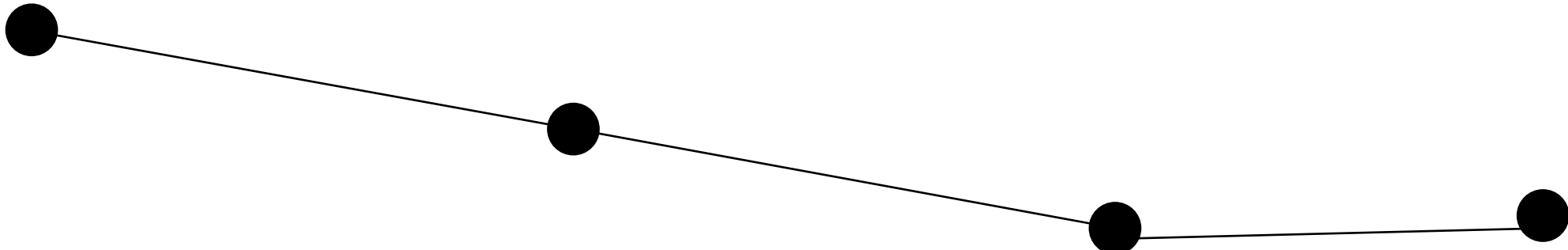## PETE

Want to reserve a table on Little Lemon restaurant website. He is planning to host an event.

USER EXPECTATIONS

- Locate reserve a table button
- Make a reservation.
- Receive confirmation.

	ENTER WEBSITE	LOCATE RESERVE TABLE OPTION	UNABLE TO LOCATE	OTHER MODE
DOING	· Open Little Lemon website on mobile, to reserve a table	· Search for reserve a table option on the website	· Want to exit this website.	· Searching for contact number
THINKING	· I want to reserve a table for upcoming event	· Reserve a table might be at the end of the website	· Are there any other ways to reserve a table	· What if my call is not answered? · What if I'm not able to reserve a table?
SAYING	· It is better to reserve a table so that I don't have to wait too long	· Why am I unable to locate the reserve a table option	· I don't want to go to a restaurant and wait there	· This is my last option; if not, then I have to look out for other restaurant.
FEELING				

OPPORTUNITIES

Need to add reserve a table option. Home page section should have reserve table option, from where customer can easily book their table.

TO DO

- Add reserve table option.
- Add form where customer can enter details.