



Name

Age: JOHN DOE

Education: Kenyatta University

Hometown: Nairobi

Family: Lives alone

Occupation: Teacher

“Only the disciplined one’s are free”

Goals

- Be able to accomplish the assigned tasks effectively and efficiently as per the required objectives
- Help students to learn and complete the outlined course objectives

Frustrations

- The response time when making an order sometimes is long hence I feel like cancelling my order.
- The mode of payment is not user friendly in terms of design and access

John is a teacher by profession and he loves doing his job and the problem rises when he tries to order food via the Coco restaurant app which can save him a lot of time by not having to queue in a restaurant so as to get served.



Name

Age: Mary Jane

Education: Still in college

Hometown: Nairobi

Family: Lives with her parents

Occupation: student

“Hard work Pays”

Goals

- Be able to finish school ,graduate and get a good job learn and complete the outlined course objectives

Frustrations

- The response time when making an order sometimes is long hence I feel like cancelling my order.
- The mode of payment is not user friendly in terms of design and access.

Mary is a student pursuing bachelors of arts in fashion design and her main goal is to finish school, graduate and get a good job. She still lives with her parents and some of the frustrations she encounters when trying to order food via the Coco restaurant app include delayed response time,cumbersome mode of payment procedure which when resolved, would save her a lot of time by not having to queue in a restaurant so as to get served and also make it easier for her to make payments