|  |  |  |  |
| --- | --- | --- | --- |
| **Must have** | **Should have** | **Could have** | **Won’t have** |
| * Beverages and food * Coffee machine * Shop location * Products available * Transaction machine * Tables and chairs * Hand sanitiser stations (COVID-19) * Staff members | * Wi-Fi connection * Toilet Facilities * Comfortable seating | * A source of entertainment * Free samples * Performance area * Loyalty Scheme | * Renovations * Electronic kiosks * Smart kiosks |