

Persona: Vamsi Reddy

Goal: Grocery shopping

ACTION	Before Leaving	Getting ready to leave	Traveling to the store	Purchasing items they need	Paying money to the store
TASK LIST	Tasks A.taking bathe B. making list of items C.good to go	Tasks A. making list B. carrying reusable bags C.checking what the already have at their home	Tasks A. checking timing of buses B. bus pass C.wear mask and carrying sanitizer	Tasks A. carry list in hand B. dropping listed items in the cart C.search for assistant if items can't find	Tasks A. scan items B. pay money through online or cash C.load items in reusable bags
EMOTIONS	Tensed whether i could handle this items or not Excited going to visit a store alone	Excited Nervous if items couldn't be listed on list	Sad if items are expensive Happy if items are at affordable price	Confused Relieved	I spent more than i thought i would Alert
IMPROVEMENT	Local vendors could provide as good quality as the store	To have an immediately accessible list	Frequent/regular updates on travelling route	Bring in deals or in membership quota	Offers to the regular customers