

IDEATION PHASE

Empathy Map Canvas

Date	28 June 2025
Team ID	LTVIP2025TMID60545
Project Name	Cafeteria Menu Display Using Service now
Maximum Marks	4 Marks

Empathy Map Canvas :Cafeteria Menu Display Using ServiceNow

User Persona: *Employee/Staff Member using the Cafeteria Menu Display*

Says

- "What's for lunch today?"
- "I wish I knew the menu before I came down."
- "Are there vegetarian options?"
- "I don't have time to wait in line just to check the menu."
- "Why don't they update the menu on time?"

Thinks

- "I want to plan my meals or decide whether to eat here or order out."
- "I hope they don't repeat yesterday's meal."
- "This system should be simple and easy to access."
- "I'd like healthier or allergen-aware options listed."

Sees

- Paper menus posted in the cafeteria (possibly outdated).
- Email announcements (sometimes late or missed).
- Colleagues asking about the food.
- Occasional long lines or confusion during peak hours.

Hears

- "They changed the menu again last minute."
- "Today's lunch was great—but no one knew about it!"
- "I wish they posted the menu in advance."
- "There's an app for everything now—why not for food?"

Pains

- Inconsistent or delayed menu communication.
- Lack of visibility on dietary info (vegetarian, allergens, etc.).
- Wasting time going to the cafeteria and returning disappointed.
- Menu not optimized for mobile viewing or quick access.

Gains

- Easily accessible, real-time digital menu.
- Personalized notifications or updates (e.g., vegetarian meals).
- Ability to plan meals in advance (weekly menu view).
- Trust that the menu shown is accurate and up-to-date.