

# Persona Scenarios

**Mark Dean (Wanting to book at the restaurant for the first time) –**

**Context:** Mark wants to book a slot at the restaurant for the first time. He learnt from social media that the restaurant is now taking online bookings so he checks the website.

**Claire Smith (Wanting to see her loyalty points after booking numerous times) –**

**Context:** Claire has already used the web application numerous times to book a slot at the restaurant. She now wants to see how many loyalty points she has gained and what rewards she can spend them on.