Making a Peanut Butter & Jelly Sandwich

**Phase**
- Feeling Hungry
- Decision Making
- Preparation
- Eat the Sandwich

**Actions**
- Jane's stomach grows
- Decide on food to cook
- Make shopping list
- Travel to grocery store
- Buy PB&J ingredients
- Make sandwich
- Eat the PB&J

**Touchpoints & Devices**
- Computer
- Refrigerator
- Bus
- Money
- Food

**People & Environments**
- Home
- Grocery Store
- Clerk
- Home

**Scenarios**
- Jane is working at home and realizes that lunch time is quickly approaching.
- Jane searches the internet for meal inspiration and decides to make a PB&J sandwich.
- Jane realizes that she has peanut butter and jam but is out of bread and other pantry staples.
- Jane writes a shopping list and takes a bus to her local grocery store. She buys bread, milk, eggs, and fixings for dinner. After checking out, she catches the return bus home.
- Jane makes herself a PB&J sandwich with her fresh bread and pours herself a glass of milk.
- Jane sits down and enjoys her lunch.

**Thoughts & Feelings**
- Jane is rushing to finish a paper for school and suddenly feels very hungry.
- Jane is already working on her computer, so she does a quick online search for a fast and affordable meal.
- Jane is concerned about finishing her paper and wants to return from her errands quickly.
- The bus is running five minutes late. Jane uses this extra time to catch up on a podcast series.
- The groceries exceed Jane's budget and she calculates if she has enough money for bus fare for her return ride.
- Jane recalls a gourmet PB&J recipe that requires the bread to be toasted, so she toasts the bread before spreading the peanut butter and jam.
- Jane feels relief as she eats her sandwich, drinks her milk, and finishes her paper before the deadline.

**Proposed Changes**
- Jane should have quick and nutritious snacks available during the day.
- Jane should manage a well-stocked pantry so she doesn’t need to run to the store.
- Jane should buy a monthly student bus pass so bus fare is not a burdensome expense.
- Jane should manage her schoolwork deadlines in advance so her assignments do not conflict with her ability to eat.