GOALS

-> Make proper schedules by considering volunteer, diner and meal center timings

-> Raise funds for the organization

-> Communicate proactively with the diners, meal centers and volunteers

-> Help to reduce the production and packaging cost of Diners/Cafes

EMOTIONAL REACTIONS

FRUSTRATIONS:

-> To keep a tab of all the activities going on and responding to it

-> Lack of volunteers

-> Lack of common communication platform

HAPPINESS:

-> To provide solutions to diners for reducing food production

-> To reduce carbon footprints by providing excessive food to church

LORA BARNES

Age : 21
Work : Student | Eboard member of organization

POSSIBLE TRIGGERS

- Convenience
- Usability
- Detailed information
- Efficient communication

INHIBITING FACTORS

-> Already existing communication platforms

-> Need time and effort to make everyone use the platform

-> Need time to learn how to use the platform

MOTIVATING FACTORS

Proactive communication

Get detailed information

Get more resources

Get in - time notification

GOALS

-> Reduce the excessive production of unwanted food items

-> Reduce the cost and man power needed in the process of helping the organization

-> Communicate efficiently with the organization

EMOTIONAL REACTIONS

FRUSTRATIONS:

-> When volunteers collect food during Diner opening times

-> Sometimes helping the organization costs extra time, labor and money

-> Volunteers don't collect food on time and there is no space left in freezer

HAPPINESS:

-> Instead of throwing the food in dustbin, it is used for helping the community

-> Organization is helping in reducing the production cost and the food wastage

STACY BECKER

Age : 35
Work : Diner Supervisor

POSSIBLE TRIGGERS

Convenience

Efficient Communication

INHIBITING FACTORS

-> Already existing communication platforms

-> To download another app in their phone

-> Need time to learn how to use the platform

MOTIVATING FACTORS

Detailed Information

In - time notification

Proactive Communication

OSCAR COBB

Age : 20
Work : Student volunteer for the organization

GOALS

-> Want to serve the community and help people
-> Want to reduce the food wastage
-> Want to do volunteer work efficiently

EMOTIONAL REACTIONS

FRUSTRATIONS:

-> Take out time from schedule for volunteering work
-> When don’t get help from diner/cafe during inventory process

HAPPINESS:

-> When deliver food to church
-> When get information about food quantity from cafe/diner which can reduce their time and efforts

POSSIBLE TRIGGERS

- Convenience
- Popularity
- Detailed information
- Organization Requirement

INHIBITING FACTORS

-> Already existing communication platforms
-> To download another app in their phone
-> Need time to learn how to use the platform

MOTIVATING FACTORS

Detailed Information

In - time notification

Reduce workload