Thinks Says What are their wants, needs, hopes, and dreams? What have we heard them say? What can we imagine them saying? What other thoughts might influence their behavior? It can provide catering and hospitality services and It will support restaurent small business and local spending Is it convenient to the It can provide Is that peoples? more ingredients employment are selected opportunities in the safe most of the to others method? food product causes allergies and disease to the peoples Persona's name Short summary of the persona peoples are satisfied with this type of services It can save the time provide and cost more offers to the peopls The quality most of and taste of provide peoples better food was prefer this services to temptating type of local peoples services **Feels** Does

See an example

What behavior have we observed?

What can we imagine them doing?

What are their fears, frustrations, and anxieties?

What other feelings might influence their behavior?