Design problems of starbucks
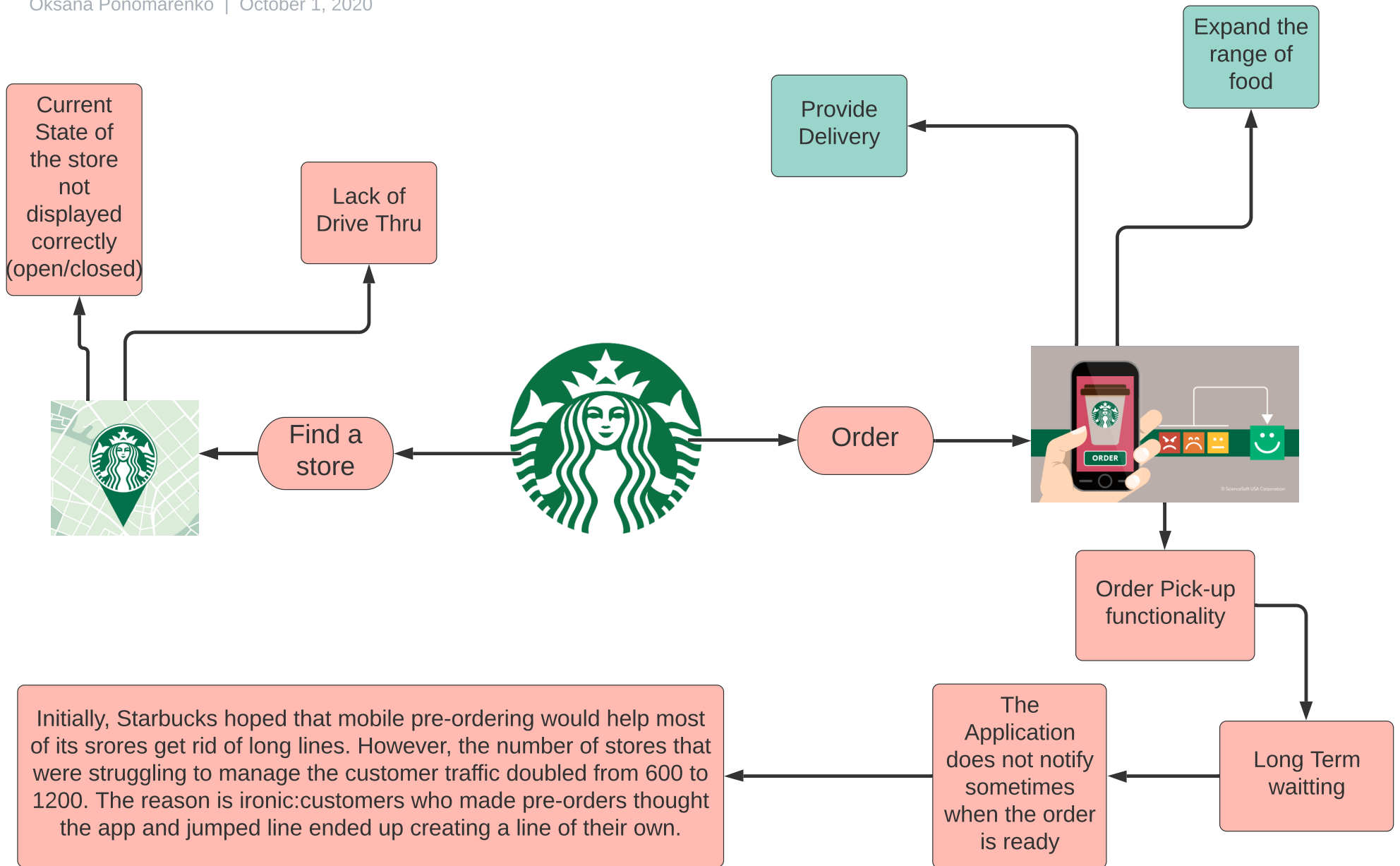
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Current State of the store not displayed correctly (open/closed)

Lack of Drive Thru

Provide Delivery

Expand the range of food

Find a store

Order

Order Pick-up functionality

The Application does not notify sometimes when the order is ready

Long Term waitting

Initially, Starbucks hoped that mobile pre-ordering would help most of its srores get rid of long lines. However, the number of stores that were struggling to manage the customer traffic doubled from 600 to 1200. The reason is ironic:customers who made pre-orders thought the app and jumped line ended up creating a line of their own.

Problem

Suggestion