



Lily

Age: 38

Education: Master's degree

Hometown: Los Angeles, CA, USA

Family: Married, two children

Occupation: entrepreneur

“Waiting for an order with active young children for more than 40 minutes in an unfriendly environment is too tiring”

Goals

- Combines the duties of a young mother with entrepreneurial activity
- More often go out with children and husband to public places for a pleasant pastime

Frustrations

- Sad most restaurants don't have children activity books or games so children get fussy while waiting to be seated or while waiting for food
- Worried about a hungry little child
- Concerned waiters not so child friendly
- Dirty table, the rudeness of the waiters, food problems is annoying
- Sad she have to screw up the waiter

Lily is a 38-year-old full-time entrepreneurial who lives with her husband and two children. Lily visit a family restaurant in California once or twice a month with children. She always bring coloring books, toys, or a game her children can play while waiting for the order. Lily wants to make an order as quickly as possible without talking to waiters, because they are not very friendly with children. It would be nice to have a pre order menu where someone can order while waiting to be seated and not be superfluous to put iPod on the table with status indications, the rest of the order readiness time

“Ignorance of food ingredients can not only ruin the evening, but also health in general”



Sarah

Age: 27

Education: Bachelors degree

Hometown: San Francisco, CA, USA

Family: Lives with partner

Occupation: Bank teller

Goals

- Wants to concentrate on her personal life
- After being isolated on covid wants to spend more time in public places
- Healthy diet is essential to stay in shape

Frustrations

- Feel uncomfortable due to poor service in restaurants
- Sad because waiters sometimes are not so knowledgeable about the food
- Sad some waiters just don't want to take the time to ask the cook
- Feel uncomfortable waiting too long to place an order

Sarah is a 27-year-old full-time bank teller who lives with her partner. Lily visit a family restaurant in California once a week with her partner and friends. The servers seem very drained or no motivation and therefore she hesitate to order or ask about the menu to them. She wants to use a chatbot vs speaking in person or over the phone to someone from the service staff. One of the challenges is the wait times due to lack of staffing. Since her friend is allergic to nuts it would be beneficial if she could get acquainted with the ingredients, so it would be nice if chatbot listed the individual ingredients that restaurant use when preparing a meal. And in general, use a chatbot in case something went wrong with the order so that it can be resolved quicker.