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Sarah is a middle age woman, Sarah, who would like to get her home needs from the grocery store while she is returning from work and still has busy time during the day ahead.

Before Scene:
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Sub-Task	Enter the store doors	Grab the needed grocery	Walk toward the checkout points area	Go to the line and wait	Do the purchase and and pack the grocery	Walk with the grocery to her car
Scenarios	Sarah drives to the from work to the grocery and park her car in the parking area. Then, she enters the grocery store doors.	Sarah quickly grabs her grocery needs and put it in the shopping cart.	Sarah quickly grabs her grocery needs and put it in the shopping cart.	Sarah walks to the checkout point, search for a short line and wait in this line for her turn.	Sarah pays for the grocery at the checkout point and pack the purchased items.	Sarah pack the grocery in her car and drive back home.
Considerations	Sarah wishes if there is a screen to display the number of consumers in the grocery store in order to understand the estimated time required to do her shopping.	Sarah would to easily get her grocery to redcue the time required in the store.	Sarah needs to easily access the checkout point area.	Sarah would like to have a way to identify which checkout point has fewer number of consumers waiting in the line. Also, she would like to know the expected waiting time at each line.	Sarah would like to have a quick way to pack her purchased items into shopping bags so she can leave early.	Sarah needs to easily find her car in the parking lot instead of spending long time searching for it.
Pain Points	Sarah doesn't have any idea about the estimated time she will stay inside the grocery store or the number of current consumers.	Sarah takes time reach her items in the store.	Sarah takes long time to walk inside the store to reach the checkout point and usually get lost inside the store.	Sarah take long time to search for a checkout point with few number of waiting consumers. Also, she can't identify the expected waiting time in each line.	Sarah finds packing the items waste a lot of her time and would like to have a better and quicker method to pack her items.	Sarah forgets where she parked her car and takes time to find her car in the parking lot.
Functionality	1.1 Install a screen to show the number of current consumers and the estimated time to sepnd in the store.	2.1 The grocery items should be organized in a way to make it easy to reach items.	3.1 Install direction arrows to easy find the checkout points area.	4.1 Highlight the checkout points with fewer number of waiting consumers.	5.1 Hire experienced personal to help packing the items.	6.1 Installing a numbering system to allows consumers to easily find their cars.
	1.2 Provide a mobile app that show the current number of consumers in the store and the estimated time in store.		3.2 Provides a mobile app to give updates about the current checkout points with fewer number of consumers.	4.2 Display the estimated waiting time for each line.	5.2 Use easy to open and pack bags.	6.2 Add a function in the mobile app to help consumers to save their car location in the parking lot.
	1.3 Highlight the parking lots that are close to the store doors.		3.3 Provides easy routes to reach the checkout points.	4.3 Use the signage and color coding to highlight the checkouts points that only accept consumers with few items (10 or less pieces).		
				4.4 Let employees to guide the consumers to the empty checkout points and the checkout points with few waiting consumers.		

■ High priority - address these tasks first.

■ Moderate priority - address these tasks after the high priority tasks.

■ Low priority - address these tasks after the high and moderated priority tasks.