

## **Customer Problem Statement Template:**

Every day, large quantities of food are wasted in restaurants, hotels, canteens, and events while thousands of people struggle with hunger. This mismatch between **food surplus** and **food scarcity** leads to major social and environmental issues.

There is currently **no structured system** to collect and distribute leftover food safely to those in need. As a result, food that could feed the hungry often ends up in landfills, contributing to pollution and waste.

People need a **reliable and hygienic solution** that connects food donors (restaurants, event halls, etc.) with NGOs and volunteers who can collect and distribute the food efficiently. Implementing such a system would reduce waste, combat hunger, and promote sustainability.

### **Reference:**

<https://miro.com/templates/customer-problem-statement/>

### **Example**

#### **Problem Statement PS 1:**

As a **restaurant owner**, I want to donate leftover food to needy people instead of wasting it. However, there is no reliable system to notify NGOs or volunteers for immediate pickup. This results in food getting spoiled or thrown away. I need an organized platform that helps me donate food safely and quickly, ensuring it reaches people in need.

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#### **Problem Statement PS 2:**

As a **volunteer or NGO worker**, I want to be notified when leftover food is available in nearby areas. But because there's no real-time update or communication system, food often goes uncollected. This makes me feel frustrated as I cannot help the hungry efficiently. A mobile-based alert system can help coordinate pickups and reduce wastage.

