



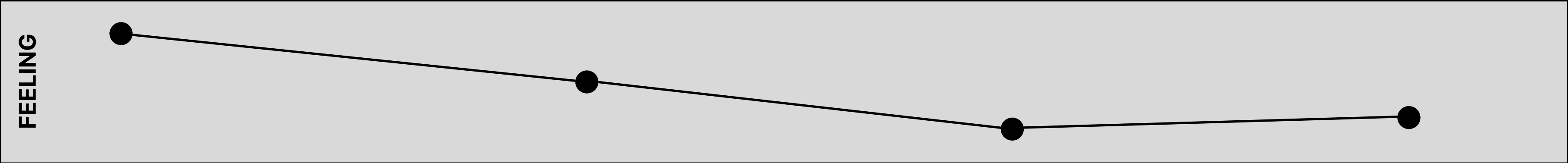
TILLY

is trying to book a table at her favourite restaurant the *Little Lemon* for her father’s birthday.

USER EXPECTATIONS

- Select Time and Date
- Select number of diners
- Choose where to sit
- Enter data

	ENTER WEBSITE	SELECT DATE TIME & NUMBER OF DINERS WHERE TO SIT	DETAILS	CONFIRM RESERVATION
DOING	<ul style="list-style-type: none">• Open Little Lemon Website.• Find where I can book a table.	<ul style="list-style-type: none">• Select the date time and number of diners	<ul style="list-style-type: none">• Reserve a table.• Add details.	<ul style="list-style-type: none">• Enter payment details.• Create account.
THINKING	I ‘m looking forward to this!	hmm - I want to sit outside! Can I tell them it’s a birthday and one guest is in a wheelchair?	What is going here?	
SAYING	Great - I can book a table online.	No option to where I want us to sit or option to say it’s a special occasion!	Have I booked this? Where is the confirmation?	This is confusing! I’m going to phone the restaurant to check if I have booked



OPPORTUNITIES

There is an opportunity to add seating options. Customers can do this from the point of booking. They should also be able to say what occasion it is and add some comments if necessary.

TO DO

- Add Indoor/Outdoor Seating Option
- Add Occasion Menu
- Add a Comments Box