



Scenario

Tony was tired by his work. He wanted to go to a good coffee shop where he can get himself refreshed.

Expectations

- Great customer service
- Good quality coffee
- Good atmosphere

Decide

1. Looks for a good coffee flavour
2. Selects the flavour she wanted and decides which shop is best for drinking coffee
3. Calls her friends to meet at the coffee shop

Travel

4. Drives to the coffee shop
5. Stands in the line and buy the coffee for her and her friends
6. Finds a table to sit

Experience

7. Drinks the coffee and talk to her friends

Return

8. Exits the coffee shop
9. Drives to home

