Persona: Aishwarya

Goal: my snacks are delivered to my seat (in movie-theater) so that I don't have to wait in line

ACTION	Select restaurant	Browse menu	Provide details	Place the order	Receive the order
TASK LIST	Tasks A. Decide the food during a movie B. Search the restaurants available in the vicinity of movie-theater C. Select the restaurant	Tasks A. Browse food items B. select the food/s	Tasks A. After adding items in cart proceed to checkout B. Provide the details of the movie theater and seat number and other relevant details	Tasks A. Check all the details provided B. Cross-check on the items present in the cart C. Place the order	Tasks A. Wait for the order to be completed B. Get the order on the seat C. Eat and enjoy movie
FEELING ADJECTIVE	1. Feeling rushed in search of restaurant 2. Unhappy with less amount of options	1. Too many texts than pictures - annoyed 2. Reviews not present - confusing to order	1. Unsure whether the food will be delivered inside movie theater.	1. Freaking out incase the food is delivered to someone else 2. Frustrated with scrolling in app to find the FAQ related to order delivery.	1. Distracted with checking the arrival time of the food inside the app 2. Happy to eat and enjoy the movie after the wait
IMPROVEMENT OPPORTUNITIES	App having many options of restaurants which can provide delivery inside movie theater	App which provides pictures of food as well as review of them. Provide search filters as well	App should make sure that the selected restaurant makes it clear whether they will deliver inside theater or not.	App should provide details of common order related queries.	App should provide notification of the updates related to order so that user doesn't have to look in the app regularly and can enjoy movie without distraction