

Anthony

Cleanliness

I want the place to be clean

Ease of use

I hope it's easy and quick to pay

Service

I'd like the service to be great to come back again

Friendliness

I'd like to see familiar faces

Fears

I want to feel like technology won't be an issue

Recognition

I'd like to hear my name when it's my turn to be served

Environment

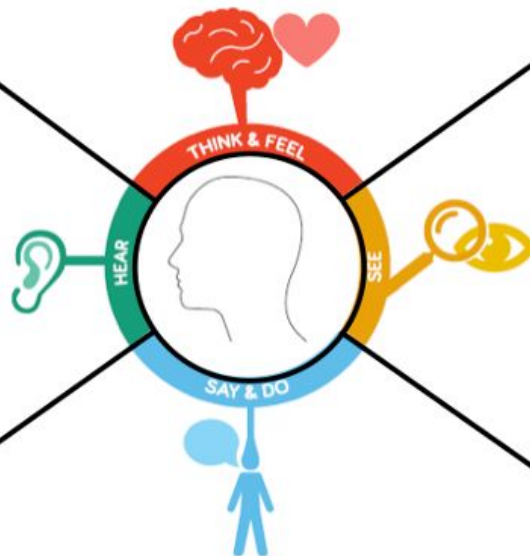
I want the place to be quiet and friendly

Socializing

I want the staff to chat with me

Greeting

I'd like to be greeted when I'm served and when I'm about to leave the pharmacy



Service

I want to be served by a friendly face

Lighting

I'd like the place to be not too bright and not too dark

Crowd

I want to see a very short line of people

Courtesy

I'd say grateful words to the staff for helping me
I'd say how helpful the staff was
I'd happily say hello and goodbye to the staff
I'd ask the staff how their day is going

Bill

Fast service

I'd think "the service is blazing fast"

Cleanliness

I want the place to be clean

Habit

I'd like to feel like I've used a similar app before

Ease of use

I hope it's easy and quick to be served

Space

I'd like to see a modern waiting room with few people

App

I'd like to see a modern and responsive interface for the prescription's app

Staff

I want to see plenty of staff so that I don't have to wait

Frequency

I'd use the prescription's app every time

Courtesy

I'd happily say hello and goodbye to the staff

Recommendation

I'd like to recommend the app to other people

Fast service

I'd like the conversations with the pharmacist to be minimal

Recognition

I'd like to hear my name when it's my turn to be served

Greeting

I'd like to be greeted when I'm served and when I'm about to leave the pharmacy

Environment

I'd like the pharmacy to be a relatively quiet and calm environment

