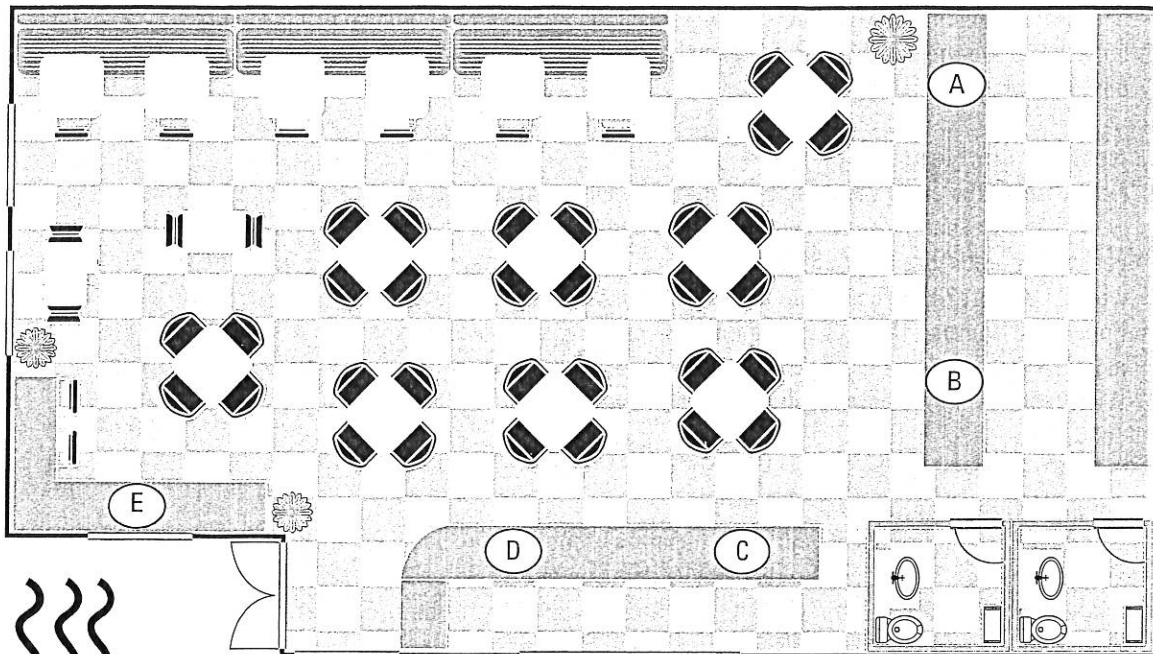


3. Your friends have asked you to review the customer ordering process for their restaurant, The Broadway Café. To make the café as efficient and effective as possible, you want to redesign processes to remove bottlenecks, reduce redundancies, and streamline workflow. Review The Broadway Café's customer ordering process highlighted in the accompanying image and reengineer it for improvements in efficiency and effectiveness. If you are looking for a real challenge, create your As-Is and To-Be process diagrams using PowerPoint or Visio.

After revamping the ordering process for your friends, you decide to create a To-Be process model of the most important business processes required for your startup to find success. Create the To-Be process model for your most critical business process to ensure you know how to operate your startup in the most efficient and effective manner.



Process Flow:

- (A) Counter A — Food is ordered
- (B) Counter B — Beverages are ordered and food is picked up
- (C) Counter C — Beverages are picked up
- (D) Counter D — Pay for food and beverages
- (E) Counter E — Cream, sugar, lids