Layla Olivia

wants to reserve the best place to visit with quality service and recognition.

Stages of the Payment & Searching Compare Consider Journey confirmed searching further to get details finding the most suitable place to Analyze prices and Search for websites to get to about packages and services **Activities** availabilities to clarify check in know details about hotel offered by hotels further details reservations Reserving hotels and make create user accounts to get full check the distance to the payments access in every site places to visit giving feedbacks on satisfaction Going through recommendations Going through user ratings and compare with previous and random websites to get more comments posted on services user comments on same details hotels Find best prices and features provided by hotels Touchpoint map Giving feedbacks on satisfaction Deciding the best choice Starting to search on web sites Doing the reservations Read blogs and watch videos Ask customer care agent to get further supports curious about services Creating accounts to get Read customer feedbacks additional features Find prices and services provided **Touchpoint** blog information (hotel E payment receipt Internet Internet area, rooms details, **Notification Emails** Social media **Emails** visiting places, location of the hotel) Friends Google map