



Says

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

passengers of the aeroplane was struggling due to delay in departure

Flight ticket was overpriced

The foods are in poor quality



Thinks

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

Aeroplane's scheduled time was delayed

no of passangers in the flight is decreasing

In flight foods and soft drinks areover priced and of poor quality



passengers will feel happy because of the correct schedule

The no of passangers for the flight will get a like

The passengers will feel the better quality of foods

The flight schedule should follow punctually

Discounts for the price ticket should be given accordingly

The vendors for the foods and soft drinks need to be changed



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?