**Milestone 2**

As a bike rental business stakeholder, our main goal is to provide high-quality and convenient bike rental services to customers while generating profits for the business. To achieve this goal, we should consider the following:

Let me share one my interview about my customer.

As you know customers are our primary source of revenue, so it's important to ensure they have a positive experience when renting bikes from our business. This includes having a user-friendly online booking system, providing well-maintained bikes, and offering excellent customer service**.**

In our opinion location is one of the most factors to become succeed in any businesses

Before that we analyzed all the factors to reach our goal and in this interview our customer mentioned some of them.

She mentioned about our application:

\*This application is user friendly, so I could rent good bike in short time.

\*one of the other points , this application has help just by clicking on the button shows me short video how I can use this app step by step.

\* When I wanted to reserve bike, it shown me what types of bike are available in specific location

\* I could compare the rental prices of different types of bikes.

\* I could next location close to my location easily when I use map on the app.

\* I could pay the rent cost with banks gateway easily.

\* This app gave me promotion when I rent bike two times so for me it is good option, for me cost is one of the most factors, I thinks its amazing offer that I saw it till now the rent cost will be less than one bus ticket

\* I usually use bike instead of use car or take bus, I can have fun my friends and good to my health.

\* I like a bike cause my friends and I could go around the city and mad competition

\* I think cycling could help us to have clean air.

\* In my opinion Its great app cause I could selected in which location can I return it easily.