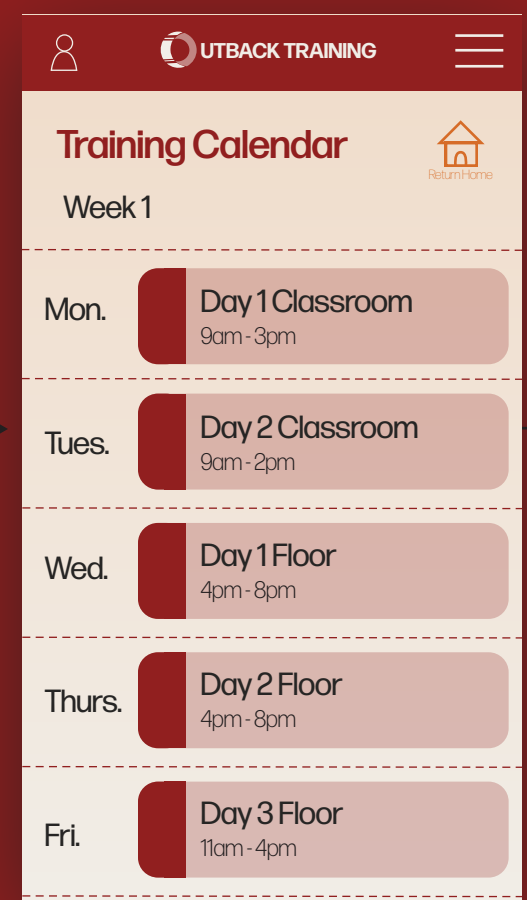
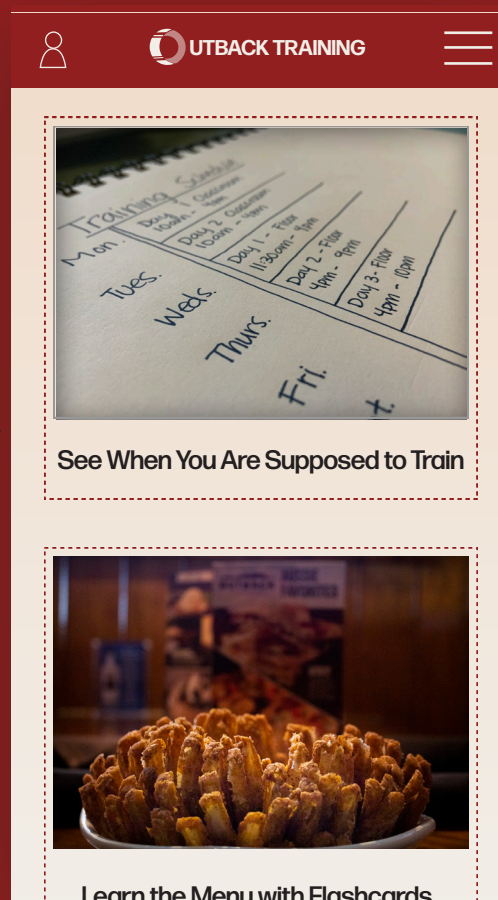
Here the user is given the opportunity to practice on the POSi computer screen they'd see at work, except with this, they have no risk of mess ups getting sent to the kitchen.



POSi Practice Selection Screen

Here the user can choose between a guided mode where they are given prompts to follow, or a free mode where they can roam around the system and discover different things. The POSi program is something that is outside the app, and for that, it is not shown here.

POSi Practice



Returning to the POSi introduction

Home page

Calendar Page

By hitting the X, the user is returned to this screen, where they can either hit the home button or the menu button to further navigate.

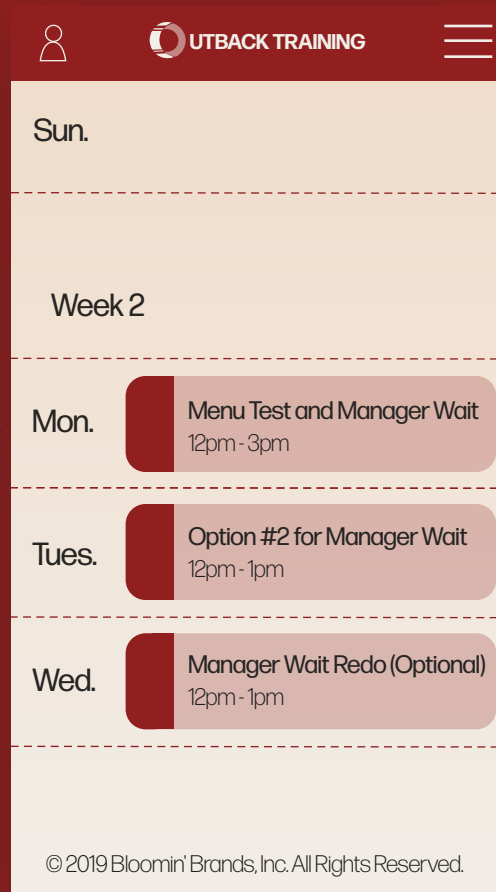
The user navigates to the calendar to find out what day they have their manager wait on.

Figuring Out Day for Manager Wait

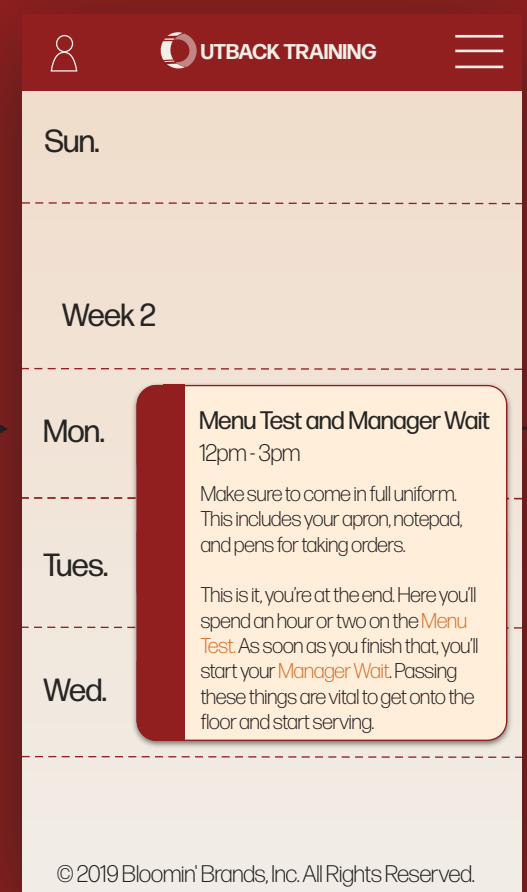


Calendar Page

The user navigates to the calendar to find out what day they have their manager wait on.



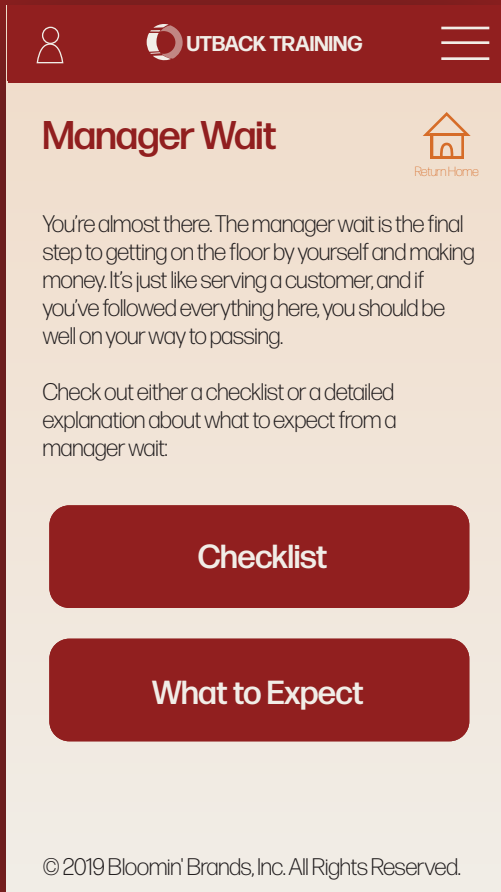
Calendar page



Manager wait date expanded

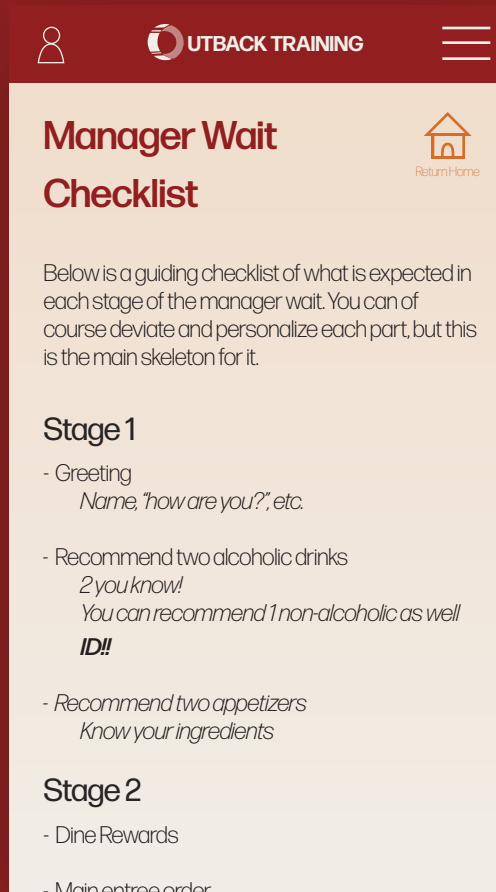
By looking at the information, the user can now click on the Manager Wait link to see further information on the subject.

Figuring Out Day for Manager Wait



Manager Wait Introduction Page

The user now can look at either the overall checklist for a manager wait or find out what to expect of it in further detail. This adds to the ability to be better prepared for the different parts of the job.



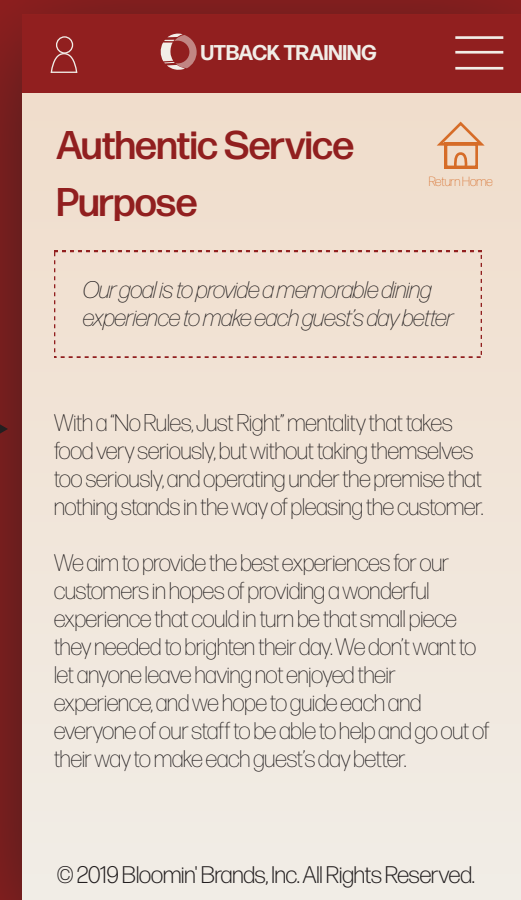
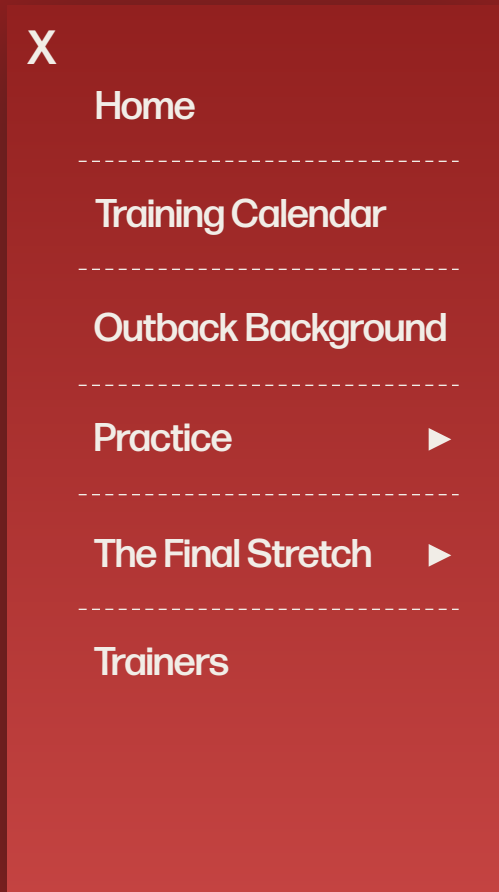
Manager Wait Checklist

This page provides overall insight as to what the process of a manager wait should look like. It helps make sure the server in training knows all they need to know before they work so that they ensure they get put on the floor sooner.



Manager Wait Checklist

Figuring Out Info for Manager Wait



Menu selection. The manager wait is done, but you were told to review the Authentic Service Purpose before getting on the floor.

Navigating through the menu screen, the user can go to Outback Background to find details on the information.

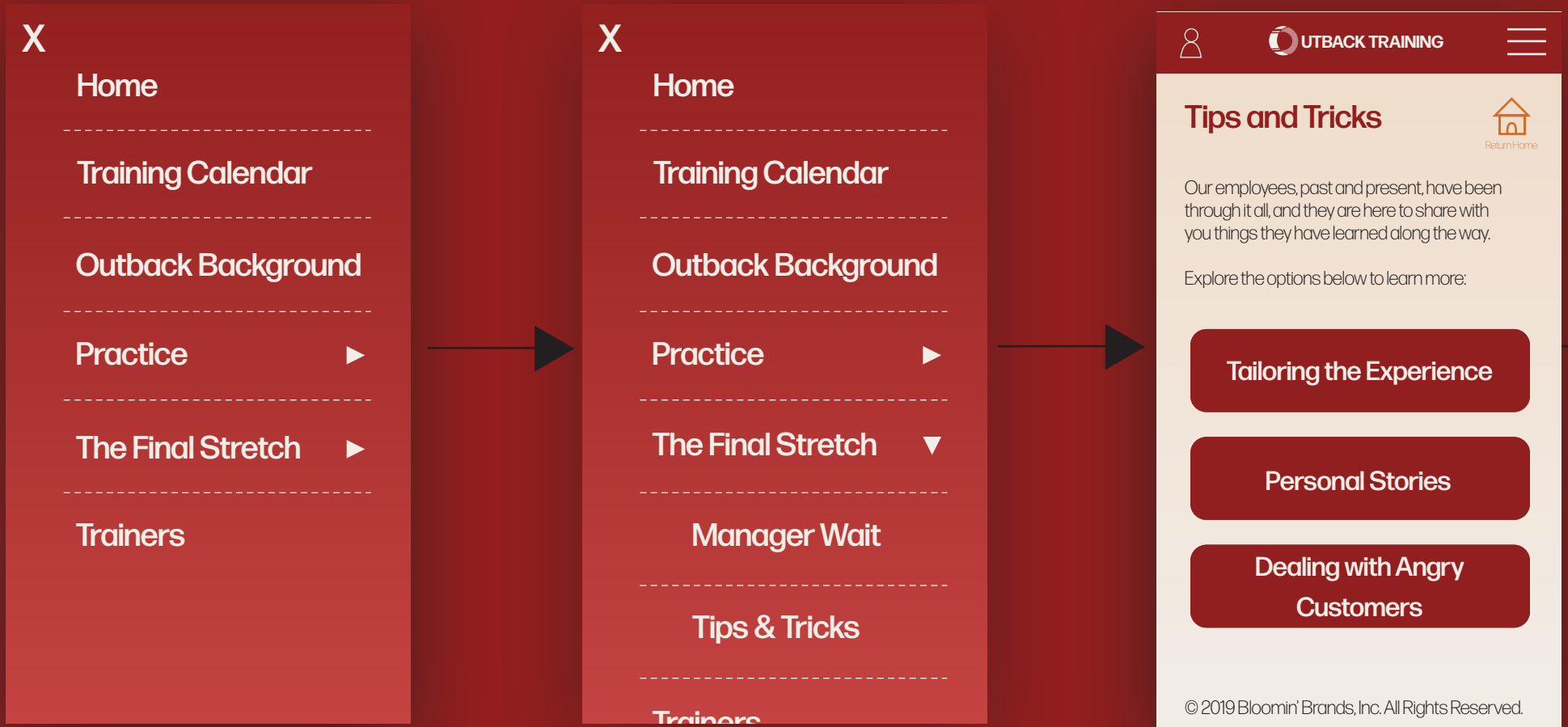
Outback Background

This page provides a quick synopsis on Outback's overall background, as well as different selections to explore for specific backgrounds, principles, and beliefs.

Authentic Service Purpose

With a quote to stand out on our Authentic Service Purpose, and further information, a person could easily know and be refreshed on what it's all about.

Refresh on Outback Background



Menu selection. Now that you're approved to get on the floor and you're refreshed on some Outback Background, you need to see if there are some tips for helping with serving.

Navigating through the menu screen, the user can go to Final Stretch to find details on the information.

Menu selection

The drop down of The Final Stretch offers different options that would help on that last leg of training.

Tips and Tricks

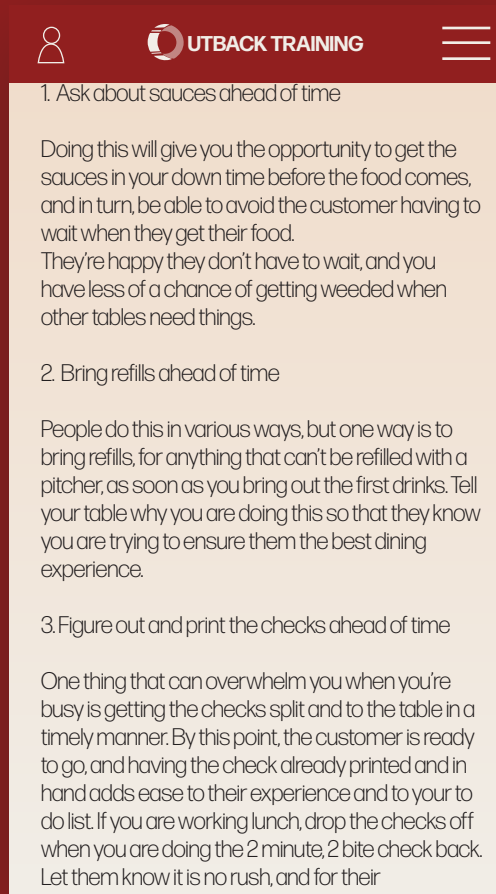
There are several options here to choose from because there are many areas of the job that one could use help on. Here though, we're focusing on tailoring the experience.

Gain Some Extra Knowledge

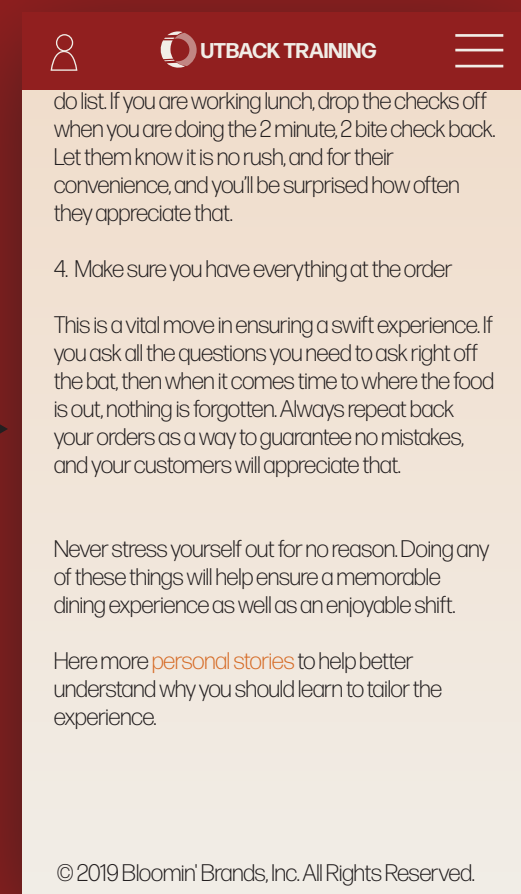


Tailoring the Experience.

Here the user is able to get some tips and advice on how to better learn to tailor the experience to the customer. It helps both their sanity and the restaurants reviews.



Tailoring the Experience scrolled



The end of Tailoring the Experience

There's an option to link to the personal stories section of the Tips and Tricks category if the user is interested. This helps move them around a bit, and lets them learn more.

Gain Some Extra Knowledge