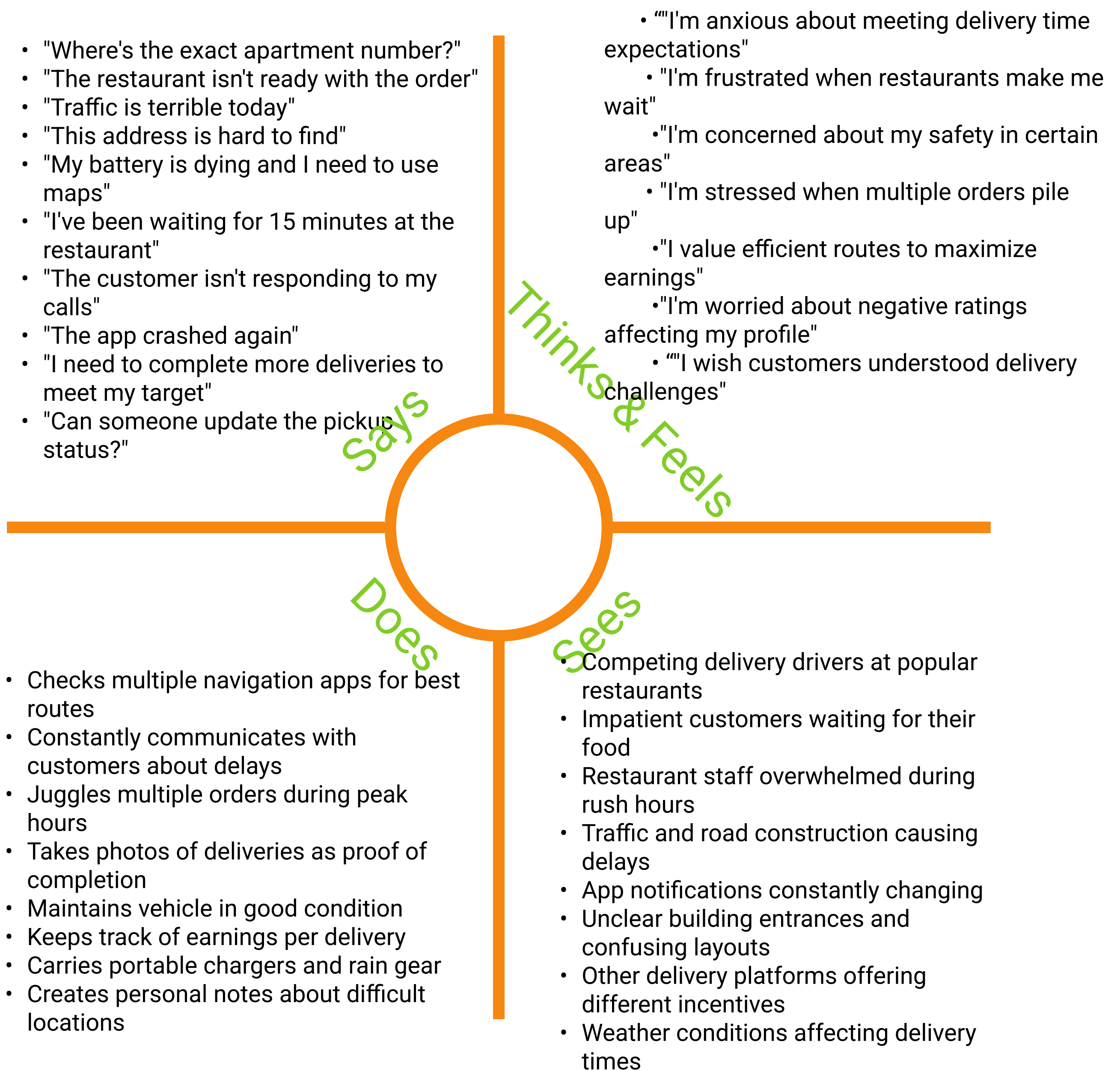


Empathy Map for a Restaurant Manager



Pain Points

- Unreliable app functionality during peak hours
- Poor network coverage in certain areas
- Unclear delivery instructions from customers
- Long wait times at restaurants
- Inefficient route suggestions
- Lack of support during delivery issues
- Inadequate compensation for difficult deliveries
- System crashes leading to lost information
- Difficult-to-navigate apartment complexes
- Safety concerns in unfamiliar neighborhoods

Needs/Opportunities

- Reliable offline mode for the delivery app
- Accurate GPS and navigation system
- Real-time updates about order status
- Fair compensation system based on delivery complexity
- Streamlined communication with customers and restaurants
- Safety features for night deliveries
- Route optimization for multiple orders
- Clear building/apartment access instructions
- Battery-saving app features
- Easy reporting system for delivery issues
- Pre-arranged pickup protocols with restaurants
- Recognition program for consistent performance