



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

Providing all types of activities and arrangements

Medical facilities

Self made food and refreshments



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

Free internet facility

Free service for for children below 10

Refund facility



Persona's name
Short summary of the persona

Online and offline bookings

Customer card facility and special offer

Taking over school and college tours

Feel good experience

Healthy and hygienic food supply

Fun-filled travel



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?