

Persona: MARGARET

Goal: ORDER DISHES IN BEER GARDEN

ACTION	Go to the beer-garden	Find a seat	Choose dishes and drinks	Submit order	Pick up order
TASK LIST	Tasks A.Find the location of the beer-garden B. Go to the beer-garden	Tasks A. Find a free seats B. Sit at the free table	Tasks A. Open menu app B. Choose what want to order	Tasks A. Wait for waiter B. Make an order C.Double-check order	Tasks A. Pick up order B. Check the order for correctness
EMOTIONS	Worried about the fact that the beer-garden is quite far away	Worried about free seats	Get frustrated that menu app don't have screen reader	Stressed about time	Hopeful that order is ready
IMPROVEMENT OPPORTUNITIES		Add the ability of booking table	Add screen reader in menu app	Add advance ordering	