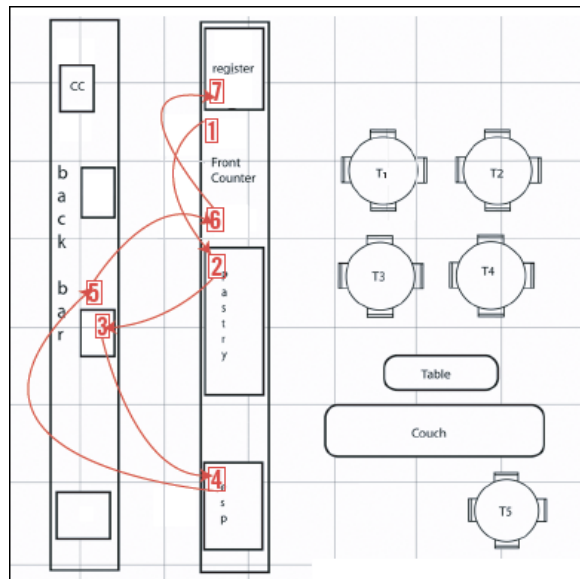


# Savannah College of Art and Design

IDUS215: Task Flow Analysis Example | Coffee Shop



## 1. Attend to customer; take order.

	A	Perceptual	Make eye contact with customer
	B	Cognitive	Recognize customer as regular; recall "regular order" of a bagel, plain cream cheese, and a large cup of coffee.
00:00:00	C	Motor	Greet customer, "Hi Bob! Will you have the usual today?"
	D	Perceptual	Listen to response
	E	Cognitive	Process response of "Yes, that will be fine; I'm running late, though ..."
00:00:07	F	Motor	Walk towards bagel making station; reply "Ok, I'll do my best to hurry up"

## 2. Retrieve bagel.

	A	Perceptual	Looks at bagel and pastry case
	B	Cognitive	Recognizes plain bagel
00:00:16	C	Motor	Opens pastry case
00:00:17	D	Motor	Moves poppy seed bagel
00:00:18	E	Motor	Grasps plain bagel (already cut)
00:00:19	F	Motor	Closes pastry case
00:00:20	G	Motor	Walks toward cream cheese station

### 3. Add cream cheese to bagel.

	A	Perceptual	Looks at cream cheese station
	B	Cognitive	Recognizes plain cream cheese bin
00:00:24	C	Motor	Opens cream cheese bin
	D	Perceptual	Sees spoon inside of bin
	E	Cognitive	Recognizes spoon
00:00:25	F	Motor	Grasps spoon
00:00:27	G	Motor	Scoops cream cheese out of bin
00:00:28	H	Motor	Smears cream cheese on bagel half
00:00:34	I	Motor	Merges bagel halves
	J	Perceptual	Looks at wax paper stack
	K	Cognitive	Recognizes single sheet of wax paper
00:00:35	L	Motor	Grasps single sheet of wax paper
00:00:35	M	Motor	Places single sheet of wax paper on counter
00:00:36	N	Motor	Places bagel on wax paper
00:00:37	O	Motor	Wraps bagel in wax paper
00:00:41	P	Motor	Closes cream cheese bin
00:00:43	Q	Motor	Walks towards coffee station

### 4. Retrieve coffee.

	A	Perceptual	Looks at coffee station
	B	Cognitive	Recognizes plain and decaf coffee
	C	Perceptual	Looks at coffee cup stacks
	D	Cognitive	Identifies large stack
00:00:46	E	Motor	Selects a large cup
00:00:47	F	Motor	Holds cup under plain coffee dispenser
	G	Cognitive	Identifies dispensing mechanism
00:00:48	H	Motor	Pushes dispensing mechanism, and continues holding it down
	I	Perceptual	Watches coffee fill up
	J	Cognitive	Identifies when the cup is full

00:00:56	K	Motor	Stops pushing dispensing mechanism
00:00:57	L	Motor	Walks towards cream cheese station

**5. Retrieve bagel with cream cheese.**

	A	Perceptual	Looks at bagel, wrapped in paper
	B	Cognitive	Recognizes bagel
00:00:59	C	Motor	Selects bagel
00:01:00	D	Motor	Walks towards counter

**6. Deliver items to customer.**

	A	Perceptual	Looks at counter
	B	Cognitive	Identifies an empty space
00:01:04	C	Motor	Places bagel and coffee on counter
	D	Perceptual	Looks at customer
	E	Cognitive	Identifies customer
00:01:06	F	Motor	Says "Here you are, Bob".
00:01:07	G	Motor	Turns towards cash register

**7. Check out customer.**

	A	Perceptual	Looks at register; sees "BGL+CRM"
	B	Cognitive	Identifies "BGL+CRM" as Bagel & Cream Cheese
00:01:10	C	Motor	Pushes "BGL+CRM"
	D	Perceptual	Looks at register; sees "COFFE-LG"
	E	Cognitive	Identifies "COFFE-LG" as Large Coffee
00:01:14	F	Motor	Pushes "COFFE-LG"
	G	Perceptual	Looks at register; sees "Total"
	H	Cognitive	Identifies "Total" as the total of the bill
00:01:17	I	Motor	Pushes "Total"

	J	Perceptual	Looks at register display; sees "\$3.00"
	K	Cognitive	Identifies "\$3.00" as the total due
	L	Perceptual	Says to Bob, "That will be 3.00, just like usual"
	M	Perceptual	Hears Bob say, "Keep it – gotta run!"
	N	Perceptual	Sees Bob extend 5 \$1.00 bills in his hand
	O	Cognitive	Identifies that Bob is giving him a tip of 2 \$1.00 bills
00:01:22	P	Motor	Reaches for money
00:01:23	Q	Motor	Says, "Thanks Bob, I appreciate it! Take care"
	R	Perceptual	Sees \$1.00 spot in the cash drawer
	S	Cognitive	Identifies \$1.00 spot as the proper place for the money
00:01:30	T	Motor	Puts 3 \$1.00 bills in the proper spot
	U	Perceptual	Looks at the tip jar
	V	Cognitive	Identifies the tip jar as the proper place for the extra money
00:01:32	W	Motor	Places 2 \$1.00 bills in the tip jar
00:01:33	X	Motor	Closes register