



Emma Rodriguez
is trying to book a table on the Little Lemon website for herself and friends, on the day

USER EXPECTATIONS

- Book a reservation easily
- An option to select date & time
- Enter required information
- Confirmation message for a successful reservation

	ENTER WEBSITE	SELECT BRANCH	DETAILS	RESERVE
DOING	<ul style="list-style-type: none">• Open Little Lemon website• Find the reserve a table button	<ul style="list-style-type: none">• Select branch• Select number of guests• Select date & time• Check for availability of slots• Edit the reservation	<ul style="list-style-type: none">• Enter customer information including name & contact information• Make a note for special instruction	<ul style="list-style-type: none">• Confirm reservation details• Create reservation
THINKING	I'm swamped! Forgot to call the restaurant, so I'll try booking online.	I'm confused by the website. Where's the link for table reservations?	I wants the table far from other guests, but I can't edit my reservation to note that.	I'm confused. Let me check the other restaurant instead.
SAYING	Awesome! Little Lemon now has a website, so I can book a table easily!	All I could find was the menu, and it took me a while to locate the reservation link!	I need to update the guest count, but I can't even go back to the previous page! Alright, I'll just call them now.	Their lines are still busy. I give up! I'll look for another website
FEELING				

OPPORTUNITIES

Customers always want the ability to edit their reservation. The buttons should be easy to find and clear to avoid confusion. Specific instructions also need to be communicated clearly.

TO DO

- Implement a feature to edit reservations
- Highlight buttons for table reservations
- Streamline the website for easier navigation
- Create a section for special requests and instructions