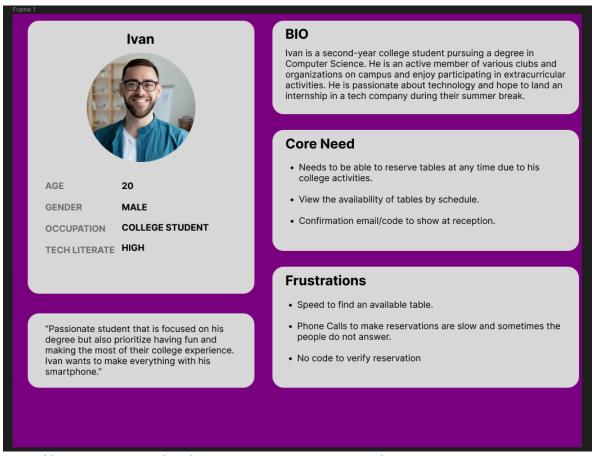
#### **Problem Statement**

Little Lemon is a small restaurant that has been expanding over the years due to its experience and dishes. In an effort to enhance the operations of the establishment, the company needs an online reserve-a-table feature on its website, so the clients can ensure their reservation from their smart devices/computers whenever they want. This feature will allow the staff to identify the number of customers per hour and attract newcomers. With the aforementioned statement, the user story that results is: "As a User, I want to be able to reserve a table from my smartphone, so I can do it whenever and wherever I want."

#### **User Persona**



https://www.figma.com/file/745L3wnyqLNczvwW3F9oeZ/User-Persona?t=FHFufnYVMkz80eDW-1

# **Journey Map**



#### Ivan

Is trying to make a table reservation on a Thursday night on the Little Lemon Website. He wants to have a table for Friday night for two people.

#### **User Expectations**

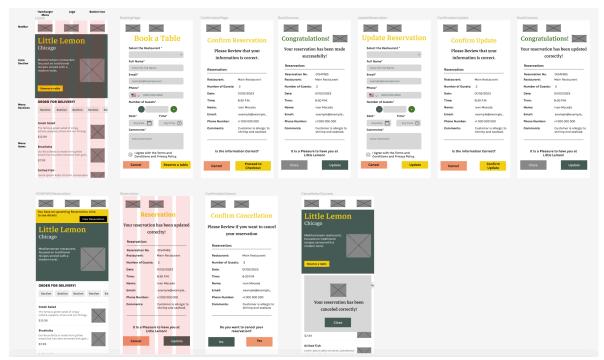
- Being able to make a reservation at any

- Being able to make a reservation at any time.
  Ability to verify if tables are available.
  Enter the number of people per table.
  Obtain a confirmation code.
  Arrive at the restaurant at the reservation time and have a table ready.

	<b>Enter Website</b>	Select Reserve Table	Details	Confirmation
Doing	Open Little Lemon Website.     Locate the reservation section or button	Locate and click the reservation button.	Enter Contact Information     Select number of guests     Date and Time     Agree with terms and Conditions	Verify the booked table
Thinking	Where is the reservation section?     I hope that the website has the reservation functionality	The site contains a Reservation functionality but it was hard to find.	Hope there is a table for tomorrow and the process is easy to follow, because finding it was a little bit difficult. There is no Edit option, I selected a wrong time.	The time is wrong I wish i can change it.  How it did not show the availability per time and date?!
Saying	Great I can book a table online	Hope there is a table for tomorrow and the process is easy to follow, because finding it was a little bit difficult	Thank God that there is contact information so I can get my confirmation  How is it possible that I cannot edit my reservation!	I love the restaurant but I hate that its reservation feature!
Feeling	•	•	•	•
(	Opportunities		To Do	
<ul> <li>Customer wants to see the availability of the restaurant per time and date.</li> <li>Guests want to edit their reservation.</li> <li>Customers want to receive confirmation email, not only the site notification</li> <li>Add option to see reservations made on homescreen</li> </ul>			<ul> <li>Add edit functionality on reservations.</li> <li>Add email confirmation to notify customer.</li> <li>Add comment section for any additional information.</li> </ul>	

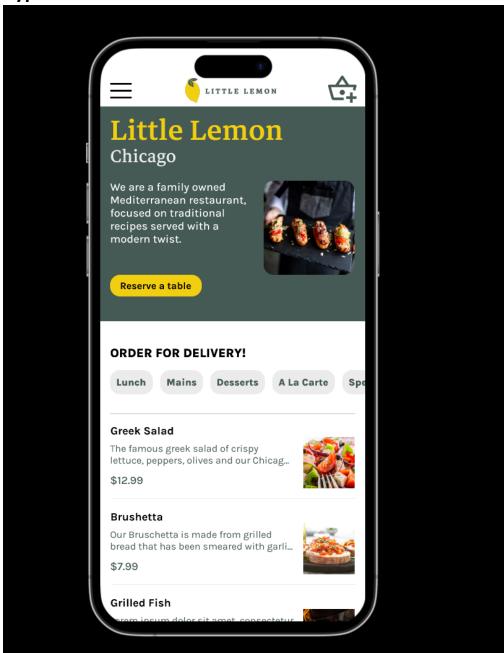
https://www.figma.com/file/KPZYsYJcGyKYhpRRmE9Rw3/CustomerJourneyMap?t=FHFuf nYVMkz80eDW-1

### Wireframes



https://www.figma.com/file/Ls8rYPTMhRUT4mYe45PlVI/BookTableWireframe?nodeid=0%3A1&t=63HO722tcqqm8Pk2-1

# **Prototype**



# **Prototype Mode:**

https://www.figma.com/proto/wZtOv0FGxgL7XVxh06t1Ed/BookTablePrototype?scaling=scale-down&page-id=0%3A1&starting-point-node-id=23%3A330&node-id=1-36

# Figma Files:

https://www.figma.com/file/wZtOv0FGxgL7XVxh06t1Ed/BookTablePrototype?t=FHFufn YVMkz80eDW-1