
		<b>VICKI</b>  is trying to take her families out for dinner at Little Lemon restaurant. She wants to book a table and be able to cancel if needed.	<b>USER EXPECTATIONS</b> <ul style="list-style-type: none"><li>• Book a table easily</li><li>• Receive booking confirmation</li><li>• Be able to cancel if needed</li></ul>
<div>DOING</div> <div>HINKING</div> <div>SAYING</div> <div>FEELING</div>	<b>BROWSING WEBSITE</b>	<b>BOOKING ON THE PHONE</b>	<b>BOOKING ON LAPTOP</b>
	<ul style="list-style-type: none"><li>• Browse the website</li><li>• make dinner decision</li></ul>	<ul style="list-style-type: none"><li>• Book a table</li><li>• (on the smart phone App)</li><li>• Select time of arrival</li></ul>	<ul style="list-style-type: none"><li>• Book a table</li><li>• on the laptop website</li></ul>
	What shall we have for dinner today?	The button doesn't show anything...	What's going on with this button!
	A nice place to dine in. Let me book a table...	There must be a bug in the App. Let me try the website version.	Still nothing showing up? This is a terrible website!
			
<b>OPPORTUNITIES</b>  The booking button was easily found. A simple booking form and easy cancellation may encourage customers to use the booking service. Estimated time of arrival should be selected to help with restaurant arrangement.			<b>TO DO</b> <ul style="list-style-type: none"><li>• Implement the Bookings feature</li><li>• Add a booking form</li><li>• Show booking confirmation</li><li>• Add a cancel button</li></ul>