



Says

What have we heard them say?
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?

They need low-cost air lines, even those on a more limited budget can afford to go on vacation domestically or to foreign countries.

One of the best advantages of airplanes, is that when you need to get somewhere fast, flying is often the best option.

They have a few basic expectations: Timely arrivals, correct baggage handling and safely reaching the destination.

They need all booking options and services available in one single place, pay with their preferred payment method.

Translate the not understandable language.

If you fly a low-cost airline, you probably won't get meals, wi-fi, in flight entertainment or expedited check in.



PASSENGER

They wish that key technology for reducing fan noise is acoustic wall treatment.

People with Aerophobia might feel intense anxiety before or during a flight. Fear of flying affects 1 in 4 people.

They want to do by increasing a countrie's connections to the global air transportation network, investment in aviation can boost productivity economic growth.

A prerequisite to safe air traffic separation is the assignment and use of distinctive call signs. These are permanently allocated by ICAO on request usually to scheduled flights.

Low oxygen may make them feel sleepy or headachy.

Some people experience an overall sense of discomfort : Airport procedures, crowds, turbulence, unappetizing food, cramped space and long flights.



Does

What behavior have we observed?
What can we imagine them doing?



Feels

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