

Phase of Journey	Authentication		Working method		Reservation		Transaction	
Actions What does the customer do?	Connecting a google account	Login	Watching Demo videos and images	What entities are used	Reserve		Payment	
Touchpoint What part of the service do they interact with?	Email verification	Login credentials	Demo		Choosing the provided options	Enter a mobile number	Credit card payment	UPI and QR code
Customer Thought What is the customer thinking?	Cognitive Function are Learning or thinking	Unhealthy diet Problems	Biochemical, Clinical and dietary	What is the Purpose	Easy to reserve		Is this cost worth?	Easy payment option
Customer Feeling What is the customer feeling?	Happy		Subjective Report and Objective Observation		Happy		Satisfaction	
Opportunities	Food safety Auditor, Nutritionist	About the food Product	Suggesting new ideas	Customer help	Regulate Cell death	Reserve Basic nutrients	Feedback	Cancel Registration