

SAYS

It's better to reach way before cause there are very long queues

Airports are too confusing

have to pay severe attention everytime when there is an announcement

I always ask the staff 2 times where to go next

THINKS

He wants to be guided properly at every step

Wish to be before time for the entire process

Does not wish to take any risk of missing the flight

Expect a very smooth experience

Wants personal touch

OCCASIONAL TRAVELLER

Arrives way too early

does not roam around unnecessarily

double checks everything

seek assistance or help for small things too

Sometimes confused

Under-confident

impatient

Frustrated cause no proper sign boards

Hyper throughout

DOES

FEELS