

	Mandy	Scenario		Goals and Expectations	
		Mandy is the mom of 2 young kids. It's Tuesday evening and the kids have a soccer game. She uses the pizza app to order just enough pizza for the family of 4. Dad doesn't like ham but the kids do. Mom is vegetarian.		<ul style="list-style-type: none"> - Get enough pizza for the family - To get value for her dollar - To be able to quickly get the pizza - To be able to have combos/ half and half pizzas if necessary. - To have options 	
	Research App	Order Pizza	Pre Pizza Pickup	Pizza Pickup	Post Pizza Pickup
Actions	<ul style="list-style-type: none"> - Research various options for pizza apps - Notice good option from pizzahut - Download app 	<ul style="list-style-type: none"> - Decide if picking up or delivering - Enter zipcode - Decide what your going to order - Choose pizza size - Choose toppings - Add additional items - Pay for pizza 	<ul style="list-style-type: none"> - Shower/ get ready - get the kids ready - pack the car with necessary items - leave the house - go to the wrong outlet 	<ul style="list-style-type: none"> - look for parking - look for the pick up area - try to get the attention of the csr - get the order 	<ul style="list-style-type: none"> - the order is wrong - go back to the outlet - make a complaint - get money back/ wait for a new pizza
Thinking	<ul style="list-style-type: none"> - I hope I could find a good deal 	<ul style="list-style-type: none"> - I wonder how these things taste - 	<ul style="list-style-type: none"> - Why didn't they give proper directions - We are running late 	<ul style="list-style-type: none"> - Why isn't the location properly labeled 	<ul style="list-style-type: none"> - I should have gone elsewhere and get a pizza - The customer service here sucks

Feeling	- Worried about if this is a good idea	- unsure about if I made the right choice	- Frustrated because the family is behind schedule	- Frustrated because the family is behind schedule	- Pissed off because family is hungry and now they have nothing to eat - Pissed off because family is late for the game
Above Expectations					
Meets Expectations					
Below Expectations		-			

