Chain of Events and some additional Notes

1. Customer enters store (No Player Intervention), the player gets first impression on the character to use when making their choice.
2. Player Taps on the customer to select him/her/it.
3. The player can now select a book or open a history GUI by tapping on either the book they want to give or the icon in the top left of the screen respectively.
4. When the history icon is tapped the screen is overlaid with information on the customer that they have discovered in the past (this is based on how the character has reacted to previous books they have been given).
5. The overlay also shows any attributes about the character that they can see or hear. (How well they dress, how they talk, how old they are [Child or Adult].
6. The books the player has to give are located on the counter and the player can tap them to see the statistics they have and what they are (e.g. a textbook would have a high intelligence statistic) and a second tap confirms the choice.
7. The outcome of this effect is now out of the player’s hands, the customer will give an initial reaction and leave.
8. Later on the customer may return to thank the player if they did a good job or to get another book.
9. However if the player takes too long to decide what book to give to the customer then the customer will leave as if given a poorly matched book, the timer is not visible to the player but the customer will display visual cues to show impatience, annoyance and then anger at which point they will leave.
10. As the game progresses more than one and later many customers will attend at the same time making it more difficult to think carefully about each one and increasing the difficulty. The player will have to start getting to know what the characters look like and remembering what sort of books they will like.
11. Well matched or at least partially matched book/customer pairs will result in currency being awarded to the player, some of which they will have to use to get more books (a random drop of books for a fixed price or more specific books at varying prices) and the rest of which they can use to upgrade their bookshop to provide various visual, and tangible upgrades to it, such as increasing the amount of time a customer will wait by giving them things to look at. Or increasing the number of books they can be held by the player at any one time.
12. If the player gets an outstanding matchup between customer and book the customer may award them with items to be placed around the bookshop, these are purely cosmetic (probably just activating a deactivated sprite when trigger condition is met) but are there to fill the player with some sense of purpose as if they are making the game move along.
13. The characters should be able to pace around the store, and maybe walk up to the counter when selected so the player can see who they are serving at any one time.
14. All customer interaction with the player will be done with images, there will be no text to convey their conversation and any sound that accompanies it will be again cosmetic serving no legible purpose.