



**Says**

What have we heard them say?  
What can we imagine them saying?

Financial records of expenses are to be maintained

Catering operations are to be undertaken

Supplies need to be monitored on daily basis



**Thinks**

What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?

Track inventory of day to day business activities

track expensens related to ingredients and supplies

invoice handling of daily business



**FRESH BITES**  
CATERING SERVICE

Support small Business and local spending

Importance to quality food

Management services

Transactions between buyer and seller are recorded

Balance of goods and services are rendered

review of payment are tracked that are paid by the customer



**Does**

What behavior have we observed?  
What can we imagine them doing?



**Feels**

What are their fears, frustrations, and anxieties?  
What other feelings might influence their behavior?