


<div><div></div><div><div>Safaa Mouzakki</div><div>is trying to book a table at Little Lemon Restaurant.She wants to reserve a table without visiting the restaurant physically.</div></div></div> <div><div>User Expectations</div><div><ul style="list-style-type: none"><li>• Select the dining area.</li><li>• Book seats reserve for table.</li><li>• Pay booking fee conveniently.</li><li>• Have a nice dinner</li></ul></div></div>			
	Mobile App	Book Seats	Leave Application
DOING	<ul style="list-style-type: none"><li>• Open Little Lemon app.</li><li>• Finding where to book a reservation</li></ul>	<ul style="list-style-type: none"><li>• Swipe through app.</li><li>• Navigate to different pages</li><li>• Trying to find table booking section</li></ul>	<ul style="list-style-type: none"><li>• Leaves the Application.</li><li>• Makes a call to the restaurant.</li></ul>
THINKING	Lets skip the hustle!	Do they offer table booking from Application?	Looks like I wasted my time.
SAYING	Great! I will reserve a table here.	Let me see where can I find table booking section.	I am going to phone the restaurant.
FEELING	<div><div></div><div></div><div></div></div>		
Opportunities		To Do	
There is an opportunity to add a table reservation section. Customers can select their desired dining area and number of people. They will make some advance payment to book the table.		<ul style="list-style-type: none"><li>• Add a Sign In/Up.</li><li>• Add a table reservation section.</li><li>• Add a menu bar.</li><li>• Add features.</li></ul>	