

Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.





Build empathy

The information you add here should be representative of the observations and research you've done about your users.

Says **Thinks** What have we heard them say? What are their wants, needs, hopes, and dreams? What other thoughts What can we magine them saying? might influence their behavior? Radisson hotel The Revenue Systems hub for 400 hotels in group is one of europe and africa is located in madrid.it has the largest recently started working with freshservice to hotel chains in manage the teams work flow in an efficient the world. manner. radisson hotel group is committed to its good to giving opportunity work as to people all over management the world. is very good. Analyzing the performance & Efficiency of the Radissin hotels using Data visualization techniques.

Revenue Management is a disipline that aims to optimize the price and occupancy of hotels by presenting the right price to the right customer at the right time and through the right channel.

treating our statff and partners with the respect and that they deserve

Does

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

wrost work
culture ,ever
specially the
owners of the
property

The implimentation of the tool was easy and quick.

Feels

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



