



Says

I want a car with great mileage

I really need a spacious interior

I need something safe and reliable

Technology features are important to me

Thinks



Do I really need all these extra features?

Am I getting the best price

I want a car that is suitable for rough terrain

Customer

Ask alot of questions

Compare prices of different rental serives

Complete the pre-booking procedure

Excitement about the trip

Nervous

Uncertain feelings



Does

Feels

