A person holding a computer

Description automatically generated with medium confidence

*Renita is tech savvy and likes to have everything pre planned , always like to book the table in food in before arriving the restaurant to avoid waiting for table. She also like to choose the table in the restaurant.*

* *Like to have the user-friendly website*
* *Expects to have confirmation via email*
* *Expects to view booking history*
* *Don’t like to login for viewing food price and ordering*
* *Frustrated with too many credentials*
* *Finds difficult to imagine the type of food without picture and qty of serving*

*Needs / Expectations*

*Frustrations / Concerns*

* *Website should be easily accessible*
* *Able to view and order food with or without user account*
* *Able to edit the order and booking*

*Anxieties / Motivations*

* *Expects floor plan of the restaurant with table location*
* *Able to order food and drinks in advance*
* *Like to have the chat interface simple and organized*
* *Website should show food menu with pictures, size, and price*
* *Expect to have option for dine in or delivery*

*Goals and Tasks*

*32 Years / Singapore*

RENITA

*Manager – Software Development*

*Personal Data*

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