

Research *report*

Spatial design and Identity



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The image shows a detailed architectural floor plan of a building. The plan includes a large theater with tiered seating in the lower right, a central corridor (1.01), and several rooms and offices. Rooms are labeled with numbers such as 1.01, 1.02, 1.04, 1.06, 1.07, 1.08, 1.08A, 1.10, 1.11, 1.12, 1.12A, 1.12B, 1.13, 1.13A, 1.14, 1.15, 1.15A, 1.16, 1.17, 1.17A, 1.18, 1.19, and 1.19A. There are also symbols for elevators and stairs. The text 'Project overview' is overlaid in the center in a large, black, serif font.

Project overview

Project overview

Project: Café hospitality design

Location: Griffith University, Gold Coast

Overview

Griffith University is looking for a new Café Operator to lease and manage the café at the Gold Coast Campus. The objective is to create a unique coffee experience that attracts students, staff, and the local community. We aim to establish a café that serves not only the university population but also draws in locals, thereby enriching the university's cultural environment.

Location and Target Audience

The café will be located at Gold Coast Campus (G 42). Specific details about the area and seating capacity will be determined through the design process. The lease will be for five years. We can repurpose existing interior elements to emphasize sustainability, and there are no restrictions from the landlord. However, we must adhere to local food safety regulations.

Goals and Requirements

The café should offer an authentic local experience, build a community of regular patrons, create a welcoming and vibrant atmosphere, and become known as a 'hidden gem' with a distinctive advantage over competitors. Key functional requirements include a coffee counter, a point-of-sale counter with an integrated food display, an operable shopfront window for grab-and-go service, and varied seating options both indoors and outdoors. While the interior designer will not specify commercial kitchen equipment, we need to plan space for the kitchen in the layout.

Equipment List

Necessary equipment includes a three-group coffee machine, milk and storage fridges, a refrigerated drinks fridge, a refrigerated food display cabinet, point-of-sale consoles, coffee grinders, a glass washer, a blender for smoothies, and necessary sinks. Additional equipment needs will depend on the café's specific offerings.



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User Analysis

USER PERSONA

Taylor Lee

AGE	22
GENDER	Female
LOCATION	Gold Coast
PROFFESION	Student
STATUS	Single
TIER	Undergraduate

PERSONALITY

- Outgoing
- Organized
- Eco- conscious
- Stadious

BIO

Taylor is a third-year university student majoring in Environmental Science. She often finds herself searching for a convenient and comfortable spot on campus to study, relax, and catch up with friends between classes. Taylor values a space that provides a good ambiance, reliable Wi-Fi, and a variety of food and drink options. She is also passionate about sustainability and prefers eco-friendly practices in the places she frequents.



“

I need a place on campus where I can study peacefully, enjoy good food, and hang out with friends

”

Behavior

- Meeting friends for coffee or lunch
- Attending study groups
- Sitting by windows for natural light
- Supporting eco-friendly initiatives

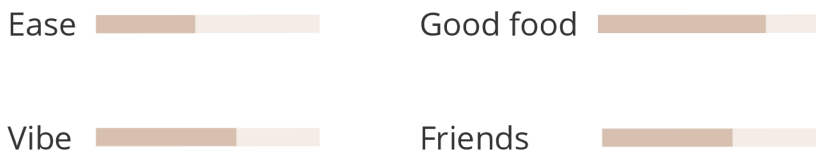
Influences

- FRIENDS
- UNIVERSITY EVENTS
- ENVIRONMENTAL CONCERNS
- FOOD QUALITY

Preferred Cafés

- Blackboard Coffee
- Paddock Bakery
- Stable Coffee Kitchen

MOTIVATIONS



GOALS

- Find a quiet and comfortable spot for studying
- Meet friends and socialize between classes
- Enjoy good quality, affordable food and beverages
- Participate in sustainable and eco-friendly practices

FRUSTRATIONS

- Limited seating during peak hours
- Lack of variety in food and drink options
- Noise levels sometimes being too high
- Inconsistent Wi-Fi connectivity

USER PERSONA

John Smith

AGE	24
GENDER	Male
LOCATION	Gold Coast
PROFFESION	Student
STATUS	Single
TIER	Mid - Level

PERSONALITY

- Tech-savvy
- Sociable
- Active
- Focused
- Trend-conscious

BIO

John is a 24-year-old computer science student at Griffith University on the Gold Coast. He is passionate about technology and innovation, often working on coding projects or participating in hackathons. John enjoys a balance of study and social activities, frequently visiting cafés to work on assignments or relax with friends. He prefers modern, trendy cafés with good Wi-Fi and a lively atmosphere.



“

In the world of technology, standing still is the fastest way to get left behind

”

Behavior

- Frequently meets friends for coffee or lunch
- Participates in study groups and project meetings
- Prefers seating near power outlets
- Engages with new technology and trends

Influences

- Tech blogs and forums
- Recommendations from friends
- Social media trends

Preferred Cafés

- Blacksmith on Main, Miami
- Stable Coffee & Kitchen, Tugun
- No Name Lane, Broadbeach

MOTIVATIONS

Ease

Good food

Vibe

Friends

GOALS

- Finding a productive space to work on coding projects
- Networking with peers over coffee
- Discovering new and innovative café experiences
- Enjoying high-quality food and beverages

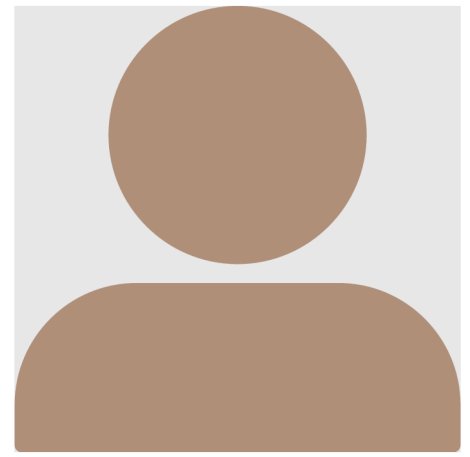
FRUSTRATIONS

- Limited power outlets for his devices
- Overcrowded spaces that hinder productivity
- Unreliable Wi-Fi connectivity
- Lack of innovative food and drink options

Summary of user interview 1

Introduction

I interviewed a 22-year-old psychology student at Griffith University, Gold Coast, to understand her needs and preferences for a new café on campus.



Current café experience

She visits the current cafés twice a week around lunchtime, appreciating the central location but missing more vegan options.

Atmosphere and environment

She likes a modern and airy atmosphere with plenty of natural light and good ventilation.

Food and drink preferences

She wants a wider selection of vegan and gluten-free options, with fresh and local ingredients.

Practical Considerations

The café should be easily accessible from the main buildings, with student-friendly prices. Quick and healthy food is essential.

Personal Experiences

She described a positive experience at a café that hosted art exhibitions and workshops, emphasizing good service and a welcoming atmosphere.

Needs and habits

She often buys a chai latte and a salad or wrap, using the café for short breaks between lectures. She prefers tables with comfortable chairs

Technology and Facilities

Free Wi-Fi, more seating, and power outlets are important. The design should include individual and group seating areas.

Environment and Sustainability

Sustainable practices are important, including recyclable materials and a zero-waste policy.

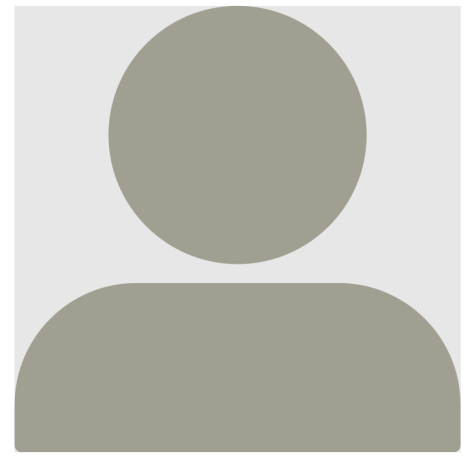
Design and Aesthetics

She prefers a minimalist style with neutral colors and some colorful accents, as well as modern art and green plants.

Conclusion

The interview provided valuable insights for the design of a new café. The student wants a broader range of food and drink options, a modern and comfortable atmosphere, accessible technological facilities, and a focus on sustainability to meet students' expectations and needs.

Summary of user interview 2



Introduction

I interviewed a 30-year-old male nurse at a hospital affiliated with Griffith University, Gold Coast, to understand his needs, habits, and preferences regarding the design of a new café on campus.

Current café experience

He visits the campus cafés about four times a week, usually during his lunch break. He appreciates their proximity to his workplace but misses faster service.

Atmosphere and environment

He prefers a quiet and professional atmosphere with fast service and easy access.

Food and drink preferences

He wants healthy and nutritious options, including protein-rich meals and fresh-pressed juices.

Practical Considerations

The café should be near the hospital, and he is willing to pay a bit more for high quality and fast service.

Personal Experiences

A positive experience was a café with fast ordering via a mobile app, saving time.

Needs and habits

He typically buys a black coffee and a wrap or salad, using the café for a quick break. Preferred seating includes tables with ample space and comfortable chairs.

Technology and Facilities

Free Wi-Fi is less important, but more seating and an efficient ordering system are desirable.

Environment and Sustainability

Sustainable practices are important, with a focus on eco-friendly materials and efficient waste systems.

Design and Aesthetics

He likes a functional and modern style with clean lines and neutral colors, plus some artwork and plants for a pleasant atmosphere.

Conclusion

The interview provided insights that will help shape the design of a new café at Griffith University, Gold Coast. Key factors include the need for fast and efficient service, nutritious food options, a modern atmosphere, and a focus on sustainability.



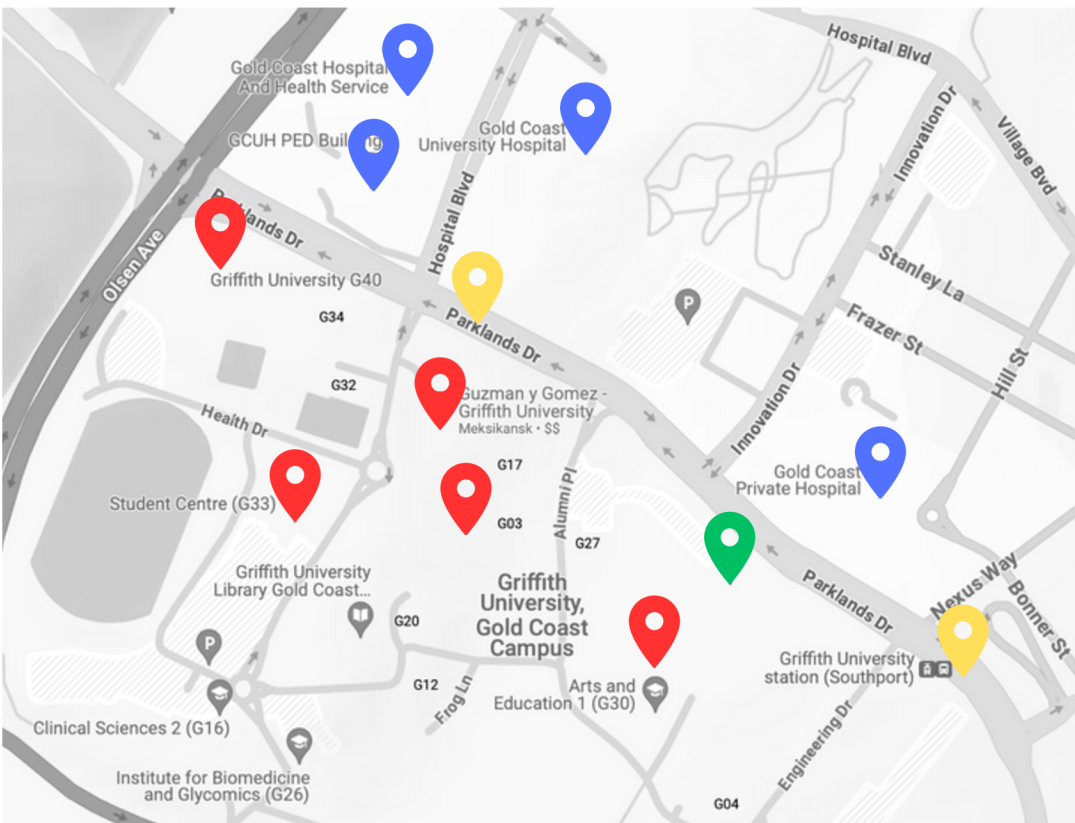
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Site Analysis


Location and the surrounding area




Upcoming Cafe




-  Hospital
-  G:link
-  Competitors
-  Upcoming Cafe

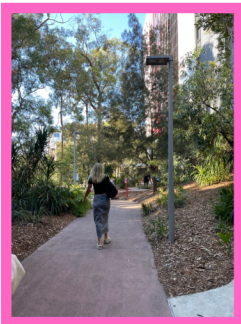
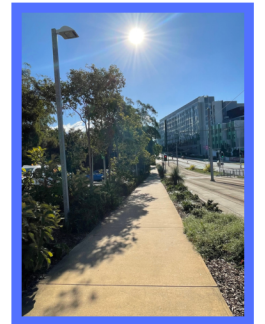
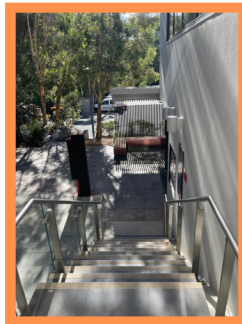
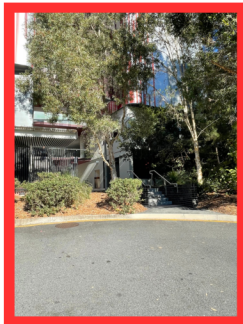
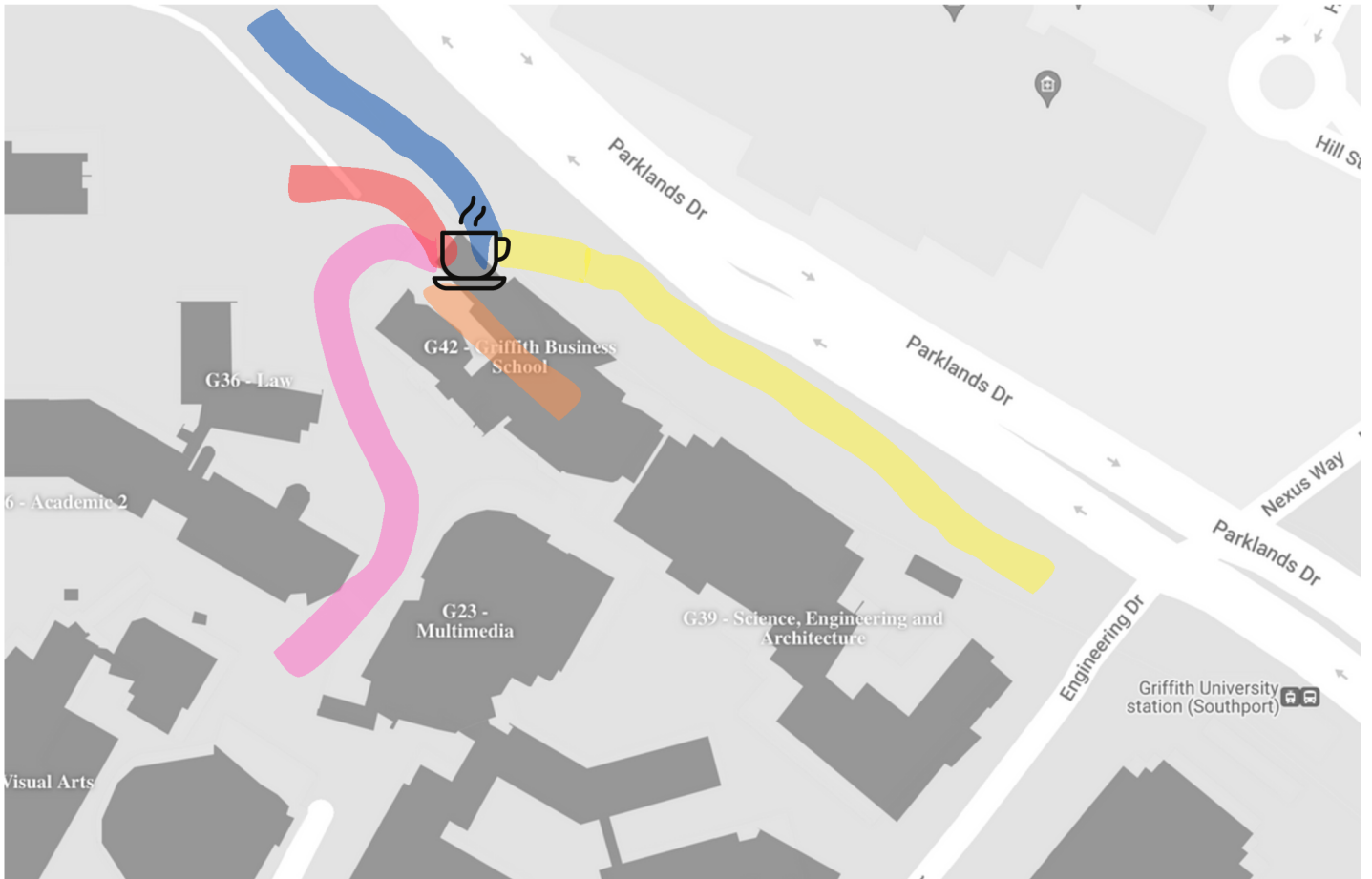
 Students
Ca. 20 000

 Griffith staff
Ca. 4000

 Hospital staff
Ca. 6500

 Locals Southport
Ca. 36 700

Path map



- Lush path, hidden area
- Requires signage
- Pleasant and natural

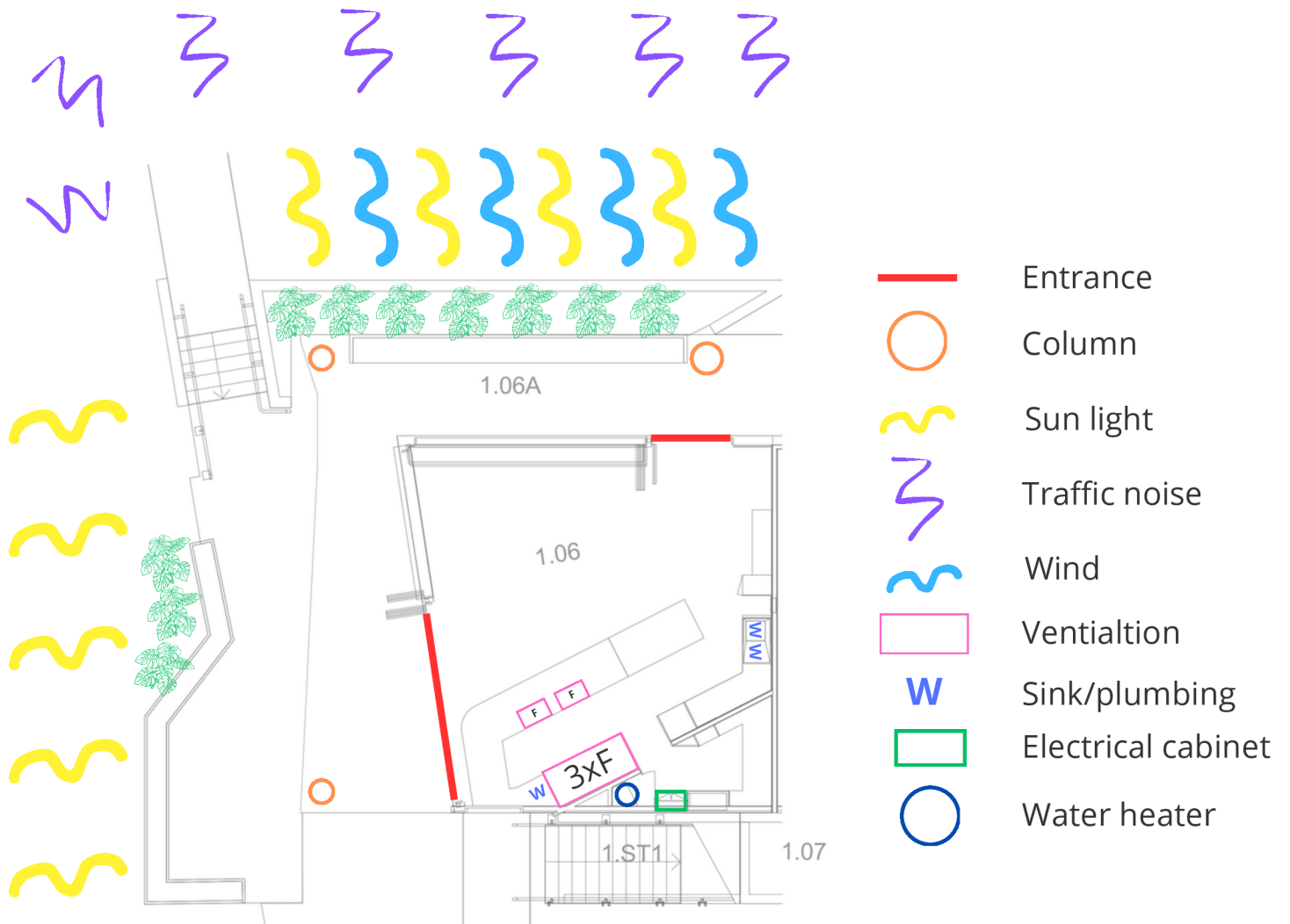
- Lush, coming from parking lot
- Pleasant and green
- Ideal for those parking

- Coming down stairs from business building
- Quick route
- Requires navigating stairs

- Coming from the tram
- Universally accessible entrance
- Simple and accessible

- Coming from the hospital
- Along the main road
- Direct and quick
- More trafficked and noisy

Site Analysis



Expensive to change

- Windows
- Doors
- Outdoor benches
- Outdoor ground
- Plumbing points
- Ventilation points



Worth changing

- Indoor benches
- Materials
- Finishes
- Outdoor tables
- Shelves
- Awning

Swot

Strenghts

- Strategic Location: Near Griffith University (24,000 students and staff).
- Proximity to Hospital: Close to Gold Coast Hospital (6,500 staff and visitors).
- Good Public Transport: Near G station.
- High Foot Traffic: Due to proximity to university and hospital.

Weaknesses

- Traffic Noise: Main road location can affect customer experience.
- Wind Exposure: Outdoor seating areas may be less comfortable.
- Competition: Several nearby competitors.

Opportunities


- Large Customer Base: Potential to attract students, university staff, and hospital personnel.
- Outdoor Seating: Utilize outdoor areas for attractive seating.
- Local Partnerships: Collaborate with university and hospital for special offers.

Threats

- Seasonal Variations: Weather can affect customer traffic.
- Economic Uncertainty: Local economy changes may impact customer visits.
- Regulations: Health and safety regulations may impose additional costs.

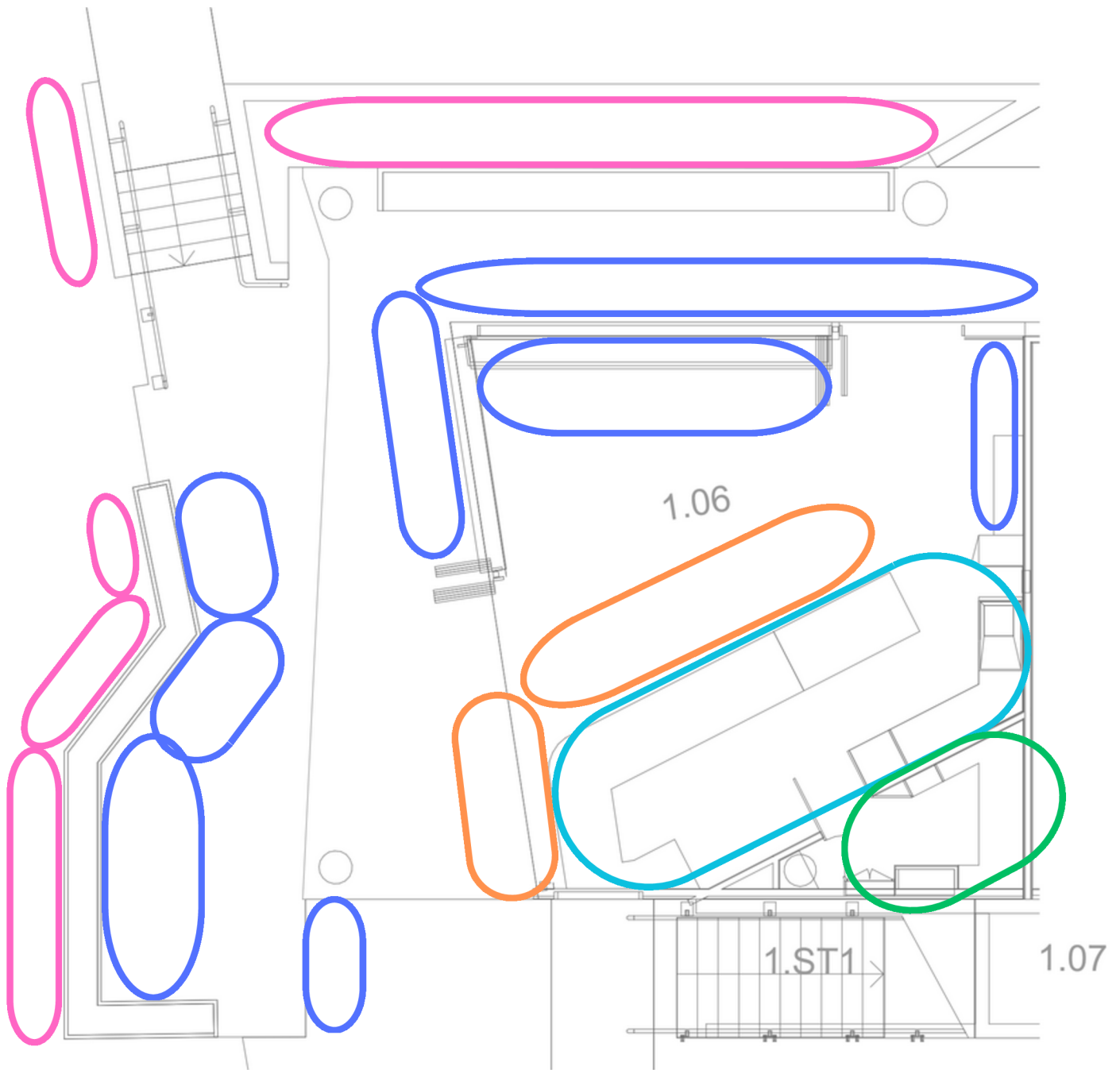
Summary






The café's location offers significant opportunities to attract a large and diverse customer base from the university and hospital. It is essential to address challenges such as traffic noise and wind through strategic design and placement of seating areas. By leveraging opportunities for collaboration and focusing on a superior customer experience, the café can stand out in a competitive market.

The background of the page is a detailed architectural floor plan of a building. The plan shows various rooms, corridors, and a large theater with tiered seating. Rooms are labeled with numbers such as 1.01, 1.04, 1.06, 1.07, 1.08, 1.09, 1.10, 1.11, 1.12, 1.13, 1.14, 1.15, 1.16, 1.17, 1.18, 1.19, 1.20, 1.21, 1.22, 1.23, 1.24, 1.25, 1.26, 1.27, 1.28, 1.29, 1.30, 1.31, 1.32, 1.33, 1.34, 1.35, 1.36, 1.37, 1.38, 1.39, 1.40, 1.41, 1.42, 1.43, 1.44, 1.45, 1.46, 1.47, 1.48, 1.49, 1.50, 1.51, 1.52, 1.53, 1.54, 1.55, 1.56, 1.57, 1.58, 1.59, 1.60, 1.61, 1.62, 1.63, 1.64, 1.65, 1.66, 1.67, 1.68, 1.69, 1.70, 1.71, 1.72, 1.73, 1.74, 1.75, 1.76, 1.77, 1.78, 1.79, 1.80, 1.81, 1.82, 1.83, 1.84, 1.85, 1.86, 1.87, 1.88, 1.89, 1.90, 1.91, 1.92, 1.93, 1.94, 1.95, 1.96, 1.97, 1.98, 1.99, 2.00. The theater is located in the lower right quadrant of the plan. The text 'Functional Requirements' is overlaid in the center of the plan in a large, black, serif font.

Functional Requirements

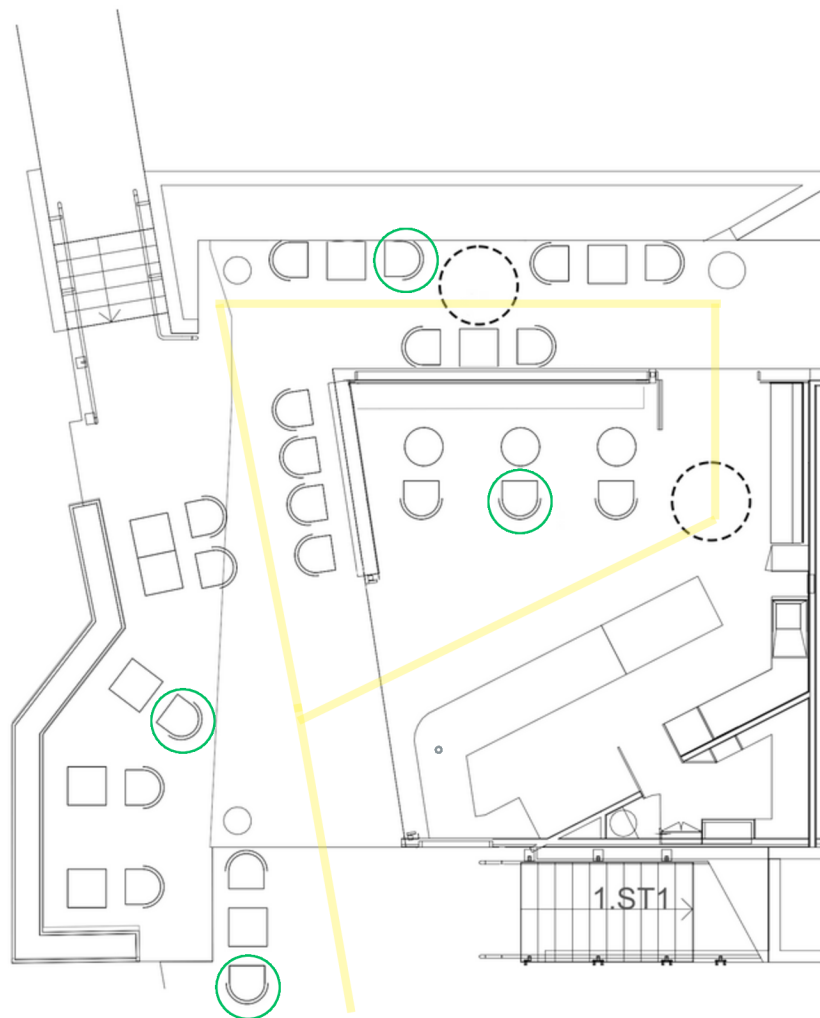
Zoning map



-  Seating area
-  Staff area
-  Queue area
-  Lush area
-  Prep area/sales point

Here is a suggestion for the zoning layout in the café. This zoning ensures good circulation, takes into account curb appeal, includes designated queue areas, and provides a practical working area for the staff.

Seating map



Bench with integrated cup holders

Not to scale



Seating: ca. 40



Turning circle for wheelchair: 1500 mm



Space for a wheelchair user to sit



Circulation

The café's seating arrangement is flexible and can be adjusted as needed, allowing for efficient use of space for different events or customer requirements. The layout promotes smooth flow and circulation, with strategically placed entrances, seating zones, and service counters that facilitate easy movement for customers and staff. Yellow circulation lines indicate clear navigation paths, ensuring comfortable movement for everyone.

Accessibility has been prioritized, with designated spots for wheelchair users and turning circles marked at 1500 mm for easy maneuvering. The design maximizes natural daylight through large windows and strategically placed seating, creating a warm and inviting atmosphere.

Efficiency is optimized by placing functional areas like the counter and display cases within easy reach, reducing wait times and improving service flow. Adequate queuing space is provided to maintain smooth circulation. With around 40 seats, the layout balances capacity and spaciousness, ensuring customers do not feel cramped. Clear sightlines from the entrance enhance the open feel and overall customer experience.

The background of the page is a detailed architectural floor plan of a building. The plan shows various rooms, corridors, and structural elements. Room numbers are visible throughout the plan, including 1.06A, 1.06, 1.07, 1.08, 1.10A, 1.10B, 1.12B, 1.13, 1.14, 1.15A, 1.15B, 1.17, 1.18, 1.19, 1.17A, 1.13A, 1.04, 1.05A, 1.05B, 1.05C, 1.05D, 1.05E, 1.05F, 1.05G, 1.05H, 1.05I, 1.05J, 1.05K, 1.05L, 1.05M, 1.05N, 1.05O, 1.05P, 1.05Q, 1.05R, 1.05S, 1.05T, 1.05U, 1.05V, 1.05W, 1.05X, 1.05Y, 1.05Z, 1.06A, 1.06B, 1.06C, 1.06D, 1.06E, 1.06F, 1.06G, 1.06H, 1.06I, 1.06J, 1.06K, 1.06L, 1.06M, 1.06N, 1.06O, 1.06P, 1.06Q, 1.06R, 1.06S, 1.06T, 1.06U, 1.06V, 1.06W, 1.06X, 1.06Y, 1.06Z. The text is centered over the plan in a large, black, serif font.

Aesthetic Requirements and opportunities

Aesthetics in Café Design

The current design of the café has a solid foundation with modern and industrial elements but needs an upgrade to become more inviting and aesthetically pleasing. Aesthetics are important because they create an immediate visual appeal that can enhance the comfort and satisfaction of visitors. Although the current layout is functional, it lacks the creative and warm details that can improve the customer experience. Signage can be improved for better visibility, and the entrances can be made more inviting with small adjustments. By updating the café's design to better balance functionality and aesthetics, we can create an atmosphere that attracts and engages customers.

Current aesthetics

Seating and Shading: The outdoor area benefits from a structured shading system that creates interesting light patterns. However, the seating appears worn, and the space lacks warmth, which may feel uninviting to customers.

Layout: The linear layout of the seating and tables along the pathway is functional but lacks creativity. The space could benefit from a more dynamic arrangement that encourages a comfortable and engaging atmosphere.

Material Use: Indoors, the extensive use of wood, especially in the cabinets and shelves, provides a natural touch but can feel too dominant in combination with the dark ceilings and the red backsplash. This combination can make the room feel cramped and heavy.

Color Palette: The current color palette is quite dark, dominated by black and deep reds. While this can create a cozy atmosphere, it risks feeling too oppressive, especially during daylight hours when a lighter, more open feel would be beneficial.

Lighting: The lighting fixtures are modern, but the overall illumination seems insufficient. Improved lighting could highlight specific areas and create a more inviting atmosphere.

Furniture: The built-in furniture, such as the benches, appears practical but lacks comfort and aesthetic appeal. Updating these pieces with more comfortable and visually appealing options could significantly enhance the customer experience.

Functional Areas: The functional areas, such as the counter and display cases, are efficiently laid out but lack visual interest. Adding some decorative elements or integrating more modern display techniques could make these areas more attractive.

Requirements and opportunities

STREET APPEAL

- **Facade:** Use bright and cheerful colors to attract attention in daylight.
- **Window Displays:** Create inviting and informative displays showcasing daily specials and the café's unique style.
- **Lighting:** Focus on natural lighting with large windows to let in daylight. Limit artificial lighting to necessary areas.
- **Outdoor Seating:** Offer comfortable outdoor seating with umbrellas or awnings to provide shade from the sun.

SIGNAGE

- **Visibility:** Position the sign so it's visible from the main street, with clear information about opening hours.
- **Design:** Use simple, readable fonts and colors that are visible in daylight. Avoid neon or other illuminated materials.
- **Consistency:** Ensure the sign design aligns with the café's overall visual style and daytime concept.

VISUAL STYLE

- **Modern:** Utilize bright, neutral colors and minimalist design to create a clean and inviting atmosphere.
- **Timeless:** Incorporate classic furniture and decor that give a cozy, home-like feel, suitable for daytime use.
- **Natural Color Palette:** Use earthy tones, green plants, and natural materials to create a fresh and relaxing ambiance.

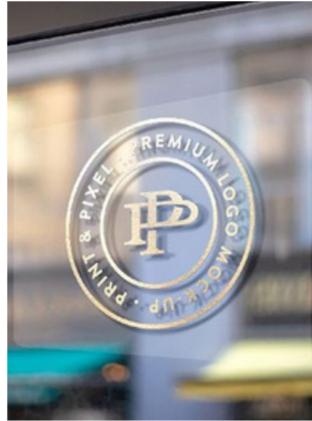
ENTRY POINTS

- **Placement:** Ensure the entrance is easy to find and visible from the main street, with clear signage indicating opening hours.
- **Door Design:** Choose an inviting door that reflects the café's style and daytime operation, whether it's a traditional wooden door or a modern glass door.
- **Accessibility:** Make sure the entrance is accessible to everyone, including individuals with disabilities, focusing on easy and quick access.

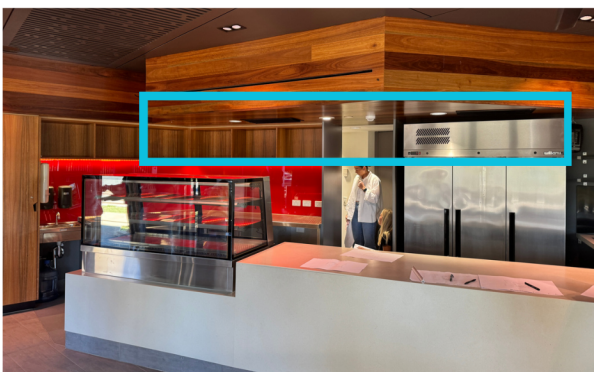
MENU POSITIONING

- **Visibility:** Place the menu in a highly visible location near the entrance so customers can see it before entering. The menu should also be visible from outside to attract passersby.
- **Layout:** Use a readable font and organized layout. Consider using pictures to highlight popular dishes.
- **Updates:** Keep the menu up-to-date and consider seasonal changes to keep the offerings fresh and interesting.
- **Interactivity:** Consider digital screens or boards that can be easily changed to display special offers or new items.

Signage



Menu positioning



Street appeal



These images show the current aesthetics, along with my examples and suggestions for how they can be upgraded and improved. I have focused on enhancing both functionality and visual appeal. The blue squares indicate the proposed locations for these suggestions and demonstrate how the new elements can be integrated into the existing design to create a more attractive and user-friendly café experience.

The background of the page is a detailed architectural floor plan of a building. The plan shows various rooms, corridors, and structural elements. Room numbers are visible throughout the plan, including 1.06A, 1.06, 1.07, 1.08, 1.10A, 1.10B, 1.12B, 1.13, 1.14, 1.15A, 1.15B, 1.17, 1.18, 1.19, 1.17A, 1.17B, 1.17C, 1.17D, 1.17E, 1.17F, 1.17G, 1.17H, 1.17I, 1.17J, 1.17K, 1.17L, 1.17M, 1.17N, 1.17O, 1.17P, 1.17Q, 1.17R, 1.17S, 1.17T, 1.17U, 1.17V, 1.17W, 1.17X, 1.17Y, 1.17Z, 1.18A, 1.18B, 1.18C, 1.18D, 1.18E, 1.18F, 1.18G, 1.18H, 1.18I, 1.18J, 1.18K, 1.18L, 1.18M, 1.18N, 1.18O, 1.18P, 1.18Q, 1.18R, 1.18S, 1.18T, 1.18U, 1.18V, 1.18W, 1.18X, 1.18Y, 1.18Z, 1.19A, 1.19B, 1.19C, 1.19D, 1.19E, 1.19F, 1.19G, 1.19H, 1.19I, 1.19J, 1.19K, 1.19L, 1.19M, 1.19N, 1.19O, 1.19P, 1.19Q, 1.19R, 1.19S, 1.19T, 1.19U, 1.19V, 1.19W, 1.19X, 1.19Y, 1.19Z, 1.20A, 1.20B, 1.20C, 1.20D, 1.20E, 1.20F, 1.20G, 1.20H, 1.20I, 1.20J, 1.20K, 1.20L, 1.20M, 1.20N, 1.20O, 1.20P, 1.20Q, 1.20R, 1.20S, 1.20T, 1.20U, 1.20V, 1.20W, 1.20X, 1.20Y, 1.20Z. The text is overlaid on the plan, centered and in a large, black, serif font.

Sustainability Requirements and Opportunities

Sustainable Café Design

As I plan to design a new café that will be reopened by new owners, it is essential to integrate sustainability into all aspects of the project, from material selection to energy management. To ensure that the use of materials is both environmentally friendly and aesthetically appealing, I have opted to prioritize FSC-certified wood and recycled materials such as glass, metal, and plastic. These materials reduce the need for new resource extraction and give the interior a unique character. Additionally, I will use natural stone or recycled tiles for flooring and countertops, which are both durable and recyclable.

Design for disassembly is also a key focus area. I plan to use modular elements and standardized components that can be easily disassembled, reused, or reformed. This will make future renovations easier and more sustainable. Furthermore, I will collaborate with local recycling stations to ensure that materials removed during renovations are recycled responsibly.

To maximize the use of natural light, I will take advantage of large windows, which not only reduce the need for artificial lighting but also create a more open and inviting atmosphere. I will also utilize the existing rainwater harvesting system to use collected water for watering plants and servicing the café, which minimizes water usage.

On the interior front, I will upgrade and redesign some of the existing café inventory to extend its lifespan and reduce waste. Textile choices will be based on their durability and ability to withstand hard use, indicated by a high Martindale score. Slip-resistant and easy-to-clean floors will be standard to maintain high hygiene standards and safety.

To further reduce the café's carbon emissions, I have decided to source furniture, lighting, and other decorative items from Australian suppliers. Shopping locally not only supports the national economy but also reduces transport-related emissions, contributing to a more sustainable operation.

Regarding the daily operation, I will prioritize the use of sustainable packaging. This includes biodegradable or recyclable containers for food and beverages, reducing reliance on plastic and other non-renewable resources. Implementing these environmentally friendly alternatives will not only decrease the amount of waste but also promote a greener profile that appeals to an environmentally conscious customer base.

Through a timeless design concept with classic lines and a neutral color palette, I aim to create a place that remains relevant and stylish over time, without the need for frequent updates. This will not only contribute to sustainable operations but also attract an environmentally conscious customer base. By implementing these measures, I hope to create a café that is not just a place for great coffee and socializing but also an example of responsible and sustainable design.

Ways to change existing elements

What



Painting



Reupholstering Furniture



Lighting



Plant Elements



Facade Update:



Counter Area:



Appliances:

Explanation

Refresh the walls with new colors to change the atmosphere of the space. Choose colors that reflect the café's identity and create the desired ambiance.

Breathe new life into old chairs and sofas by reupholstering them with new, modern textiles. This can transform the look of the furniture and also allows for the use of more durable and easy-to-clean materials.

Replace old light fixtures with new ones that not only look better but also improve light quality. Modern LED lighting can reduce energy consumption and create a warmer welcome.

Add green plants to bring freshness and a sense of nature indoors. Plants can also improve air quality.

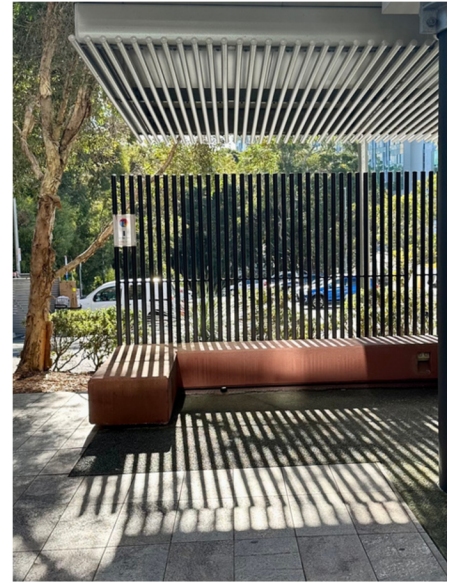
Give the exterior a makeover with new paint, signage, or lighting to attract attention and invite guests in.

Update the bar counter with new materials such as recycled wood, stainless steel, tiles, or polished concrete for a modern twist.

Keep the existing appliances but make them integrated by fitting cabinet doors or panels that match the rest of the interior. This will provide a seamless and tidy appearance, and the appliances will naturally blend in with the new design elements.

Examples outdoor

What it looks like today



Example of an upgrade



The area outside the café is currently nice but lacks creativity and something that creates a fresh and inviting experience for customers. Therefore, I plan to keep this zone but upgrade it with lush plants on the ceiling and back wall for a green and vibrant look. The bench will also be retained but needs either painting or covering with wooden materials or similar to enhance its appearance.

Examples inside

What it looks like today



Example of an upgrade



Inside the café, there are elements that can be retained but need an upgrade. The bench along the window is functional but could be reupholstered or painted for a brighter and more timeless look. The appliances are in good condition and worth keeping, but integrating them could provide a seamless appearance, enhancing the café's overall aesthetics. The café counter functions well as it is, and the flow around it is good. However, it could be tiled or painted to create a more exciting look that matches the rest of the café's color palette.



Regulatory Compliance

Australian standards for cafe design

Intro

Following Australian standards in hospitality design is crucial to ensure safety, accessibility, and high-quality service. These standards serve as guidelines that help me create spaces that are functional, safe, and compliant with regulations. In this project, I have utilized two specific standards: AS 4674-2004, which provides criteria for the design, construction, and fit-out of food premises to ensure food safety and hygiene; and AS 1428.1-2009, which outlines accessibility and mobility requirements to ensure buildings are accessible to everyone, including individuals with disabilities. By adhering to these standards, I not only ensure compliance with legal requirements but also promote a safer and more inclusive environment for all users.

AS 4674-2004

Design, construction and fit-out of food premises

This Australian Standard provides criteria on design and construction to assist with compliance with Standard 3.2.3 for new buildings and alterations to existing buildings. Specifically, this Standard aims to ensure that food premises—

- (a) are easy to clean and maintain clean;
- (b) have sufficient space, facilities and suitable equipment to produce safe food;
- (c) are provided with services such as potable water, effective sewage disposal and sufficient light and ventilation for the food handling operations;
- (d) provides facilities for staff to maintain standards of personal hygiene and equipment cleanliness that will protect food from contamination; and
- (e) are proofed against entry by and harbourage of pests.

GENERAL REQUIREMENTS

2.1.2 Separation of area

2.1.4 Cleaning and sanitizing of premises

VENTILATION

2.5.2 Mechanical ventilation and filtration

FLOORS

3.1.1 General requirements

3.1.2 Suitability of floor finishes for food premises area

3.1.3 Food preparation area

3.1.5 Coving

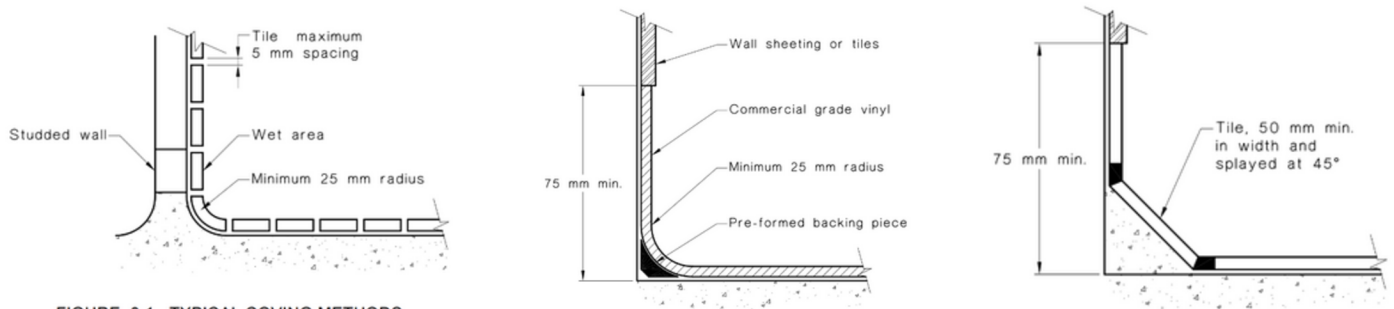


FIGURE 3.1 TYPICAL COVING METHODS

WALLS AND CEILINGS

3.2.1 General requirements for walls

3.2.2 Wall finishes for food preparation areas

SPECIFIC REQUIREMENTS FOR FIXTURES, FITTINGS AND EQUIPMENT:

Type of fixture, fitting or equipment	Requirements
Refrigerated counters—whether a number of refrigerated cabinets or a frame in one piece	A continuous top of stainless steel cast or welded in one piece, free of open or rough joints, cracks and crevices and rough surfaces Raised edge or lip formed around each opening in the bar top sufficient to prevent material falling into the food wells
Counters and bars, food display units, window display and self-service display cabinets and bain-maries	All surfaces shall be smooth, durable, impervious and free from cracks, crevices and cavities The underside shall have an impervious finish Window displays for wet foods, e.g., meat, fish shall be coved at all intersections and installed in accordance with AS/NZS 3500.2.2
Cupboards and cabinets	The rear face of plywood, hardboard and similar materials used for backing shall be finished with a smooth, washable surface No backing shall be provided where the cupboard abuts a wall but the wall shall be finished with a smooth washable surface
Doors for cupboards and cabinets	Sliding doors shall be hung from the top of the door (if fitted) Bottom guides or runners shall terminate not less than 25 mm from each end of the door opening
Counters for food preparation in front of the customer	Protective barrier to provide a physical barrier between the customer and the food
Dumb waiters (food conveyors)	The compartment holding the food must be made of smooth impervious surfaces, free from crevices and open joints The walls of the shaft of vertical conveyors must be made of smooth material, free of crevices and cracks Access must be provided for cleaning

MATERIALS:

Materials	Application	Comments
Stainless steel of grade appropriate to use	To be used where the surface is in direct contact with food	Durable Withstands chemicals and contact with food
Iron and mild steel	To be used where the surface does not come into direct contact with food	Very susceptible to corrosion although this can be partially controlled by painting Galvanized iron not recommended for equipment since zinc is toxic, soluble in fruit acids and in both acidic and alkali detergents Zinc wears off and exposed iron corrodes
Copper and alloys (brass, bronze)	Unsuitable for general use in contact with food unless coated with tin	Fairly resistant to corrosion and good heat conductor
Aluminium	Suitable for cooking equipment where not in contact with corrosive acids or alkalis	
Plastics	Suitable for a wide variety of uses	Wide variety of types and uses
Laminates	Laminated chipboard or other laminated absorbent materials are not to be used for shelving or surfaces where they may be affected by water	More easily abraded than metals
Scaled wood	Only to be used if sealed to be impervious to moisture and grease Not to be used in contact with food or in areas cleaned frequently using water	Wooden chopping boards and benches suitable under specific circumstances for example butchery, some bread-making operations and some cheese processing

HAND WASHING FACILITIES

4.4.1 General requirements

AS 1428.1-2009

Design for access and mobility

CONTINUOUS ACCESSIBLE PATH OF TRAVEL

6.1 General

6.3 Width of continuous accessible path of travel (900mm)

6.5 Circulation space for wheelchair turn (1500 mm)

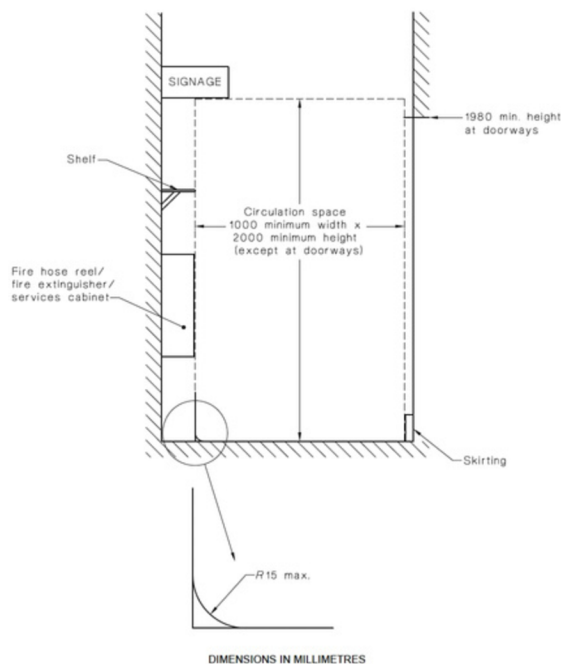


FIGURE 2 CONTINUOUS ACCESSIBLE PATH OF TRAVEL—MINIMUM HEIGHT AND WIDTH

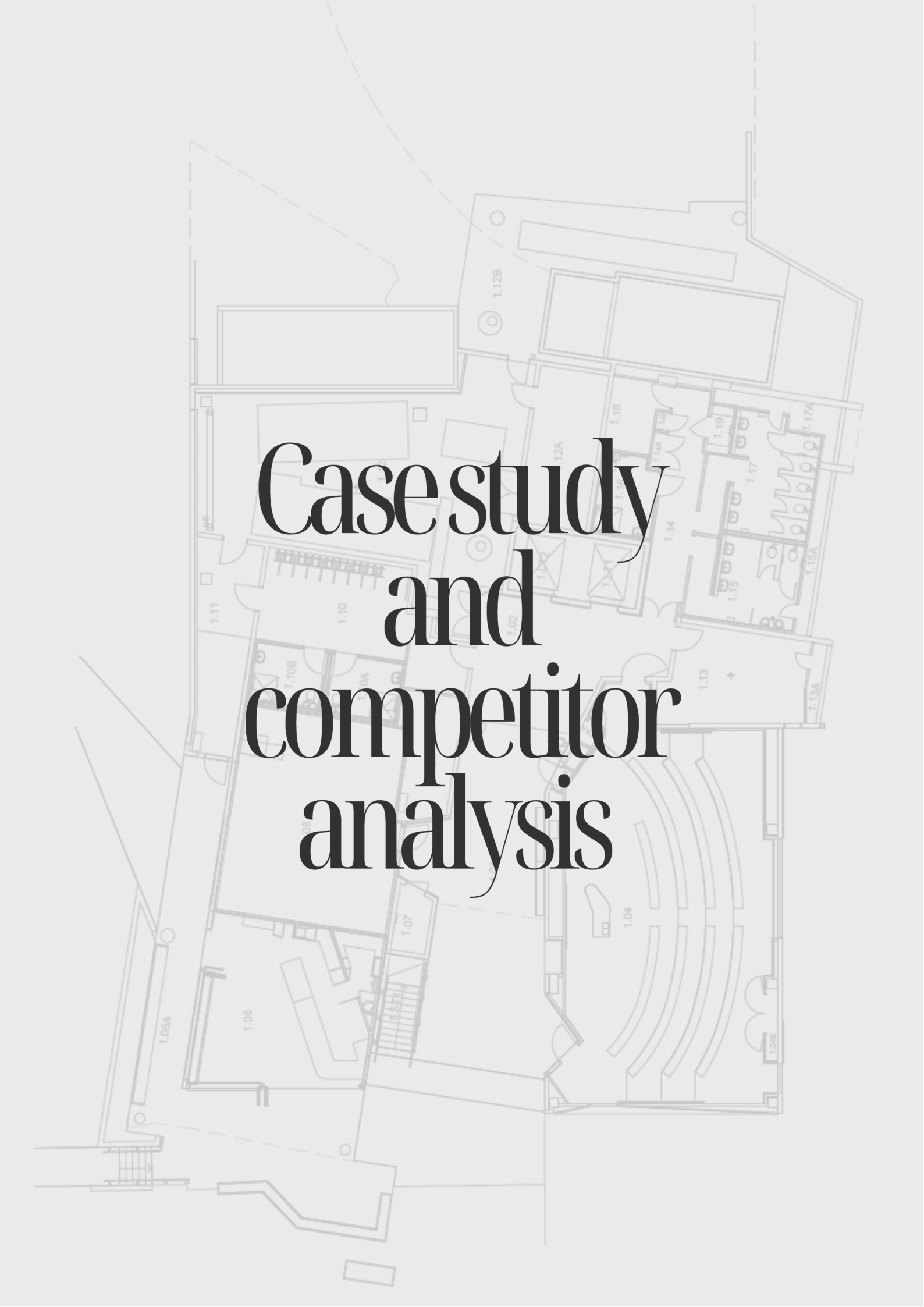
FLOOR OR GROUND SURFACES ON CONTINUOUS ACCESSIBLE PATHS OF TRAVEL AND CIRCULATION SPACES

7.1 General (Slip-resistant floor = R10)

LUMINANCE CONTRAST REQUIREMENTS

B2

Minimum luminance contrast between building elements is 30%

The background of the slide is a detailed architectural floor plan of a building. The plan shows various rooms, corridors, and a large theater with tiered seating. Room numbers are scattered throughout the plan, including 1.04, 1.06, 1.07, 1.08, 1.10, 1.11, 1.12, 1.13, 1.14, 1.15, 1.16, 1.17, 1.18, 1.19, 1.20, 1.21, 1.22, 1.23, 1.24, 1.25, 1.26, 1.27, 1.28, 1.29, 1.30, 1.31, 1.32, 1.33, 1.34, 1.35, 1.36, 1.37, 1.38, 1.39, 1.40, 1.41, 1.42, 1.43, 1.44, 1.45, 1.46, 1.47, 1.48, 1.49, 1.50, 1.51, 1.52, 1.53, 1.54, 1.55, 1.56, 1.57, 1.58, 1.59, 1.60, 1.61, 1.62, 1.63, 1.64, 1.65, 1.66, 1.67, 1.68, 1.69, 1.70, 1.71, 1.72, 1.73, 1.74, 1.75, 1.76, 1.77, 1.78, 1.79, 1.80, 1.81, 1.82, 1.83, 1.84, 1.85, 1.86, 1.87, 1.88, 1.89, 1.90, 1.91, 1.92, 1.93, 1.94, 1.95, 1.96, 1.97, 1.98, 1.99, 2.00. The text 'Case study and competitor analysis' is overlaid in a large, black, serif font, centered on the plan. The text is arranged in four lines: 'Case study', 'and', 'competitor', and 'analysis'.

Case study and competitor analysis

Case study - Local

WHAT: Junction cafe

WHERE: Griffith University, Gold Coast next to G23, G30 and G14

RELEVANT HISTORY: Their vision is to bring a fresh and friendly vibe, including passionately roasted coffee by Paradox Coffee Roasters.
Slogan: "We're all about ticking all the boxes."

STAKEHOLDERS: Target Group: Students, hospital workers, Griffith staff, locals.
Others: Griffith University, Suppliers

STRATEGI AND APPROACH: Offers a variety of food to suit everyone, provides gluten-free and vegan options and are Designed for fast circulation, short visits, on-the-go coffee and food

RESULT: Junction has successfully provided a service for a large group of people, including takeaway, seating, and catering.

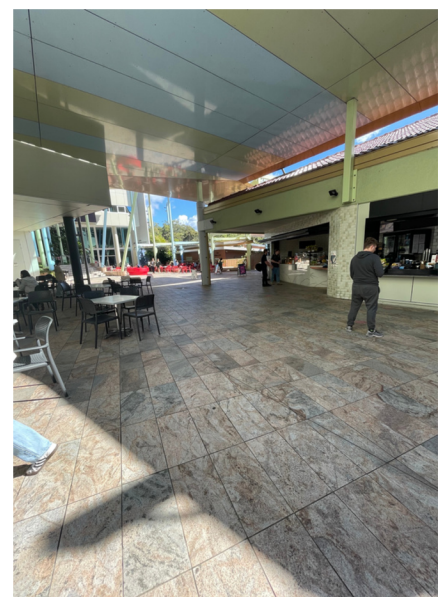
IMPACT:Part of creating a better campus experience, providing essential coffee, and serving as a meeting point for students, thus increasing social interaction.



QR code, self-service



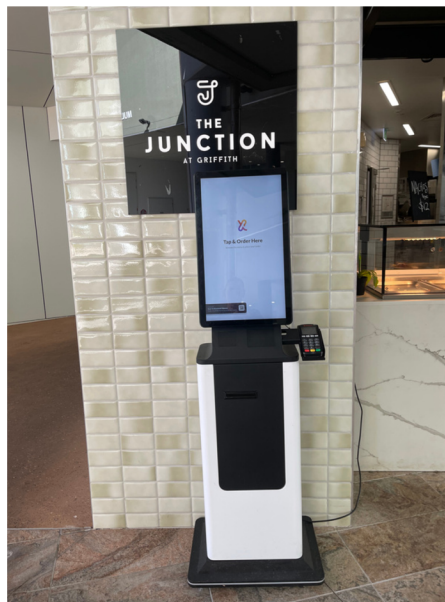
Selection of food outside the hot menu



The two different pick-up points



Coffee pick-up point



Self-service



Seating options

SWOT-Junction

Strengths

- Lots of traffic
- Central location
- Outdoor seating
- 2 zones – food and drink, 1 coffee delivery
- Both zones have payment options
- Ordering available via machines
- Various food and drink options
- Modern signage on the café
- Timeless design/materials
- Washable surfaces/materials
- Offers catering service
- Functional/movable furniture

Weaknesses

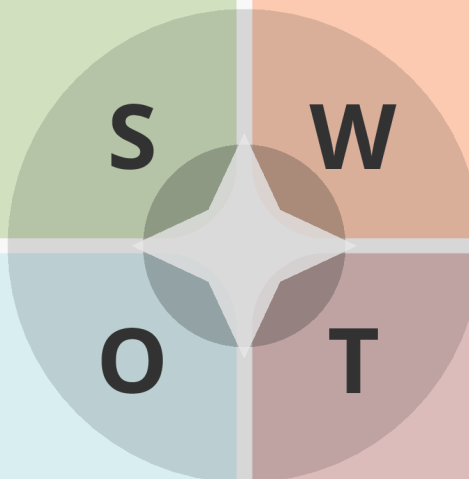
- No zoning on the ground
- Slow customer service
- Undefined concept
- People standing on the pathway, hindering good flow
- Noisy, can't hear staff
- No indoor seating
- Hard to notice the menu on the back wall
- Bad website, does not reflect the fresh/modern concept they want to express
- Could have more signage on campus

Opportunities

- No other cafés immediately close by
- Renew the menu/make it different from other cafes on campus
- More quiet/private areas
- Pop-ups/events utilizing dead space
- More defined waiting area

Threats

- Undefined queue line
- Often overcrowded in front of the service counter
- Wind and weather conditions
- Never renewing the menu
- Located in the shadow



Case study - Global

WHAT: JC² Cafe & Bar

WHERE: Shenzhen, China

Overview: C2 Cafe is designed as an urban retreat for the city's youthful population. Spanning 75 square meters, the café combines modern design with the functionality of a café and bar, offering a mix of social and private seating areas in a welcoming atmosphere.

STAKEHOLDERS: Target Group: Young urbanites, local community
Others: Various Associates (architects), suppliers

DESIGN AND MATERIALS: The interior incorporates light wood across walls and furniture, accented by geometrically shaped, embedded lighting. The exterior showcases a timber structure with integrated lighting against dark walls and greenery.

SEATING OPTIONS: Varied seating arrangements include upholstered benches, high bar stools, and small flexible tables for diverse customer needs. Outdoor spaces offer casual open-air dining options.

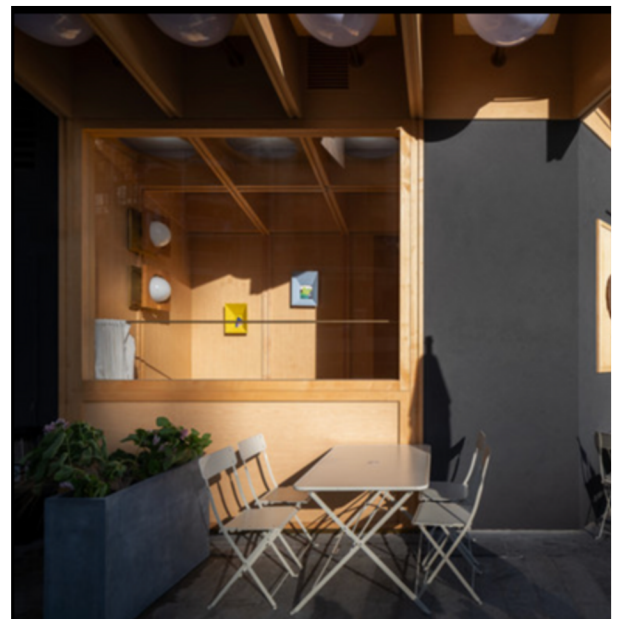
STRATEGI AND APPROACH: The café's design and functionality cater to a wide customer base, making it a popular community hub.

RESULT: C2 has become a well-frequented destination providing takeaway, varied seating, and bar services.

IMPACT: The café improves the urban experience by offering a place for relaxation and social interaction, enhancing daily life for locals.



The café's outdoor appearance



Outdoor seating options



The café's interior, clear sightline, various seating options

SWOT-Global

Strengths

- Unique and Aesthetically Pleasing Design: Cabin-inspired interior with light wood and embedded round lights creates a warm and welcoming atmosphere.
- Flexible and Comfortable Seating Options: Offers both upholstered indoor benches and outdoor seating, appealing to various customer groups.
- Quality Materials and Timeless Design: Use of durable materials contributes to a modern and long-lasting environment.
- Strategic Location: Situated in a high-traffic area in Shenzhen, ensuring a constant flow of customers.
- Multifunctional Space: Efficient use of a limited area to include a kitchen, bar, and various seating areas.

Weaknesses

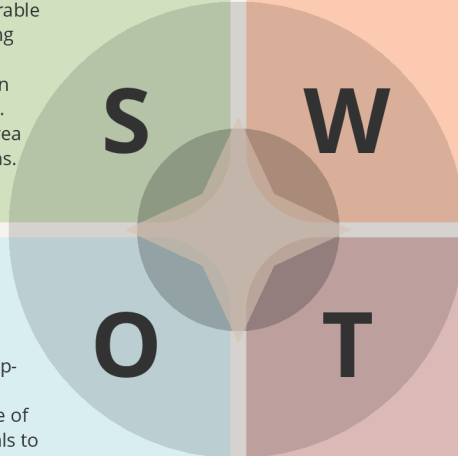
- Limited Physical Space: The space is only 75 square meters, which can be challenging during peak customer periods.
- High Noise Level and Limited Privacy: Open layout may lead to high noise levels and lack of privacy, which could be disruptive for some guests.
- Insufficient Indoor Seating: Limited number of indoor seats could be a disadvantage during bad weather conditions.

Opportunities

- Menu Innovation and Special Events: Developing unique menus and hosting thematic events or pop-ups can attract a wider range of customers.
- Marketing Based on Unique Design: Extensive use of the café's aesthetic qualities in marketing materials to attract design-interested customers.
- Expansion and Community Engagement: Potential to open more locations or increase community engagement through cultural initiatives.

Threats

- Economic Uncertainty and Changes in Consumer Trends: Changes in economic conditions or shifts in consumer preferences can impact visitation and revenue.
- Competing Businesses: The presence of other cafés and eateries nearby could pose a continuous threat to the customer base.
- Rising Operating Costs: Increases in rent and other operating costs could negatively affect profitability.



Case Study key Insights

In this case study conclusion, I reflect on what I want to incorporate into my own design when creating a café, and what I believe could be done differently or improved upon compared to the cafés I studied.

In the first case study, focused on Junction—a local café and a major competitor for my café—I concentrated on aspects like operations, customer experience, offerings, and service. From Junction, I would take the idea of offering outdoor seating but also incorporate indoor seating in my café, as it is less vulnerable to weather conditions. I would also adopt their approach of offering a varied food selection to cater to diverse tastes. The concept of self-service, which works well during busy periods, is also something I find valuable. Our current location has two checkout points, but I plan to replace one with a self-service kiosk similar to what Junction has. Additionally, Junction's flexible seating arrangement, which works well for students studying in groups, is something I intend to replicate in my café.

However, Junction lacks a defined concept, which is something I want to improve in my café. I aim for customers to feel a cohesive experience and see the café as a thoughtfully designed space for a more engaging and inspiring visit. Junction also suffers from poor signage, making it difficult to locate if you are unfamiliar with the campus. Given the multiple paths leading to our café, proper signage will be crucial to ensure customers can easily find their way.

The second case study focused more on design, materials, and functionality. From this, I plan to incorporate a natural, lush, and light color palette in my own design. The café in this study has a fresh and natural aesthetic and effectively utilizes daylight. The materials and colors used are timeless, which also adds to sustainability. One aspect I would do differently is prioritizing even more outdoor seating and introducing more variety and excitement in the choice of colors and materials.

These insights have given me a better understanding of what works well and what can be improved. I look forward to implementing these elements in my café design to create a cohesive, functional, and inspiring experience for customers.

Conclusion



Conclusion

This comprehensive analysis of the café project provides a deep understanding of how to design and operate a successful café. A thorough assessment of the location and surrounding area has revealed the potential to attract a broad and diverse customer base, including students, university staff, hospital personnel, and local residents. This establishes a solid foundation for high foot traffic and a continuous flow of customers.

By integrating functional and aesthetic requirements, we ensure that the café not only meets practical needs but also creates an inviting and pleasant atmosphere. The use of sustainable materials and design for disassembly demonstrates a forward-thinking approach that not only reduces environmental impact but also appeals to an increasingly eco-conscious customer base.

Insights from case studies of both local and global cafés offer valuable lessons on what works well and areas that can be improved. By incorporating elements such as flexible seating arrangements, a varied food selection, self-service options, and thoughtful use of natural light and materials, we can create a café that is both functional and aesthetically pleasing.

The implementation of clear signage and a cohesive design will ensure that customers can easily find their way to the café and have a positive and memorable experience. By balancing modern, timeless, and natural elements, the café can offer a relaxing atmosphere that encourages social interaction and well-being.

Focusing on sustainable practices, such as using recycled materials, local sourcing, and eco-friendly solutions, allows the café to not only reduce its carbon footprint but also set an example for responsible and sustainable design in the industry.

Overall, by implementing these strategies and insights, we can create a café that not only attracts customers but also inspires them, setting a new standard for what a café experience can be. The café will serve as more than just a place to enjoy food and drinks; it will be a hub for community and culture, where people can meet, work, and relax in an environmentally conscious and aesthetically thoughtful setting. Through a holistic approach that combines functionality, aesthetics, and sustainability, we can realize the vision of a modern and future-oriented café that meets the needs of today's and tomorrow's customers.