



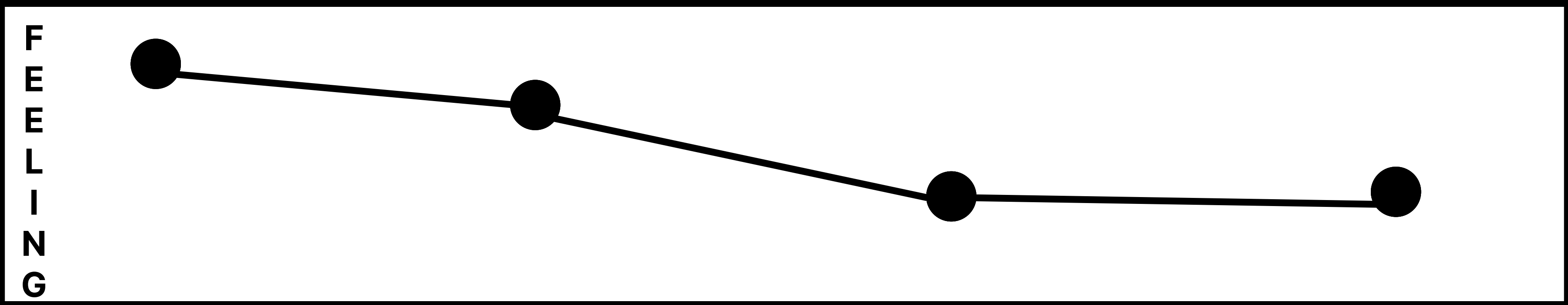
RAKSHANA S

is trying to book a table on the Little Lemon. She wants a table for 2.

USER EXPECTATIONS

- Reserving table.
- Understandable representation of the reservation.

ENTER WEBSITE	RESERVE A TABLE	DETAILS	PAY
<div>DOING</div> <div>1. Open Little Lemon website. 2. Search for reserving table option.</div>	<div></div> <div>1. Search and click on reserve table.</div>	<div></div> <div>1. Reserve table.</div>	<div></div> <div>1. Create Account. 2. Enter payment details.</div>
<div>THINKING</div> <div>I am so tired - can't cook at home, will go outside for dinner.</div>	<div></div> <div>hmm-where can I add reservation for 2 people and time.</div>	<div></div> <div>What is goin on here?</div>	<div></div>
<div>TELLING</div> <div>Great- I can reserve a table for tonight.</div>	<div></div> <div>No date and time scheduling? I want to book for tonight!!</div>	<div></div> <div>is it reserved? What time is the reservation is for?</div>	<div></div> <div>This is terrible . I want to call the restaurent</div>



OPPURTUNITIES

There is an opportunity to add section of date and time for reservation in Little Lemon website. Customer should find easy to use Little Lemon.

ACTIONS TO DO

- Add date and time selection for table reservation.
- Add people count.