

**Local
Point**

Field Observations



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HCDE 313
Local Point

Initial Plan

Location

I have decided to conduct my research at Local Point, a new student dining hall in West Campus at the University of Washington. Local Point opened at the beginning of this quarter (winter, 2014) as part of the Lander Hall construction project, which has now effectively replaced its obsolete neighbors: Terry Hall and the 1101 Café.

Prior Knowledge

Despite the fact that I live in West Campus, I have yet to set foot in Local Point. I have, however, walked by and noted that it resembles a larger and more modern version of the 1101 Café. Advertisements through Housing and Food Services (HFS) have likewise reinforced this notion by describing similar food options available to students. Thus, going into this study, I am curious to see how the space affects student dining choices, how the space is utilized and whether students feel that the space is an improvement upon other dining options on campus.

Strategies for Identifying and Obtaining Access

Because Local Point is open to students as well as the general public, I already have access to the space. However, because Local Point is maintained by HFS, I feel ethically inclined to send out a courtesy email to ensure that there are no unexpected legal restrictions or concerns about conducting surveys within the space. Through this channel, I may also enquire about the theoretical hierarchical structure of Local Point's staff and management. Most notably, I am curious to know who has the final say on what food is served on a daily basis as well as what sort of activities the space was intended to facilitate. Once inside the dining hall, I will also observe and take detailed notes on the patterns of various interactions occurring within the space. In this way, hierarchical trends will be further illuminated.

Strategies for Data Collection

For stage one of my research (field observation), I will merely be taking notes on the events unfolding within the space. These notes will be taken systematically and unobtrusively. Primarily, they will also be taken passively from a table with an unobscured view of the facility. However, I will also briefly participate in the actual ordering of food at least twice over the course of my visits.

Unless a reason arises in which pen and paper would be more suitable to the task, I will take notes in a specified word document on my personal laptop. One external copy of my notes will also be kept on my personal flash drive, to ensure no data is lost before the completion of the study.

Timeline

Over the course of a two week period, I will observe Local Point at least 3 times (approximately 30-45 minutes for each session). Notes will be taken in real time throughout these observatory periods. At the end of each session I will briefly reflect on my observations and evaluate which table or area I should sit at during the next session.

A hand-drawn floor plan of a restaurant layout. The plan includes several key areas and stations:

- Top Section:** A curved bar area with stations labeled "Pagliacci", "Asian Cuisine", and "Condiments". Above this is a "Back Doors" area with a "Pillar".
- Left Section:** A "Grill (burgers/steaks)" station and a "Test kitchen" area.
- Right Section:** A "Trash/Compost" area, a "Soda Machine" area, and a "Ramp".
- Bottom Section:** A "Long table" with "Chairs" around it. Below this is a "Booth Seating" area with a "Booth table" and a note "where I sit".
- Seating and Flow:** A "Flow of people" arrow points from the top right towards the bottom left. There are several "Additional Seating" areas indicated with arrows. A "Dish Return" area is marked with an arrow pointing to the bottom left.
- Other Features:** A "Pillar" is located near the "Trash/Compost" area. A "Stairs" area is indicated near the "Soda Machine".

Comment [M1]: Where I sat during my observations (booth seats in the back of the room)

Photographs



Comment [M2]: Panorama (WARNING: panorama distorts the shape of the room. Look at the sketch above to see exact special relationships between objects)



Comment [M3]: Tables, chairs and grill



Comment [M4]: Booth seating and test kitchen bleachers (the dish return is behind the wall on the left side of the frame)

Code Book

[Some color/highlighting included as I saw convenient for visually illuminating patterns]

1. Hierarchy

- Manager
- Chefs
- Cashiers/servers
- Customers

2. Social behavior/interaction

[Focus on who, where and how people choose a table and their apparent confidence level]

Solo eaters (people eating alone)

Male

Female

Groups

Male members

Female members

(Racial/cultural)

Caucasian

Asian

African American

Middle Eastern

Hispanic

Other

3. Technology

- Used –solo
- Used-group
- Not used-solo
- Not used – group

[Also identified in open coding, but not the concentration of further focused coding/ inquiry:]

4. Cleanup

- Clears plate after eating
- Leaves trash/mess after eating

5. Food choice

6. Appearance/accessories

7. Activities

Coded observations

1/28/2014
Start 7:07PM

Location:

I am seated with my back against a wall, facing the back entrance to Local Point. About 20 feet directly in front of me is an arched kitchen area serving made-to-order burgers and fries. The kitchen sits behind a stainless steel food display table complete with glass paneling and heat lamps, which are focused over the four (already platted) burgers, waiting for costumers to slide them towards the register on the right. Following the arch around towards the door, a silver condiments cart displays a self-pump bucket of ranch, catsup, mustard, and BBQ sauce side by side. Beyond that is the counter opening and register for the Asian cuisine section (ramen, rice and stir-fried or teriyaki meats). Further down, the salad display (similar to something you would see at a Subway) for Pagliacci pizza and pasta is narrowly visible. The kitchen area is stainless steel except for a wooden arch that stretches down about three feet from the ceiling and connects to the labyrinth of grey piping that has been left exposed throughout the space. There is a plain concrete support pillar 10 feet in front of me, and another 15 feet to the right of that, adding to the bare bones [modern industrial] feel of the area.

Comment [M5]: (Food options)

Comment [M6]: (Food options)

Comment [M7]: (Food options)

Comment [M8]: (Atmosphere/ambiance)

The room is colorless except for the red [fridge sized] automated soda dispenser 30ft ahead and to the right, the variety of red and orange chairs placed at each table, the green upholstery of booth seats, the red condiment containers placed between the burger and pizza hubs and the blue strips at the bottom of the three TVs hanging above the burger station, displaying menu options.

Seating:

There are 10 small round tables expanding across my view from left to right, each with two to three chairs.

Comment [M9]: (Seating)

A long but thin rectangular table stretches slightly off to my right and has 12 chairs, six on either side. There are 5 dome shaped bar lights in a line handing about three feet above the table. The rest of the lighting in the room comes from several florescent lights, resembling oversized flashlights hugging the high ceiling. It is well lit, but not particularly bright.

Comment [M10]: (Seating)

Along the back wall (where I am sitting) there are 12 small rectangular tables [the tables are placed in pairs. Two that are three inches apart, then a five foot gap and then another three inch gap pair], which wrap around to connect with an additional six [also grouped in semi-pairs] along the right wall. Jade green booth seating connects all of these tables along the wall and an additional chair is placed on the other side of each table.

Comment [M11]: (Seating)

All of the chairs and tables are elevated (about 4 feet tall) [Why are they elevated? Does this facilitate anything?] [Other sections of the dining hall have more standard tables so perhaps this is simply to provide variety/interest to the space].

To my far right, a short staircase leads up to additional seating, which is obstructed from view by frosted glass dividing panels. To my far left, additional seating is likewise obstructed by a small cooking presentation room surrounded by sliding glass panel doors. Bleacher style seating remains open for

Comment [M12]: (Seating)

Comment [M13]: (Seating)

Comment [M14]: (Seating)

people to walk by or sit in if they so choose. However no one is currently sitting there [is there some sort of taboo about using the seating or are other places more comfortable?].

The crowd has been dwindling since my entrance as people finished their food and promptly left the space.

1. Currently a single white female sits at a booth to my left, facing the kitchen, eating a burger and fries. She has earphones in.
2. Two white males sit on either side of the left end of the long table, conversing. One is eating out of a brown to go box listening while the other talks loudly and animatedly about something "really fast" and "funny." [Why get your food to go if you are staying to eat?]
3. At the other end of the table three Asian students, two male, one female, sit quietly eating meals together (cannot identify what). One male is on his phone.
4. A solo white male in the booth to my right sits with his backpack next to him on the seat and types on a mac laptop.
5. An Asian male next to him eats ramen in front of his tablet [what is he using the tablet for?].
6. Two females sit at a table towards my right, one eats [can't see the food] while the other talks with her.
2. The two males at the long table have collected their backpacks and walked off to the left.
7. Two males are now sitting at a table by the pillar eating burgers and fries. Only one has a backpack. Another male joins them. Two more walk past, say hello but continue out the door. Yet another male walks by and is greeted by the group, an unknown blond female emerges from behind the pillar and says a few words. She appears to be with the newest male. The female then walks back and forth along the food lines four times before walking off to the left, appearing not to have picked up a meal. [why so indecisive? Were all foods unappetizing or poorly labeled?]
8. A male and female walk to the table next to me then slide one to the left. They eat burgers and fries as well. The male has an iPod out but is refraining from using it while his gal friend talks about a "boy" she "likes" but it "isn't happening." [Social convention: can't sit too close to other solo eaters aka me? frowned upon to listen to music while others talk?]

Comment [M15]: Technology

Comment [M16]: Technology

Comment [M17]: Technology

Comment [M18]: Technology

Comment [M19]: Technology

Comment [M20]: Social behavior/ interaction – spacing + refrain from listening to music

In the kitchen, three females, hair up and in black shirts, talk to each other while the line is empty. A grill boy in a rainbow striped hat walks through them and is greeted by giggles. One girl yells "oh yeah, yeah, yeah" and dances in a circle. The staff can be inferred to be comfortable and informal around each other, possibly flirtatious.

End 7:50

Memos:

- Further observe food and take more detailed note of activities
- Investigate social behaviors while eating instead of food choices?
- Possible difference in gender dynamics (also staff and customers), requires further observation
- Social convention: considered strange to sit too close to strangers? Form/test theories

1/30/14

Start 11:21AM

After walking through the back entrance of Local Point (two street side double doors), the space was surprisingly quiet and deserted. However, food service did not begin until 11:00am, and the lunch crowd has only just begun to form. I stopped at Pagliacci (the closest food hub to the door; no line whatsoever) to get something to eat. An older gentleman (perhaps 32) with a beard and bright multicolored zigzag beanie called to a younger female (perhaps 21) with slightly gaudy pink earrings and snakeskin pattern headband, and told her to "take care of this one." The girl appeared new as she hesitated at the register when I asked for a pesto salad. After taking my order she spent a minute looking for a spoon to toss the salad, asked the man "where do we keep the spoons?" and was told to "check those two drawers up front." She found what she was looking for, measured a cup of salad in a clear, rectangular container, put it in a large metal mixing bowl and tossed it with one ladle full of pesto. She then asked "for here or to go?" to which I responded "here is fine." In response she pulled out a white hard- plastic bowl about the diameter of two fists and poured the pasta into it. One piece of pasta missed the bowl and fell to the counter. She blushed slightly at the sight of it (perhaps for the mess or perhaps for her string of atypical behaviors), paused for a moment (seemingly contemplating whether to clean or hand off the bowl first) and then handed me my bowl. I said "thanks" looked around for a fork and grabbed one from a silver silverware cup that was three feet to my right. I then crossed the dining area and sat in the same place as in my first session.

Comment [M21]: (Crowd level)

Comment [M22]: Hierarchy, managing chef→ cashier/server

Comment [M23]: Social – hesitation/lowered confidence levels

(11:37 am)

At least 30 students are in the space now, the three older gentlemen [50+] who were sitting at separate tables eating sandwiches or burgers of some kind (I could not tell) ate quickly and have all left in the time I spent sitting down and typing that first paragraph [about 15 minutes]. In their place, a crowd of young students have joined the tables. [There were no older customers past this point; do they only eat in the earliest hours of food service?][Perhaps the crowds of youths deter older customers or perhaps this happens to be the only time they are in west campus during the school day].

[Table groups broken up in order of appearance]

1. To my left two [Asian] males sit across from each other talking, eating a burger and fries each. [Talking about what?]
2. In front of me three white males also eat burgers at one of the small round tables and drink free water out of paper cups. The one with his back to me is still wearing his sporty white and grey backpack. All three males are clean shaven and of athletic build. [is free water most popular than soda? Broke college students?]
3. At the table directly to the right of them, two Asian males and one Asian female sit eating and talking. Male one wears a scarf, trucker hat and hipster glasses. Male two has his back to me but seems to be drinking vending machine apple juice [is this sold at one of the food hubs?][Yes it is, all offer bottled drinks in addition to food]. The female is attempting to eat a sandwich or burger wrapped excessively with napkins (perhaps it is greasy) [note: I took a look at the burgers later, they do appear rather greasy and the Reuben burger special looked like the kraut would drip quite easily].
4. To the right of them a solo white female with glasses sits eating a piece of pizza and drinking a cup of water. She has some kind of a notebook on the table with her pink backpack in the chair next to her, but she looks only at her phone, which she holds in her left hand while taking largish

Comment [M24]: Social –group- cleanliness

Comment [M25]: Technology

bites periodically between thumbs to phone action. She leans/ has her shoulders slightly forward.

5. In the nearest booth seat to the right of her, an Asian male eats something from the Asian section (black bowl not white) and has a lidless soda cup. He likewise leans slightly forward towards his bowl but does not have any visible tech. [is the shoulder hunching a result of chair/table level problems, low confidence level or just habit/nature?].
6. An African American female sits one table away along the booth wall to my right. She eats out of a black bowl with chopsticks and looks up as the previous boy [number 5] quickly grabs his stuff and rushes out of view to the dish return off left (out of view).
7. In the far right corner booth an Asian male wearing a hat sits with earphones in, staring blankly at a mac laptop. He has a drink but no food.
8. Two females sit conversing two tables down along the back wall to my right. *Black hair* has a container of fruit, *Burnett* has fries. Both seem more interested in gossip than food. *Black hair* talks animatedly: "4.0...that lifestyle....my self-esteem has never been so low....different than on TV....adapt." *Burnett* laughs and responds but seems to mostly listen.
9. An Asian female sits at the left end of the long table. Eating out of a black bowl with chopsticks she takes out a tissue, blows her nose and sets the tissue on the table [the observer is not pleased by this for sanitary reasons, but no one else has noticed this action]. She then lifts the bowl and leans low into it as if to slurp something out. She then sets down the bowl, puts her lips to the Asian style soup spoon and looks off to the left absentmindedly while sipping.
10. A ginger female has now taken the same seat that the Asian male [number 5] left earlier. She has a coke cup with lid and straw and something from the burger line, with a clump of napkins in front of that. No phone, actively eating and looking openly out across the room [a friend sat down with her later, was this why she seemed more outwardly confident than other solo eaters?].
6. The African American girl next to her [6] checks her phone before grabbing her shoulder bag and heading off left. She has heels on and may be older than the young student I took her for.
11. Two Asian females have sat at the booth table on the far left. They eat out of black bowls with chopsticks, have smart phones out and are watching some sort of motion picture on a mac laptop, which is placed in the center of the table. They are seated next to each other/ side by side on the booth seat [most people have been sitting across from each other so this is a change. More functional for watching the laptop?].
12. A Middle Eastern male who had been sitting at the table eating from a black bowl near the pillar got out of his seat and turned to talk to the athletic male's table [2] behind him. He kept one foot directly next to his chair and turned to look at his food once during the brief conversation. [Concerned about something happening to his food?] He broke contact, collected his things and headed left to the dish return.
2. One of the athletic males seems to have been switched out for a new but also athletic male while I was not looking. This one wears glasses. They now converse and briefly whistle in unison like blue jays before laughing and returning to sipping water and chatting. [why were they whistling? Did anyone else in the space find this odd or amusing?]

The slight crowd of walkers along the burger line has started to die down which is interesting because I expected that it would only get more crowded. Perhaps hungry students come in waves throughout the day. Peek meal times should be further investigated.

Comment [M26]: Social- solo- signs of decreased confidence

Comment [M27]: Social: signs of isolating oneself from other groups

Comment [M28]: Cleanup

Comment [M29]: Technology

Comment [M30]: Social- solo- sit at ends of the long table not center

Comment [M31]: social – solo- may have freedom to less cleanup type work

Comment [M32]: Social – solo- eater appears to present more approachability, but is in fact grated by a friend to form a group

Comment [M33]: Technology

Comment [M34]: Technology

Comment [M35]: Social –group – sitting on same side only when an activity other than talking dominates

Comment [M36]: Social – protect food

Comment [M37]: Cleanup

End 12:22

Memos:

- Convention seems to require at least 5 ft. between eaters if possible (every other booth seat)
However, the round tables are five feet apart, does this negate the every other table rule?)
- Single eaters seem to gravitate towards other single eaters rather than group dominated sections
- Single eaters seem to have two distinctive attitudes: upright eating and looking out vs hunched and looking at phone (perhaps insecure about eating alone?) → how does age/experience effect confidence level in group vs solo situations
- When are peak mealtimes?
- This section is dominated by eaters of foods offered from the visible food lines. Are people most likely to sit in the closest section throughout the facility or is there something special about this section?

1/30/2014
Start 6:36PM

The dinner rush had already started by the time I entered the building. I felt like **chicken strips**, so I **hopped in the burger line** behind **two males**. One male **hopped out of line once his friend got to the front** [only in line for moral support?]. A female cashier [black shirt] behind the display counter asked what we wanted. We both said chicken strips but mine was a **two piece while his was a three piece** [stereotype, men eat more than women?]. The worker **walked back into the kitchen and returned with our orders**. The male before me **handed her a husky card and paused to slide it back into the card holder on his lanyard**. I handed the worker my card over the side of the counter as she stood waiting for him to move. [Does this inefficiency cause line backups during peak hours?] I then took my things and found a table in my usual section. [This time along the middle table along the right wall booth seats]

I was called into conversation with some friends and waited for them to finish eating and leave before starting work again.

(6:43)

The room is as busy as I have seen it, though there is still a table in front of me and four open booths along the wall. Today I am on the opposite leg of the wall booths facing the practice kitchen.

1. Asian male places a bowl of **ramen** on the semi connected table directly to the right of me and walks away. He looks back at it over his shoulder and then disappears in the crowd in front of the burger stand. [There were other open tables, why did he choose this one?][the look suggests he cares that nothing happen to his food, but not so much that he refrain from leaving it unattended] A second Asian male approaches the same table with **ramen** and a rectangular clear plastic container of **fruit** and sits down in the opposite chair. The first male returns and both begin **eating and talking animatedly in a language I do not understand**. [International students or just more comfortable with their first language?]
2. An Asian male and female sit at the table to the right of me, **sitting on the same side of the booth**. They also speak in a different language. There is an **empty burger plate and a half eaten stir fry looking dish** pushed away from them on the table. **Both collect their things and exit to the dish return**.
3. Along the back wall a solo Asian female eats a **rice dish with chopsticks, no drink**. Her phone is on the table but she does not check it.
4. Solo Asian (half white?) male **eats rice dish with chopsticks [no drink]**. His phone is on the table but he does not check it. He is **eating rather quickly**. He is finished. He collects his **backpack, puts on headphones** and exits to the dish return.
5. A group of 4 white females sit at the left end of the center table. Only one is on the opposite side. **All talk, laugh and play with their drinks**. One is **twisting and pumping the straw in her coke cup**. Another is **passing her water bottle from hand to hand**.
3. The Asian female **picked up her phone briefly and talked into it, then put it down**. [I can't tell why, did she get a call? She didn't put it to her ear...was it a voice recorded mental note?] A few minutes later she **puts the phone to her ear and again, speaks a sentence into it, holding the phone in front of her ice-cream cone style to do so**. She speaks in a foreign language, smiles and **puts the phone back down to the left of her food tray**.
1. I turn to take a bite of my chicken strips just as the **two males stand up to leave**. I happen to **make eye contact with the one across from me and the timing appears to startle him as he flinches, steps back and widens his eyes though I merely moved from across my own table**. They

Comment [M38]: Hierarchy – cashier must answer to customer, but customer does not have the power to venture into the kitchen, thus at the mercy of the staff for food

Comment [M39]: Social – solo – breaks 5ft rule

Comment [M40]: Social – protective of food

Comment [M41]: Social group – same side while talking

Comment [M42]: Cleanup

Comment [M43]: Technology

Comment [M44]: Technology

Comment [M45]: Cleanup

Comment [M46]: Social – sit on end of long table not middle

Comment [M47]: Tech

put on their jackets and head to the dish return leaving four grape stems littering the table. [notable cultural differences with this group][are strangers that intimidating while eating or was this an unusual case?]

Comment [M48]: Cleanup – not so clean

6. An Asian female crosses to a back booth with a burger. A second follows, stops short, looks side to side quickly, approaches the table and says something to the seated girl [do they know each other or did she not want to sit at a table alone?]. She is holding a head sized brown rectangular packing box and a bowl of ramen. She sets both on the table and sits down. The two girls appear to be friends as they eat and talk. [Then what was she looking around for?]
7. A white male sits at the right end of the long table with a black bowl and an open soda cup. He has headphones in, hunches over the bowl with his fork and does not look up from his food except to take a drink from his cup.
8. Solo Asian male at round table to my right. Eats from a black bowl with fork and chopsticks. He remains hunched over food but looks up occasionally after taking a bite and rolls back his shoulders.
9. Single white male at far booth eats out of white bowl and fry cup occasionally. Attention is focused on phone directly in front of him and his bowl. He remains hunched until second white male advances. He straightens up/animates/smiles. The two greet, the second sits down for a moment on the same booth seat and then continues off left. The first male goes back to his phone, now in his lap.
7. Male seems to have finished his food, but sits with his elbows on the table with his hands over his ears looking down. [why? He looks distraught] correction he lifts an arm to take a drink. I see he is looking down at his iPod or smartphone [watching a movie?] he sits with only one hand over his ear for a moment then returns to leaning on both arms
10. A white male sits at the table directly in front of me with a silver deep dish plate holding three pieces of pizza. He has white ear buds in and looks out in front of him and down at his food in a way that seems natural to the tilt of his head while taking bites. He bites the ends of his pizza slices and then folds them from top to bottom to the size of a breadstick, dips them in what looks like ranch and then eats them the long ways.

Comment [M49]: Social – solo – sit at ends of long table

Comment [M50]: Technology

Comment [M51]:

Comment [M52]: Social – solo – solo eaters more closed off

Comment [M53]: Technology

Comment [M54]: Social - solo – closed off

Comment [M55]: Social – solo – open up in groups

Comment [M56]: Tech

Comment [M57]: Technology

In the kitchen:

1. One female mans the register but periodically grabs plates to add to the burger display line during lulls.
 2. Another female partially obscured stands in one place [possibly assembling/plating dishes]
 3. A tall skinny male occasionally comes into view with containers of fries
- [All so far are wearing black shirts with black aprons]
4. A grill chef [in his late-20s?] in a white long sleeve shirt rolled up to the elbows, black apron and rainbow beany occasionally comes to the front of the kitchen, takes a look around and sparks a conversation with one of the black shirts.

Comment [M58]: Hierarchy – same cloths suggest same level

All seem tiered but perk up slightly at the change. [friendly coworkers?]

Comment [M59]: Hierarchy: chef – supervisory yet friendly

5. Another white shirt black apron, green beany chef [40s? older] is visible momentarily in the back of the kitchen

[Are the beanies a form of hair net or a fashion statement?]

The black shirt females have their hair tied back, but the black shirt male has no hat

The space empties out and no more plates are added to the display case.

A male in sports clothes [and sports bag] peeks into the kitchen entrance and calls something conversational but does not fully enter. [Does he work a different shift?][Power structure – won't cross the threshold to the kitchen/workers]

The workers remain farther into the kitchen while no customers are near the register. [want to talk to other workers?]

Green beany chef rolls large white cart full of pots out of kitchen entrance and disappears left towards the dish return. People walking by adjust their directions to accommodate him. [staff has priority in space?]

He quickly reappears with an empty cart and returns it to the back of the kitchen.

End 7:32

Comment [M60]: Cleanup

Comment [M61]: Social/ hierarchy: make way for staff

Memos:

- Most eaters exit to the dish return/ clean up after themselves
- Most students still seem to obey 5ft rule
- The one break in the rule came from two international students – suggests notable cultural differences within space
- Solo eaters appear more inward while group eaters are open and outward
- Power structure present around kitchen, unspoken rule that only staff enters
- Similarly dressed staff seem to have similar levels of authority

2/3/2014

Start 3:58PM

Returning to Local Point at non-peak hours to take a picture of the space:
(Did not intend to take notes, but found new/ interesting interactions taking place)

- Noted: three male chefs (white shirts, black aprons) looking at Asian cuisine menu board "I want us all to get a look at this so we are all on the same page" ... "what are we calling this?" "fried chicken?" ... "fried chicken."
- Two trainees, one male one female, (street clothes) at Pagliacci being instructed in the ways of the cash register by a middle aged female manager (professional clothes). Manager: "and then you band it [stack of money] and set it aside."
- Dish return reminder cards (white paper triangles) on roughly every other table (their prominence was previously obscured by crowds of people sitting around them during peak hour observations)

Comment [M62]: Hierarchy: chefs co-plan/
name menu items

Comment [M63]: Hierarchy: manager in charge
of preliminary training

Comment [M64]: Cleanup – Local Point values
cleanliness/ takes initiative to promote it

Memos:

- Menu decision making appears to result from chef collaboration at the beginning of each week
- Preliminary training falls to monitorial positions
- Dish return reminder cards likely result in the surprisingly high self-cleanup rate

Analysis

Hierarchy

During my observations of Local Point, I encountered four major players involved in the power dynamics of the space. At the top of this pyramid is the resident manager (in this case a middle aged female). The manager did not take part in the work or dress code of the kitchen staff, but was seen to take charge in training new staff members. Next in the chain of command appears to be Chefs, distinguished by characteristic long sleeved white shirts (usually rolled up to the elbow) black aprons and a beanie of varying pattern and color. Chefs supervise and work alongside cashiers/servers, distinguished by black short sleeve shirts and black aprons. Females with long hair also wear their hair tied back. Seemingly the lowest ranking grouping, customers of varying characteristics enter and exit the space in waves. Customers rely on kitchen staff to prepare, serve and ring up their food. However, the power of the two groups actually balances because the kitchen staff is obligated to fulfill the requests of customers, as seen through customary questions such as “what would you like,” and “for here or to go?”

The power structure within Local Point can likewise be visually represented. One might explain the kitchen as an invisible dividing line. Though there was no explicit rule that prevented customers from entering the kitchen, no customer ever articulated a desire to enter that side of the space. Even when an athletic male seemed to express a connection to the kitchen staff by calling through the entrance, he did not step foot over this “invisible line.” Similarly, when there were no customers placing orders, cashiers/servers chose to recede further into the kitchen area, illuminating a physical distinction between staff and customers. Within the kitchen area itself, coworkers of all levels appeared friendly as they conversed and audibly laughed while on the job. The majority of servers appeared to be students in their 20’s, which may have accounted for the laid back atmosphere.

Social Behavior/Interaction

Amongst the customers of Local Point, those that seated themselves in front of the grill section seemed to follow a few distinctive social norms. Between all parties, those eating tended to heed what I now call the Five Foot Rule. Out of the 30 seated groupings that I observed, all but one pair selected a table that was at least five feet from another seated individual. This arrangement was most obvious along the back wall booth seating. People were clearly spaced out to every other table as long as crowd levels allowed spacing. At the long table, people always selected seats at either end as if to avoid mixing parties in the middle. In the case of the small circular tables, people often chose to skip a table if one was occupied, but not all. Nevertheless, these tables were themselves spaced about 5ft apart, possibly satisfying this inherent desire to distance oneself from unknown persons. There was one case that initially appeared to disprove this theory; two males who actually chose the table directly to my right during one of my observatory periods. However, the outlying nature of additional behavioral habits leads me to believe that this may have been a unique set of circumstances. Both males spoke solely in what I believed to be Mandarin Chinese and, should they have, in fact, been international students as I suspect, this may simply mark a larger divergence in social behaviors amongst different cultures. In which case, I feel that, without any other instances of breaks in the pattern, it would be sufficient to further investigate the Five Foot Rule with the stipulation that it relates specifically to the social influences of American culture.

Technology

Though related to the interaction taking place between persons, I regard technology as a separate theme because of its involvement with an exterior artifact, which adds its own context to each social situation. I found that the prominent technology being used during the time of my observations were smartphones, iPods and laptops. Surprisingly, while phone type varied, all laptops were Macs (except for my own Dell) this may reflect the technology choices of a demographic likely to use a laptop in Local Point or it may merely be a result of the significantly small sample size collected over a few hours of observations. Nonetheless, one trend that quickly emerged from the data was the increased likelihood of a solo-eater utilizing some form of technology (regardless of gender). Of the 30 groupings observed, 11 out of 15 solo-eaters were actively engaged with some form of technology (primarily cell phones). On the flip side, 13 out of 15 groups did not contain members that were visibly engaged with technology. These numbers strongly suggest that some key difference between groups and solo-eaters provokes a desire to engage with technological devices when eating alone. Paired with behavioral observations, such as the introverted body language adopted by a majority of solo-eaters, these findings have me speculating that solo-eaters experience lowered confidence levels while eating in public settings, causing them to seek social interaction through technological means (perhaps by text message, social media or the web in general).

Reader's Note: by some stroke of luck I happened to take note of exactly 30 different tables over the course of three observations. Perhaps more surprising, exactly half of those tables (15) were occupied by groups, while the other 15 were occupied by single persons. While I am confident that I made these observations in rapid succession as they appeared and with no premeditated calculation, I cannot help but wonder if some kind of subconscious calculator is at play inside my head. If not, these findings would suggest that, despite the plausibility of social anxiety related to solo-eaters, Local Point still attracts solo-eaters in equal proportion to groups. Even so, I would prefer to validate these results by repeating the experiment and seeing if I continue to end up with such ideal numbers.

Reflection

In relation to my initial plan, the majority of my proposed methods remained the same. My observations were conducted systematically and unobtrusively, sitting at a table, typing notes on my laptop. However, the scope of my observations shifted significantly as patterns began to emerge. The relatively small section of seating I had chosen for my first observation proved to be more interesting than expected. As a result, I focused on the same section throughout, rather than venturing to other ends of the facility. Additionally, while I initially planned to investigate dorm food and student food choices, social interactions in regards to seating and technology proved to be a far more prominent and intriguing topic of inquiry within the space. In fact, when constructing my code book, food choices did not even make the final cut.

After each visit I attempted to identify where my notes were lacking in content or depth. For example, after my first observation I realized that I had largely ignored the kitchen area, which played a significant role in the space. Thus, for the remainder of my observations I made a point to devote ample time to observing the staff interactions taking place within the kitchen. Writing memos in this way also helped me to structure other aspects of my observations. As patterns emerged, I was able to become aware of and change up my lens by prioritizing finding invalidating cases. For the most part, my notes ended up starting with a recount of my own experience ordering food for the day, a list of brief and distinguishable observations about the various customers eating at tables, a section of observations about the kitchen staff and, finally, my thoughts and memos for future work.

In order to gain rapport in the dining hall, I did my best to blend in with the dominating behavior. In other words, I ordered something to eat, sat down at a table towards the back of the room, typed on a laptop and tried not to stare at any one person for an unsettling amount of time. Overall, this worked very well. No one in the dining hall seemed to notice me at all, which was ideal as I did not want to sway anyone's behavior by announcing myself (intentionally or not) as a researcher.

If I could restart this study from the beginning, I think I would have arranged to observe the space from the perspective of the kitchen for a time because, though it was beneficial to studying customers, remaining on the outside of the "invisible line" kept me from seeing particularly deeply into the relationships of staff members. Though I tried to make an attempt at changing from a focused to wide scope more consistently, I feel that I missed out on most of the events and movement taking place around the kitchen and food lines. As technological patterns emerged during coding, I also wished that I had paid closer attention to what people were doing on their phones or laptops. On the other hand, in many cases it was almost certainly impossible to see without looking over someone's shoulder and becoming "creepy". Such an approach would even be unethical if I intruded on personal information without the subject's consent. Luckily, I can still work to fill some gaps by conducting interviews. The most pertinent of these unanswered questions, which have emerged from my observations, include: What causes people to adhere to these "invisible" power dynamics (kitchen staff vs customers) within the space? What things do people consciously consider when choosing a seat? How does confidence level change when eating with a group vs eating alone? What do people use technology for while they eat? And of course the almighty question, why? Why do people behave in these various ways? What are the underlying reasons for each action?

Appendices

Overview

Location/ Community: Local Point, new West Campus dining hall

Area of observation: exposed seating area just beyond the grill section of the kitchen

Atmosphere: Open, modern, conversational

People: Staff and customers (mostly UW students)

Major themes: Power, social interactions, technology

Dominating Theories: “invisible line between staff and customers,” “Five Foot Rule when choosing a seat” and “solo-eaters seek social interaction through technology.”

Original Observations (not coded)

1/28/2014

Start 7:07PM

Location:

I am seated with my back against a wall, facing the back entrance to Local Point. About 20 feet directly in front of me is an arched kitchen area serving made-to-order burgers and fries. The kitchen sits behind a stainless steel food display table complete with glass paneling and heat lamps, which are focused over the four (already platted) burgers, waiting for customers to slide them towards the register on the right. Following the arch around towards the door, a silver condiments cart displays a self-pump bucket of ranch, catsup, mustard, and BBQ sauce side by side. Beyond that is the counter opening and register for the Asian cuisine section (ramen, rice and stir-fried or teriyaki meats). Further down, the salad display (similar to something you would see at a Subway) for Pagliacci pizza and pasta is narrowly visible. The kitchen area is stainless steel except for a wooden arch that stretches down about three feet from the ceiling and connects to the labyrinth of grey piping that has been left exposed throughout the space. There is a plain concrete support pillar 10 feet in front of me, and another 15 feet to the right of that, adding to the, bare bones [modern industrial] feel of the area.

The room is colorless except for the red [fridge sized] automated soda dispenser 30ft ahead and to the right, the variety of red and orange chairs placed at each table, the green upholstery of booth seats, the red condiment containers placed between the burger and pizza hubs and the blue strips at the bottom of the three TVs hanging above the burger station, displaying menu options.

Seating:

There are 10 small round tables expanding across my view from left to right, each with two to three chairs.

A long but thin rectangular table stretches slightly off to my right and has 12 chairs, six on either side. There are 5 dome shaped bar lights in a line hanging about three feet above the table. The rest of the lighting in the room comes from several florescent lights, resembling oversized flashlights hugging the high ceiling. It is well lit, but not particularly bright.

Along the back wall (where I am sitting) there are 12 small rectangular tables [the tables are placed in pairs. Two that are three inches apart, then a five foot gap and then another three inch gap pair], which wrap around to connect with an additional six [also grouped in semi-pairs] along the right wall. Jade green booth seating connects all of these tables along the wall and an additional chair is placed on the other side of each table.

All of the chairs and tables are elevated (about 4 feet tall) [Why are they elevated? Does this facilitate anything?] [Other sections of the dining hall have more standard tables so perhaps this is simply to provide variety/interest to the space].

To my far right, a short staircase leads up to additional seating, which is obstructed from view by frosted glass dividing panels. To my far left, additional seating is likewise obstructed by a small cooking presentation room surrounded by sliding glass panel doors. Bleacher style seating remains open for people to walk by or sit in if they so choose. However no one is currently sitting there [is there some sort of taboo about using the seating or are other places more comfortable?].

The crowd has been dwindling since my entrance as people finished their food and promptly left the space.

1. Currently a single white female sits at a booth to my left, facing the kitchen, eating a burger and fries. She has earphones in.
2. Two white males sit on either side of the left end of the long table, conversing. One is eating out of a brown to go box listening while the other talks loudly and animatedly about something "really fast" and "funny." [Why get your food to go if you are staying to eat?]
3. At the other end of the table three Asian students, two male, one female, sit quietly eating meals together (cannot identify what). One male is on his phone.
4. A solo white male in the booth to my right sits with his backpack next to him on the seat and types on a mac laptop.
5. An Asian male next to him eats ramen in front of his tablet [what is he using the tablet for?].
6. Two females sit at a table towards my right, one eats [can't see the food] while the other talks with her.
2. The two males at the long table have collected their backpacks and walked off to the left.
7. Two males are now sitting at a table by the pillar eating burgers and fries. Only one has a backpack. Another male joins them. Two more walk past, say hello but continue out the door. Yet another male walks by and is greeted by the group, an unknown blond female emerges from behind the pillar and says a few words. She appears to be with the newest male. The female then walks back and forth along the food lines four times before walking off to the left, appearing not to have picked up a meal. [Why so indecisive? Were all foods unappetizing or poorly labeled?]

8. A male and female walk to the table next to me then slide one to the left. They eat burgers and fries as well. The male has an iPod out but is refraining from using it while his gal friend talks about a “boy” she “likes” but it “isn’t happening.” [Social convention: can’t sit too close to other solo eaters aka me? frowned upon to listen to music while others talk?]

In the kitchen, three females, hair up and in black shirts, talk to each other while the line is empty. A grill boy in a rainbow striped hat walks through them and is greeted by giggles. One girl yells “oh yeah, yeah, yeah” and dances in a circle. The staff can be inferred to be comfortable and informal around each other, possibly flirtatious.

End 7:50

Memos:

- Further observe food and take more detailed note of activities
- Investigate social behaviors while eating instead of food choices?
- Possible difference in gender dynamics (also staff and customers), requires further observation
- Social convention: considered strange to sit too close to strangers? Form/test theories

1/30/14

Start 11:21AM

After walking through the back entrance of Local Point (two street side double doors), the space was surprisingly quiet and deserted. However, food service did not begin until 11:00am, and the lunch crowd has only just begun to form. I stopped at Pagliacci (the closest food hub to the door; no line whatsoever) to get something to eat. An older gentleman (perhaps 32) with a beard and bright multicolored zigzag beanie called to a younger female (perhaps 21) with slightly gaudy pink earrings and snakeskin pattern headband, and told her to “take care of this one.” The girl appeared new as she hesitated at the register when I asked for a pesto salad. After taking my order she spent a minute looking for a spoon to toss the salad, asked the man “where do we keep the spoons?” and was told to “check those two drawers up front.” She found what she was looking for, measured a cup of salad in a clear, rectangular container, put it in a large metal mixing bowl and tossed it with one ladle full of pesto. She then asked “for here or to go?” to which I responded “here is fine.” In response she pulled out a white hard- plastic bowl about the diameter of two fists and poured the pasta into it. One piece of pasta missed the bowl and fell to the counter. She blushed slightly at the sight of it (perhaps for the mess or perhaps for her string of atypical behaviors), paused for a moment (seemingly contemplating whether to clean or hand off the bowl first) and then handed me my bowl. I said “thanks” looked around for a fork and grabbed one from a silver silverware cup that was three feet to my right. I then crossed the dining area and sat in the same place as in my first session.

(11:37 am)

At least 30 students are in the space now, the three older gentlemen [50+] who were sitting at separate tables eating sandwiches or burgers of some kind (I could not tell) ate quickly and have all left in the time I spent sitting down and typing that first paragraph [about 15 minutes]. In their place, a crowd of young students have joined the tables. [There were no older customers past this point; do they only eat in the earliest hours of food service?][Perhaps the crowds of youths deter older customers or perhaps this happens to be the only time they are in west campus during the school day].

[Table groups broken up in order of appearance]

1. To my left two [Asian] males sit across from each other talking, eating a burger and fries each. [Talking about what?]
2. In front of me three white males also eat burgers at one of the small round tables and drink free water out of paper cups. The one with his back to me is still wearing his sporty white and grey backpack. All three males are clean shaven and of athletic build. [is free water most popular than soda? Broke college students?]
3. At the table directly to the right of them, two Asian males and one Asian female sit eating and talking. Male one wears a scarf, trucker hat and hipster glasses. Male two has his back to me but seems to be drinking vending machine apple juice [is this sold at one of the food hubs?][Yes it is, all offer bottled drinks in addition to food]. The female is attempting to eat a sandwich or burger wrapped excessively with napkins (perhaps it is greasy) [note: I took a look at the burgers later, they do appear rather greasy and the Reuben burger special looked like the kraut would drip quite easily].
4. To the right of them a solo white female with glasses sits eating a piece of pizza and drinking a cup of water. She has some kind of a notebook on the table with her pink backpack in the chair next to her, but she looks only at her phone, which she holds in her left hand while taking largish bites periodically between thumbs to phone action. She leans/ has her shoulders slightly forward.
5. In the nearest booth seat to the right of her, an Asian male eats something from the Asian section (black bowl not white) and has a lidless soda cup. He likewise leans slightly forward towards his bowl but does not have any visible tech. [is the shoulder hunching a result of chair/table level problems, low confidence level or just habit/nature?].
6. An African American female sits one table away along the booth wall to my right. She eats out of a black bowl with chopsticks and looks up as the previous boy [number 5] quickly grabs his stuff and rushes out of view to the dish return off left (out of view).
7. In the far right corner booth an Asian male wearing a hat sits with earphones in, staring blankly at a mac laptop. He has a drink but no food.
8. Two females sit conversing two tables down along the back wall to my right. *Black hair* has a container of fruit, *Burnett* has fries. Both seem more interested in gossip than food. *Black hair* talks animatedly: "4.0...that lifestyle....my self-esteem has never been so low....different than on TV....adapt." *Burnett* laughs and responds but seems to mostly listen.
9. An Asian female sits at the left end of the long table . Eating out of a black bowl with chopsticks she takes out a tissue, blows her nose and sets the tissue on the table [the observer is not pleased by this for sanitary reasons, but no one else has noticed this action]. She then lifts the bowl and leans low into it as if to slurp something out. She then sets down the bowl, puts her lips to the Asian style soup spoon and looks off to the left absentmindedly while sipping.
10. A ginger female has now taken the same seat that the Asian male [number 5] left earlier. She has a coke cup with lid and straw and something from the burger line, with a clump of napkins in front of that. No phone, actively eating and looking openly out across the room [a friend sat down with her later, was this why she seemed more outwardly confident than other solo eaters?].
6. The African American girl next to her [6] checks her phone before grabbing her shoulder bag and heading off left. She has heels on and may be older than the young student I took her for.
11. Two Asian females have sat at the booth table on the far left. They eat out of black bowls with chopsticks, have smart phones out and are watching some sort of motion picture on a mac laptop, which is placed in the center of the table. They are seated next to each other/ side by

side on the booth seat [most people have been sitting across from each other so this is a change. More functional for watching the laptop?].

12. A Middle Eastern male who had been sitting at the table eating from a black bowl near the pillar got out of his seat and turned to talk to the athletic male's table [2] behind him. He kept one foot directly next to his chair and turned to look at his food once during the brief conversation. [Concerned about something happening to his food?] He broke contact, collected his things and headed left to the dish return.
2. One of the athletic males seems to have been switched out for a new but also athletic male while I was not looking. This one wears glasses. They now converse and briefly whistle in unison like blue jays before laughing and returning to sipping water and chatting. [why were they whistling? Did anyone else in the space find this odd or amusing?]

The slight crowd of walkers along the burger line has started to die down which is interesting because I expected that it would only get more crowded. Perhaps hungry students come in waves throughout the day. Peak meal times should be further investigated.

End 12:22

Memos:

- Convention seems to require at least 5 ft. between eaters if possible (every other booth seat) However, the round tables are five feet apart, does this negate the every other table rule?)
- Single eaters seem to gravitate towards other single eaters rather than group dominated sections
- Single eaters seem to have two distinctive attitudes: upright eating and looking out vs hunched and looking at phone (perhaps insecure about eating alone?) -> how does age/experience effect confidence level in group vs solo situations
- When are peak mealtimes?
- This section is dominated by eaters of foods offered from the visible food lines. Are people most likely to sit in the closest section throughout the facility or is there something special about this section?

1/30/2014

Start 6:36PM

The dinner rush had already started by the time I entered the building. I felt like chicken strips, so I hopped in the burger line behind two males. One male hopped out of line once his friend got to the front [only in line for moral support?]. A female cashier [black shirt] behind the display counter asked what we wanted. We both said chicken strips but mine was a two piece while his was a three piece [stereotype, men eat more than women?]. The worker walked back into the kitchen and returned with our orders. The male before me handed her a husky card and paused to slide it back into the card holder on his lanyard. I handed the worker my card over the side of the counter as she stood waiting for him to move. [Does this inefficiency cause line backups during peak hours?] I then took my things and found a table in my usual section. [This time along the middle table along the right wall booth seats]

I was called into conversation with some friends and waited for them to finish eating and leave before starting work again.

(6:43)

The room is as busy as I have seen it, though there is still a table in front of me and four open booths along the wall. Today I am on the opposite leg of the wall booths facing the practice kitchen.

1. Asian male places a bowl of ramen on the semi connected table directly to the right of me and walks away. He looks back at it over his shoulder and then disappears in the crowd in front of the burger stand. [There were other open tables, why did he choose this one?][The look suggests he cares that nothing happen to his food, but not so much that he refrain from leaving it unattended] A second Asian male approaches the same table with ramen and a rectangular clear plastic container of fruit and sits down in the opposite chair. The first male returns and both begin eating and talking animatedly in a language I do not understand. [International students or just more comfortable with their first language?]
2. An Asian male and female sit at the table to the right of me, sitting on the same side of the booth. They also speak in a different language. There is a an empty burger plate and a half eaten stir fry looking dish pushed away from them on the table. Both collect their things and exit to the dish return.
3. Along the back wall a solo Asian female eats a rice dish with chopsticks, no drink. Her phone is on the table but she does not check it.
4. Solo Asian (half white?) male eats rice dish with chopsticks [no drink]. His phone is on the table but he does not check it. He is eating rather quickly. He is finished. He collects his backpack, puts on headphones and exits to the dish return
5. A group of 4 white females sit at the left end of the center table. Only one is on the opposite side. All talk, laugh and play with their drinks. One is twisting and pumping the straw in her coke cup. Another is passing her water bottle from hand to hand.
3. The Asian female picked up her phone briefly and talked into it, then put it down. [I can't tell why, did she get a call? She didn't put it to her ear...was it a voice recorded mental note?] A few minutes later she puts the phone to her ear and again, speaks a sentence into it, holding the phone in front of her ice-cream cone style to do so. She speaks in a foreign language, smiles and puts the phone back down to the left of her food tray.
1. I turn to take a bite of my chicken strips just as the two males stand up to leave. I happen to make eye contact with the one across from me and the timing appears to startle him as he flinches, steps back and widens his eyes though I merely moved from across my own table. They put on their jackets and head to the dish return leaving four grape stems littering the table. [Notable cultural differences with this group][Are strangers that intimidating while eating or was this an unusual case?]
6. An Asian female crosses to a back booth with a burger. A second follows, stops short, looks side to side quickly, approaches the table and says something to the seated girl [do they know each other or did she not want to sit at a table alone?]. She is holding a head sized brown rectangular packing box and a bowl of ramen. She sets both on the table and sits down. The two girls appear to be friends as they eat and talk. [Then what was the looking around for?]
7. A white male sits at the right end of the long table with a black bowl and an open soda cup. He has headphones in , hunches over the bowl with his fork and does not look up from his food except to take a drink from his cup.
8. Solo Asian male at round table to my right. Eats from a black bowl with fork and chopsticks. He remains hunched over food but looks up occasionally after taking a bite and rolls back his shoulders.
9. Single white male at far booth eats out of white bowl and fry cup occasionally. Attention is focused on phone directly in front of him and his bowl. He remains hunched until second white

male advances. He straightens up/animations/smiles. The two greet, the second sits down for a moment on the same booth seat and then continues off left. The first male goes back to his phone, now in his lap.

7. Male seems to have finished his food, but sits with his elbows on the table with his hands over his ears looking down. [Why? He looks distraught] correction he lifts an arm to take a drink. I see he is looking down at his iPod or smartphone [watching a movie?] he sits with only one hand over his ear for a moment then returns to leaning on both arms
10. A white male sits at the table directly in front of me with a silver deep dish plate holding three pieces of pizza. He has white ear buds in and looks out in front of him and down at his food in a way that seems natural to the tilt of his head while taking bites. He bites the ends of his pizza slices and then folds them from top to bottom to the size of a breadstick, dips them in what looks like ranch and then eats them the long ways.

In the kitchen:

1. One female mans the register but periodically grabs plates to add to the burger display line during lulls.
2. Another female partially obscured stands in one place [possibly assembling/plating dishes]
3. A tall skinny male occasionally comes into view with containers of fries
[All so far are wearing black shirts with black aprons]
4. A grill chef [in his late-20s?] in a white long sleeve shirt rolled up to the elbows, black apron and rainbow beany occasionally comes to the front of the kitchen, takes a look around and sparks a conversation with one of the black shirts.

All seem tiered but perk up slightly at the change. [Friendly coworkers?]

5. Another white shirt black apron, green beany chef [40s? older] is visible momentarily in the back of the kitchen

[Are the beanies a form of hair net or a fashion statement?]

The black shirt females have their hair tied back, but the black shirt male has no hat

The space empties out and no more plates are added to the display case.

A male in sports clothes [and sports bag] peeks into the kitchen entrance and calls something conversational but does not fully enter. [Does he work a different shift?][Power structure – won't cross the threshold to the kitchen/workers]

The workers remain farther into the kitchen while no customers are near the register. [want to talk to other workers?]

Green beany chef rolls large white cart full of pots out of kitchen entrance and disappears left towards the dish return. People walking by adjust their directions to accommodate him. [staff has priority in space?]

He quickly reappears with an empty cart and returns it to the back of the kitchen.

End 7:32

Memos:

- Most eaters exit to the dish return/ clean up after themselves
- Most students still seem to obey 5ft rule

- The one break in the rule came from two international students – suggests notable cultural differences within space
- Solo eaters appear more inward while group eaters are open and outward
- Power structure present around kitchen, unspoken rule that only staff enters
- Similarly dressed staff seems to have similar levels of authority

2/3/2014

Start 3:58PM

Returning to Local Point at non-peak hours to take a picture of the space:
(Did not intend to take notes, but found new/ interesting interactions taking place)

- Noted: three male chefs (white shirts, black aprons) looking at Asian cuisine menu board “I want us all to get a look at this so we are all on the same page”... “what are we calling this?””fried chicken?” ...”fried chicken.”
- Two trainees, one male one female, (street clothes) at Pagliacci being instructed in the ways of the cash register by a middle aged female manager (professional clothes). Manager: “and then you band it [stack of money] and set it aside.”
- Dish return reminder cards (white paper triangles) on roughly every other table (their prominence was previously obscured by crowds of people sitting around them during peak hour observations)

Memos:

- Menu decision making appears to result from chef collaboration at the beginning of each week
- Preliminary training falls to monitorial positions
- Dish return reminder cards likely result in the surprisingly high self-cleanup rate