

# IDEATION PHASE

## Empathize & Discover

Date	01 November 2025
Team ID	NM2025TMID02011
Project Name	To Supply Leftover Food to Poor
Maximum marks	4

The **empathy mapping** helped our team deeply understand the needs, challenges, and motivations of all key users — which guided our design and functionality decisions later in the project.

Stakeholder	Thinks	Feels	Says	Does
<b>Food Donor (Restaurant/Hotel)</b>	“We waste so much food daily.”	Feels guilty about wastage and wants to help.	“We’d love to donate, but we need an easy, safe process.”	Registers surplus food through the app.
<b>Volunteer/NGO</b>	“People nearby are starving.”	Feels motivated to help and serve society.	“We can pick up and distribute food if we’re notified quickly.”	Accepts food pickup requests and delivers to poor.
<b>Needy People (Beneficiaries)</b>	“We struggle for food daily.”	Feels helpless and dependent on others.	“We just want to eat fresh, safe food.”	Receives food through the volunteer network.
<b>Admin</b>	“How can we ensure fairness and tracking?”	Feels responsible for system performance.	“We’ll monitor all transactions.”	Manages users, donations, and reports.