

EMPATHY MAP



SAYS

- 1 what different restaurants are available?
- 2 Disappointment when there are no offers
- 3 bookmark some restaurants
- 4 instructions how the food to be cooked

THINKS

- 1 what type of should I order
- 2 how much time does it takes to deliver
- 3 restaurant with less range
- 4 quality of the food



USER



DOES

- 1 checks all the offers and restaurants
- 2 checks the rating and reviews for restaurants
- 3 tracking the location of food
- 4 talk with restaurant staff

FEELS

- 1 may or may not be satisfied with food
- 2 feel hungry
- 3 if food delivered on time feels happy else no
- 4 feels angry if food items missing