

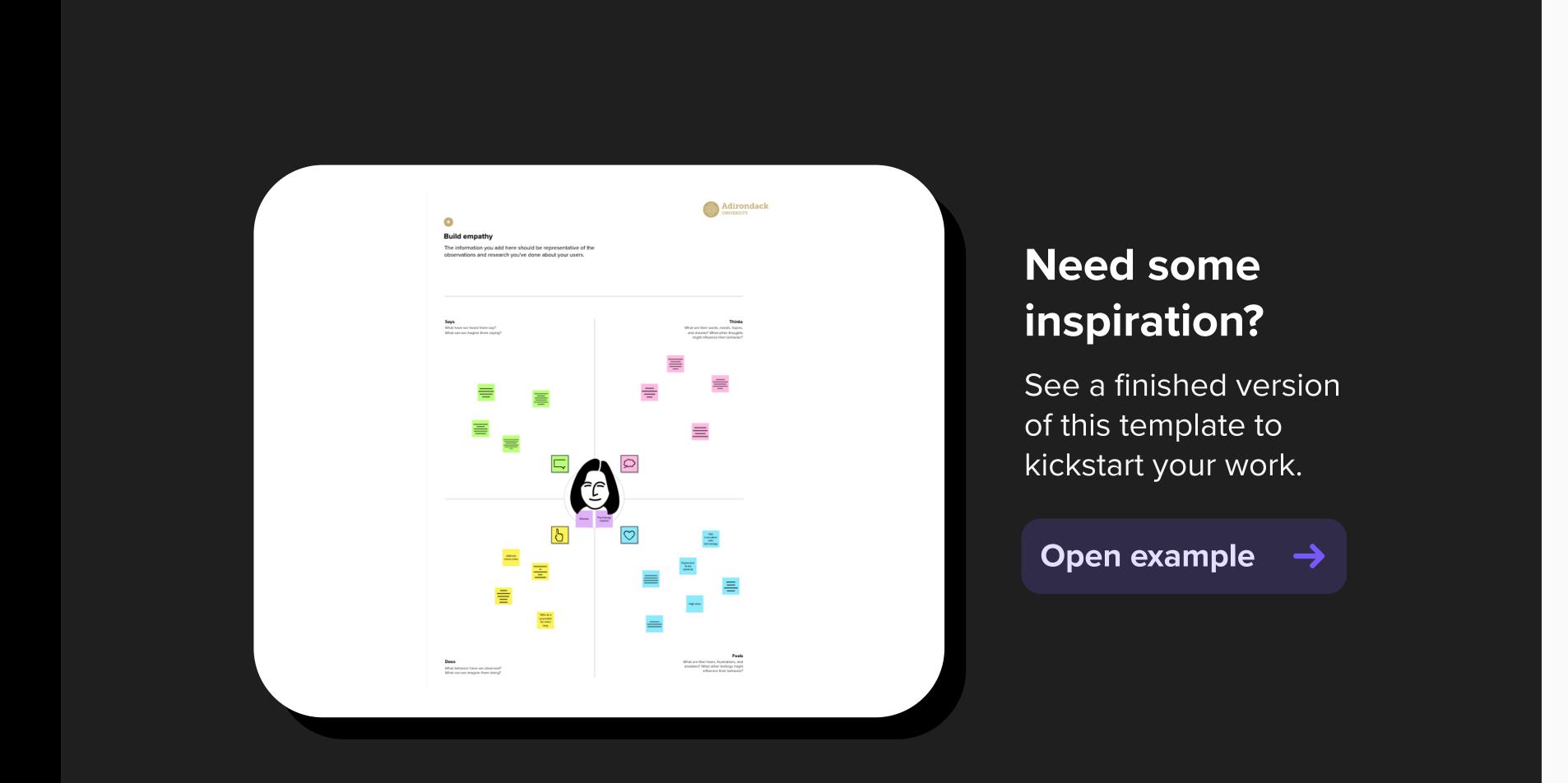




Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

Share template feedback





Build empathy

The information you add here should be representative of the observations and research you've done about your users.

Thinks Says What have we heard them say? What are their wants, needs, hopes, What can we magine them saying? and dreams? What other thoughts might influence their behavior? I am sorry you are That would productive having this Its very frustrate and fun problem good me too place place I Really I realise how proud this upsetting this must be hotel RADISSON HOTELS CUSTOMER SERVICES

House keeping service is good

staff is helpful and energetic

What behavior have we observed?

What can we imagine them doing?

Does

clean
and
hygiene

production and good working culture

Nice place overall

d Great experience

Foc

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?



