

## 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?



what are the apps available

book mark some restaurants

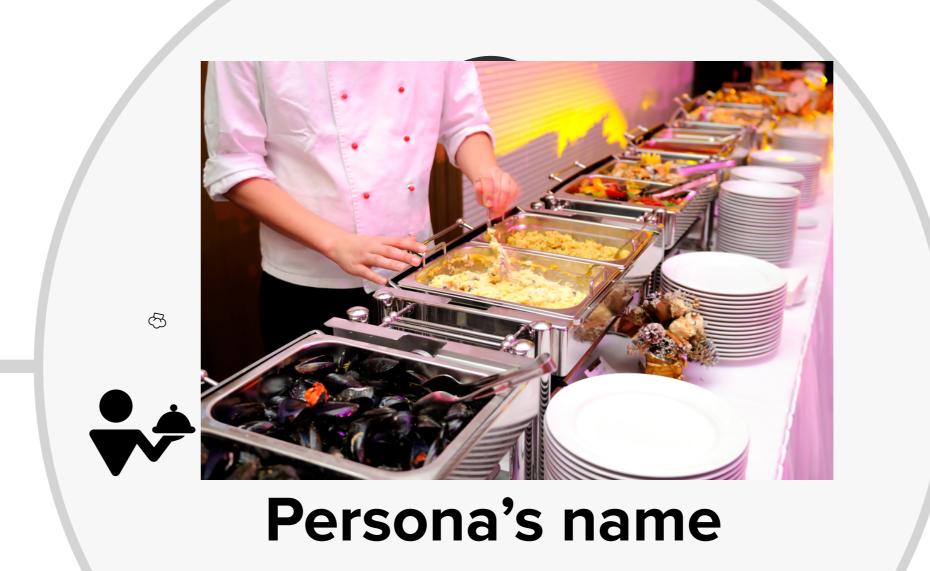
compares prices with other app

availability

seeking for guidance



get the food with less price get tasty and delicious food





tracing the food

check the rating and review

confused with discount

frusrated



trust issue

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?

