Customer Journey Map

College Food Choices Case Study

Customer Actions	Awareness	Consider- ation	Analysis	Opportunities
Becomes interested in understanding food choices	Explores eating habits and dietary preferences	Analyzes food choices and dietary patterns	Analyses food strategy	Educational campaigns on nutrition
Food Consumption by Frequency			Dietary Preference	
Fruits				
Vegetables				55%
Grain Dishes		20	%	33 /6
Dairy				
Salty Snacks				15%
Sugar-Sweet- Beverages			15%	
Fast Food			Flexitarian	Vegetarian
0	4	15	Vegan	Vegan
Customers Actions	Analyzes food choices and dietary patterns	Recognition of unhealthy patterns and deficiencies	Difficulty finding healthy alternatives	Opportunities
Motivations Limited knowledge of current diet	Poor eating habits and imbalanced diet	Nutritional gaps and inadequate intake	Customize meal planning guides	