

				unavailable items	
6. Feedback	Share opinion or suggest improvements	Feedback form, Star ratings, Surveys	Empowered, Appreciated	No easy way to give feedback, feels unheard	Simple feedback interface + real-time acknowledgment
7. Reflection	Look back on what they liked, plan for next time	Menu history, Ratings view	Grateful, Confident	Forget what they liked last time, repeats disliked dishes	Allow users to “favorite” dishes, view past feedback and trends



Optional Journey for Cafeteria Admin

Can also be mapped if needed — including stages like login → create menu → submit → edit/update → view feedback → generate reports.