

# Persona: Felix

Goal: Find a bakery cafe to stay and complete his assignments.

ACTION	Determine closest bakery between home and school	Find the nearest bakery close to a subway	Order baked good	Find a seat	See if can order more food while still claiming spot
TASK LIST	Tasks  A. Find for nearest bakery that has sitting table B. Identify a bakery in between the home and school C. Use maps app to find the bakery	Tasks  A. Use map ap B. Check if the station has an easy access to the bakery C. Get to the specific station	Tasks  A. Find accessible kiosk (to order baked goods B. Determine which goods to purchase from the self check-out C. Or, manually pick which bread to purchase	Tasks  A. Look for an accessible space to sit at B. See when people leave to get the empty spot	Tasks  A. Stay in the seat B. Order and pay online
FEELING ADJECTIVE	<ul style="list-style-type: none"><li>- Intimidated</li><li>- Worried</li></ul>	<ul style="list-style-type: none"><li>- Hopeful</li><li>- Confused</li></ul>	<ul style="list-style-type: none"><li>- Conflicted</li><li>- Determined</li></ul>	<ul style="list-style-type: none"><li>- Stressed</li><li>- Alert</li></ul>	<ul style="list-style-type: none"><li>- Excited</li><li>- Hungry</li></ul>
IMPROVEMENT OPPORTUNITIES	<ul style="list-style-type: none"><li>- Mapping route between locations</li><li>- Wayfinding</li></ul>	<ul style="list-style-type: none"><li>- Wayfinding</li></ul>	<ul style="list-style-type: none"><li>- Better bread explanations</li></ul>	<ul style="list-style-type: none"><li>- Sensor lights on the ceiling that indicates when a seat is free (similar to the parking lot scenario)</li></ul>	<ul style="list-style-type: none"><li>- App to give in store delivery</li></ul>