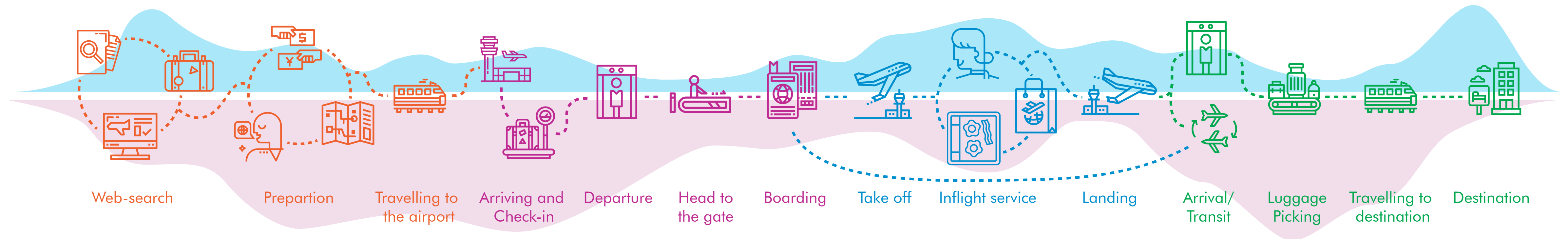


Acciones/
Emotions

● Positive

● Negative



	01Pre-Airport	02Pre-Flight	03Inflight	04After-Flight
Activities	<ul style="list-style-type: none"> Searching online for multiple tickets and hotel and booking. Planning. Getting information for local language in the destination, currency exchange, local attractions, and events. Online check-in Managing for transporting to the airport. 	<ul style="list-style-type: none"> Searching online for multiple tickets and hotel and booking. Planning. Getting information for local language in the destination, currency exchange, local attractions, and events. Managing for transporting to the airport. 	<ul style="list-style-type: none"> Unclear signs in the airport for finding check-in desk and gate. Long queue for luggage check-in Population crowded Insufficient space for relaxing and waiting 	<ul style="list-style-type: none"> Searching online for multiple tickets and hotel and booking. Planning. Getting information for local language in the destination, currency exchange, local attractions, and events. Managing for transporting to the airport.
Problems	<ul style="list-style-type: none"> Unclear flight information. Too many options. Too many payment. Special inflight sevices, luggage size, the amount of luggages. Difficulties travelling abroad, unclear currency rate, unfamiliar language. Problems for travelling to the airport 	<ul style="list-style-type: none"> Unclear signs in the airport for finding check-in desk and gate. Long queue for luggage check-in Population crowded Insufficient space for relaxing and waiting 	<ul style="list-style-type: none"> No space for cabin luggages Announcement is not in all language Disturbed by other passengers (ex: crying child) 	<ul style="list-style-type: none"> Searching online for multiple tickets and hotel and booking. Planning. Getting information for local language in the destination, currency exchange, local attractions, and events. Managing for transporting to the airport.
Opportunities	<ul style="list-style-type: none"> Searching online for multiple tickets and hotel and booking. Planning. Getting information for local language in the destination, currency exchange, local attractions, and events. Managing for transporting to the airport. 	<ul style="list-style-type: none"> Searching online for multiple tickets and hotel and booking. Planning. Getting information for local language in the destination, currency exchange, local attractions, and events. Managing for transporting to the airport. 	<ul style="list-style-type: none"> No space for cabin luggages Announcement is not in all language Disturbed by other passengers (ex: crying child) 	<ul style="list-style-type: none"> Searching online for multiple tickets and hotel and booking. Planning. Getting information for local language in the destination, currency exchange, local attractions, and events. Managing for transporting to the airport.