

## Customer Journey Mapping

**Bob** must provide food for his family but works two jobs extending beyond the hours that the phone booking is open for.

Bob would like an easy way to see what is available at the food bank and be able to book a time for pickup or delivery when he gets home at 8pm.

### Expectations:

- Options available to browse
- Booking times available to browse
- Confirmation/ Notification of pick-up/ delivery time and location

