



Canny is trying to reserve a table for 6 at Little Lemon restaurant so that he takes out his family on the next public holiday.

## CANNY 'S EXPECTATIONS

1. Find a reserve a table button on the Little Lemon website and get directed to the section or page.
2. Enter his full name, email address and phone number.
3. Select reservation date, time and enter total number of guests.
4. Confirm reservation success.

	ACCESS WEBSITE	PLACE A TABLE RESERVATION	DETAILS	RESERVATION
Doing	1. Open Little Lemon website. 2. Try to navigate to reservations page from the navbar or homepage.	1.Can only see the online order button	1.Looks like the website is incomplete as there is no table reservation button or page.	1.Need to call or go in person unfortunately.
Thinking	1.Unbelievable, how can such a big restaurant make such an oversight?	No table reservation table.	What's going on here?	
Saying	1.Could it be that there are no more table reservations at Little Lemon.	Oh my word! this can't be happening,hasn't anyone told them of this oversight?	I only found the online menu and yet the pamphlet i came across indicated that guests could reserve a table!	Ohh Nooo, looks like i have to call the restaurant as well. Worst case i may need to go there in person
Feeling				
	OPPORTUNITIES	TO DO		
	1.Need for a Reserve a Table button on home page. 2.Reservations page to enable customer to provide full name and contact details. 3.Reservation details to include: Date, Time, Number of guests, purpose and any other special requests.	1.Add Reserve A Table button on Homepage. 2.Link the button to the Reservations page which will answer all the opportunities i have noted.		