

Persona



Name: Kanagarasu p

Age: 20

Role: Student

Goals:

Quick booking

Mobile-friendly









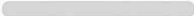
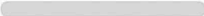

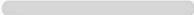
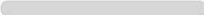
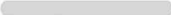
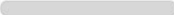
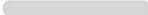
Instant confirmation

Frustrations:

Complicated forms

No confirmation message

Customer Journey Map

	Awareness	Consideration	Booking	Confirmation	Dining
Actions					
Feelings					
Pain Points					
Opportunities					

Reserve a Table

Name

Date & Time

Number of Guests

Special Requests

Confirm Booking