



Says

What have we heard them say?
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?

Search for specific flower arrangements or categories, such as "sympathy flowers" or "wedding bouquets."

"I'm hoping for a hassle-free and convenient ordering process."

Make payments through the available payment methods.

Leave reviews or feedback after receiving their orders.

"I want to ensure the flowers arrive on time and in excellent condition."

"I'd like a personalized touch to make the recipient feel special."



Provide delivery information, including the recipient's address and delivery date.

There might be anxiety about choosing the right flowers or arrangements, especially for significant events like weddings or sympathy occasions.

Search for specific flower arrangements or categories, such as "anniversary bouquets" or "birthday flowers."

Wait for the delivery to arrive as per the specified date and time.

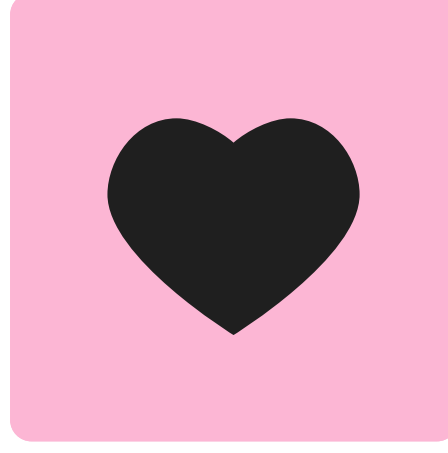
Customers may feel excited about the prospect of purchasing or sending beautiful flowers for a special occasion or to convey their emotions.

There could be apprehension about the cost, and whether the flowers will live up to their expectations.



Does

What behavior have we observed?
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?