Sira is a tourist from South Korea currently lives in hotel in Calgary for 3 days with her friends. She and her friends wants to go snowboarding in Banff but they don’t have any gears to do. They already choose the ski hill to go, so they want to check for the rental place. Sira and her friends are going to search in the app and change to Korean language to see more comfortable. They finds the information about ski gears rental in Calgary. And they pick the cheapest and nearest place to rent and gears. In the ski hill, one of her friend is hurt in the middle of the slope. So she finds ski hill information center number and ask for help. After a few minutes later, snow patrol come and get her friend to the nearest hospital.

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| **Task step** | **Knowledgeable?**  **Motivated?**  **Believable** | **Comments/suggested fixes** |
| Turn on the phone | No problem |  |
| Open our app | * Yes, she is used to use lots of apps * She is motivated to do this because she wants to search in the app * Yes | We assume that she can open the app and there is no compatibility issues. |
| Change language to Korean | * She has an experience in using apps, so she knows language change option will be in settings. Usually, setting buttons are inside of side menu, so she will tap the hamburger button * Yes, she is definitely motivated because she is Korean. | The language change button should be visible and as obvious as possible when opening the application.  There is nothing more difficult than trying to figure out how to change the current language to your spoken language if you have to decipher the language.  Maybe make the settings button a gear icon since the settings button for android is also a gear button. This helps facilitate positive transfer. |
| Find the information about rental | * She already decided which ski hill to go, so she taps the ski hill in the main screen. She can see the buttons which can be swiped, and there is Lift & Rental button. * She is motivated because she doesn’t have a gear. | The rental button is already visible the moment you access the resort overview. You do not need to scroll across the menu options to find this. |
| Compare the price of rental and distance from the resort. | * Yes, she can see not only the list of information about rental fee in ski resort but also other places to rent near the ski resort * She wants to save money from renting and go nearest rental place. | The prices of the rental items are visible under the actual item. This resembles the online shopping experience where you have items and the prices of the items located beneath it. This helps facilitate positive transfer. It is possible that she has done online shopping before so viewing rental items will be no different. |
| Ask help by emergency calling | * She will be little bit confused by finding the number to call, because it’s in the side menu * Yes, her friend is in real danger now, so she definitely needs this function | Solution: The emergency contact information is really important so it would be wise to include in the resort overview page so that it is easy to find.  The emergency contact information can be listed as a number under the resort name. |

Benjamin is an exchange student from Norway and he is in intermediate level of skiing. He is expecting so much to ski in Banff, so he tries to find which ski hill is the best in Banff. He thinks important to check price of lifts, whether it is opened or not, accessibility, and ratings. He is planning to go for 3 days, so he also wants to find a good place to sleep near ski hill which provides kitchen. He will buy some foods that he’ll cook for breakfast, lunch and dinner, so he checks for grocery stores near the accommodation at the map.

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| **Task step** | **Knowledgeable?**  **Motivated?**  **Believable** | **Comments/suggested fixes** |
| Open our app | * Yes he is used to use lots of apps * It is not sure, because he may like to search in laptop * Yes | We assume that he can open the app and there is no compatibility issues. |
| Finding information about lifts | * Yes, he can tap a few of ski hills to compare. He can see the buttons which can be swiped, and there is Lift & Rental button. * Yes, he thinks it’s important to  check it and there are all of information about lifts in it | Information about lifts are accessed through a slide menu.  It is important to emphasize that the menu options can can rotated left to reveal more menu options. |
| Compare accessibility | * Yes , as same as before step, he can find the Location & Bus button in the screen. He can tap that button see the map in detail to check which ski hill is nearest from his university. * Yes, he really wants to go nearest place. He can compare all the distances from the university by using google map which is linked to our app |  |
| Look at the ratings and reviews | * Yes, Review tab is at the bottom of the screen in each ski hill screen, which is really easy to be found, so he can just swipe up to see the list of reviews and ratings. * Yes, as same as before he thinks it is quite important to know about other people’s evaluation. * Yes, he is absolutely written by people who have been to the ski hill by looking at photos. | The review button is directly under the resort name |
| Finding hotel to sleep | * Yes, he as same as before, he can tap the Hotel button, and compare the prices and distance from the ski hill. * Yes, he is going to ski for 3 days, so he definitely needs place to sleep. * Yes, in the Hotel screen, it shows the price of each hotel by the number of $, and distance by Km. And also has a ‘More’ button to link hotel’s website. |  |
| Finding grocery store near the hotel | * Yes, there is a map which is connected to google map, so he can easily check the nearest grocery store from hotel. * Yes, he has to cook lunch and dinner in hotel, so he has to know. * Yes, our app uses the google map, so it is believable. |  |