

Date	28 June 2025
Team ID	LTVIP2025TMID60591
Project Name	Cafeteria Menu Display
Maximum Marks	4 Marks

## EMPATHY MAP CANVAS

### Empathy Map Canvas: Cafeteria Menu Display in ServiceNow

#### User Persona(s)

1. Employees – Office staff who want to check the menu before planning their meals.
2. Cafeteria Staff/Admin – Responsible for updating the menu daily/weekly.

#### Says

- "I want to know what's available before going to the cafeteria."
- "Is there a vegetarian option today?"
- "I waste time standing in line just to find out there's nothing I want."
- "Updating the menu is a hassle using paper."

#### Thinks

- "I wish I could check the menu on my phone or laptop."
- "It would be nice to see the full week's menu in advance."
- "A digital update would make things smoother."

#### Sees

- Printed menus on cafeteria walls (sometimes outdated).
- Long queues and confused people at mealtime.
- Colleagues sharing menu info via word of mouth or messages.

### Hears

- **“The food today wasn't great.”**
- **“Why didn’t they announce today's special?”**
- **“Wish there was an app for this.”**

### Pains

- **Inconvenience in not knowing the menu beforehand.**
- **Wasted time and food if people are unhappy with options.**
- **Manual effort for staff to update and share menus.**
- **Lack of transparency on food variety or dietary info.**

### Gains

- **Easy, real-time access to daily and weekly menus.**
- **Dietary filters (veg, non-veg, etc.).**
- **Fewer meal surprises, better planning.**
- **Reduced cafeteria congestion and complaints.**

### Needs

- **A centralized, digital menu system accessible via ServiceNow.**
- **Ability for cafeteria staff to update menus quickly.**
- **Option to give feedback on meals.**
- **Mobile compatibility for on-the-go access.**