



Says

What have we heard them say?  
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?

Zoho book  
for fresh  
bites  
catering

We will refer to  
accommodate  
your order  
changes to  
ability

Cancellations  
made less  
than 48 hours  
prior to the  
scheduled 40

Onrate  
occasions the  
catering  
department may  
be required

Our catering  
department  
anticipates  
minor  
changes

All order  
under 10000  
will be  
subject to a  
20.00

A two week  
notice is  
necessary for  
events to ensure  
department

To Pace an  
order access  
the catering  
order

Or catering  
department  
offers three  
different styles of  
catering services

Breakfast  
sandwich on  
either your  
choice of  
English uffin

An assortment  
bar featuring  
creamy  
strawberry and  
vanilla yogurt

An assortment  
of freshly baked  
mini Danish,mini  
muffins and  
bamanas

Fruit bowl  
featuring an  
assortment of  
cut seasonal  
freshfruit



Does

What behavior have we observed?  
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?  
What other feelings might influence their behavior?