

# Customer Journey Map

CHANNELS	AWARENESS	INTEREST	PURCHASE	RE-PURCHASE
INSTAGRAM	SEE FRIEND'S STORY CHILLING AT BEAUTIFUL & PRIVATE HOTEL.			
FACEBOOK	FACEBOOK PAGE POST THAT PLACE IN TOP HOTEL RECOMMENDED.			
WEBSITE		GO ON WEBSITE CHECK MORE DETAILS & PROMOTION.		REVIEWS IN WEBSITE "THAT'S NICE PLACE" CONSIDER FOR NEXT HOLIDAYS.
APPLICATION		FIND MORE DEALS IN TRAVEL APPLICATIONS TO COMPARISON.	GOT BEST DEAL, WHEN RESERVE BY TRAVEL APPLICATION.	
HOTEL			CALL TO HOTEL FOR CONFIRM ABOUT RESERVATION.	

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