

Flow

what do customers want & need?

Centre

Your Centre's Name

Name

Person's Name



Description

Short Description of user. For example, how old are they, what do they do for a living, what do they like to do?

In the Space

Visiting Times

-  AM / PM / Evening
-  Weekdays / Weekend
-  Often / Occasionally / Rarely

Questions they Frequently Ask

"Where is this?"

"Who should I speak to for this?"

"Do you have this?"



Common Needs

Homework support

Place to meet friends

Study space



Services Used the Most

Homework club

