



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?

Expecting different

Which type of design is best for our house

Any offer

Life long surety

Cheap or expensive

Warrenty



PETCHIYAMMAL R

Ask experienced person

Search the detail about the company

Get confused

Make a budget

Excitement

It give a luxurious look for house



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?