

Peer- Ben

POV Statement 1: John needs a *diverse* meal experience with different meals each lunch because the same meals every week is frustratingly monotonous.

The problem: Diverse is subjective and needs to be more defined. This statement does not specify what about the meals needs to be diverse, the type of cuisine, the ingredients, or how frequent the meals currently are.

Suggested statement: John needs lunch options that rotate daily, so no entrée is repeated more than once in two weeks because the same meals every week is frustratingly monotonous.

POV Statement 2: Chelsea needs a *calm, relaxing* environment to be able to get work done, re-energize, and bond with her teammates before practice.

The problem: calm and relaxing are good emotions for motivation but are not specific enough as to what Chelsea thinks is a calm environment. It does not say if she thinks the problem with her current environment is too loud, crowded, or lighting; nor does it state what she wants to get out of her new environment.

Suggested statement: Chelsea needs a dining room environment with noise levels low enough to hold a conversation without raising her voice and seating that allows her group to sit together without interruption.

POV Statement 2: John needs to be able to enjoy hot, *fresh*, diverse food because it's the small amount of time, he has to himself between his responsibilities.

The problem: Fresh in this statement does not have an operational meaning as to temperature, preparation time, or ingredient quality.

Suggested statement: John needs food that has been prepared with organic ingredients within the hour because it is the small amount of time that he has to himself between his responsibilities.