

## Says

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

\*how much starting price of sweets

\*How many
Verity of
sweet

\*how much time taken for delivery

\*All sweets

to much fo

price

\*All the sweet healthy or not

What are their wants, needs, hopes, and dreams?

What other thoughts might influence their behavior?

**Thinks** 

\*What is the best sweet in your shop

home
delivery
available or
not

User

Keerthi sweets

People

\*May be this is not the best

\*Check the shop website

\*affort to do
the best sweet
in cheapest
price and
healthy

\*Compare the taste of the sweets to another shop

\*All sweets taste are so good

\*Thankyou for giving one of the best sweets in my life

\*I will refer for all friends and family

## 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?



