**Introduction**

***// We personally want to thank you for taking part in our research and we are glad to meet you!***

***I’m \_\_\_\_\_XXXX\_\_\_\_\_ with my team member XXXXX. Are on a quest to collect the right data about “travel”. Our target audience involves everyone who travels, and this is why we chose you!***

***Please feel free to let us know at any point in the interview, if you feel uncomfortable or would like to end the conversation. Your data is safe with us and only for research purpose!***

**Interviewee 1 name: Xitong Huang Interviewee email ID:** [**Xh78212n@pace.edu**](mailto:Xh78212n@pace.edu)

**Interviewer name: Ankita**

**Moderator: Pradeepti**

**Screener Questions**

1. How many times a year do you travel? Are you part of frequent flier program?

I travel once a year. Yes, A part of frequent flier program.

1. Does your job involve travelling?

No. I am a student and I don’t have travel as part of my work/school.

1. Do you use online booking sites for your trips? Have you used Google travel for booking a trip?

I usually go the official airline website and book from there. Haven’t heard of Google Travel.

1. Do you work in the travel industry?

No. No connections with the travel industry.

**Interview Questions**

1. How do you decide your destination, and did you research on destination before booking your trip?

Yes, a lot of research. I book the hotel first and decide the route accordingly. For 1st day, I go to a place closer to hotel room. Then, I visit the most visited places around.

1. Do you take vacations every year and what motivates you to take a vacation?

Yes. For summer, I go to china (home town) and plan with family anywhere. Family motivates me.

1. How did/do you plan your trip?

I do some research and watch social media for beautiful places. Share it with friends and we plan and go together.

1. How do you plan your itinerary? Is it pre-planned and detailed or do you like to plan on the go?

Sometimes spontaneous and mostly pre planned. I Just follow my heart.

1. Do you plan by yourself or take inputs from friends/ family?

Me and family plan together.

1. Do you have any preferences in hotels, flights or other things involved in travel?

Not really. Only preference is that the hotel must be hygienic. Flights anything is ok. Fights depend on the day I depart. Mostly japan airlines, china southern airlines. I go to the official website only and have never tried from other sites.

1. Do you prefer readily available travel packages, or do you like to do it by yourself?

Never tried a package but would like to try. But I like planning my day myself.

1. What is the duration of your travel approximately?

1 week.

1. How much impact do sales/deals/ discounts have on your decision to travel?

Not much. I Usually travel during the school breaks, so it is always peak season like July-august, winter, etc.

**Interviewee 1 name: Gaurav Kondapuram Interviewee email ID: gk20545n@pace.edu**

**Interviewer name: Pradeepti**

**Moderator: Ankita**

**Screener Questions**

1. How many times a year do you travel? Are you part of frequent flier program?

Travelled by trains in India every weekend and came in flight for the first time to USA. Not in a frequent flier program.

1. Does your job involve travelling?

No.

1. Do you use online booking sites for your trips? Have you used Google travel for booking a trip?

Used Yatra and goibibo before. I faced an issue on goibibo during my trip to the US. The journey had 2 stops(Mumbai-Abu Dhabi- Dublin-New York), one of which required transit visa. I was not informed about that by the site. Till Dublin, it was Etihad and from Dublin It was French airlines and I didn’t have transit visa. Though goibibo never informed me, I checked beforehand with the government embassy and got a reply that I don’t need a transit visa. But the airlines was hesitant and delayed my boarding, because of which I missed my flight. Etihad didn’t even arrange for another flight.

Never heard about Google flight.

1. Do you work in the travel industry?

No.

**Interview Questions**

1. How do you decide your destination, and did you research on destination before booking your trip?

Definitely, I will make down a list of which places are worth visiting. In Mumbai I have used car rental a lot. If the place is far off, I prefer a car or train according to my convenience at that time.

1. Do you take vacations every year and what motivates you to take a vacation?

I take 2 to 3 trips a year. I take vacations to get away from work stress. When I am exhausted, it motivates me more to take vacation.

1. How did/do you plan your trip?

It depends on time, if I have lot of time, I choose farther destinations, else nearer. I consider budget, proximity, check hotels, car rentals and time too. I make an excel sheet and compare stuff, it helps me. I cross check like this. I look for a lot of amenities for the money that I pay.

In a recent trip to Malwan, I researched which are the nice places and hired a rental car with a driver and it was easy for us to drive.

1. How do you plan your itinerary? Is it pre-planned and detailed or do you like to plan on the go?

Both. I planned few trips beforehand for every day of my trip. I have also taken spontaneous trip. It happened in the past we detoured our trip for some bungee jumping. I have planned either ways. It depends on our mood.

1. Do you plan by yourself or take inputs from friends/ family?

I travel with friends and family. Its not solely my decision. I ask for suggestions. I like to hear out personal experience with my friend and check on google about things I am not sure of.

1. Do you have any preferences in hotels, flights or other things involved in travel?

Not much. I only see basic features and cost.

1. Do you prefer readily available travel packages, or do you like to do it by yourself?

I have used a pre planned vacation package one time when I didn’t have time to plan it myself. But that’s not what I prefer because it costs more. I like to explore things by myself as it is a different experience. Also, I feel packages have restrictions and don’t offer the freedom to make changes.

1. What is the duration of your travel approximately?

It depends. If it is a long weekend or if I have holidays. Generally, 3 days to 10 days.

1. How much impact do sales/deals/ discounts have on your decision to travel?

A lot. If deals are available at the time that I need them, I take them. They do help a little to decide on the trip.

**Interviewee 1 name: Apoorv Nagachari Interviewee email ID:** [**apoorv.nagachari@pace.edu**](mailto:apoorv.nagachari@pace.edu)

**Interviewer name: Ankita**

**Moderator: Pradeepti**

**Screener Questions**

1. How many times a year do you travel? Are you part of frequent flier program?

Not on a frequent flier program, but travel once a month.

1. Does your job involve travelling?

Yes, worked as a HR, so took flights as part of my work assignments.

1. Do you use online booking sites for your trips? Have you used Google travel for booking a trip?

I do, I use makemytrip, and the official airline websites, haven’t heard of google travel.

1. Do you work in the travel industry?

No.

**Interview Questions**

1. How do you decide your destination, and did you research on destination before booking your trip?

Not much. I usually travel with my girl friend and she does all the research.

1. Do you take vacations every year and what motivates you to take a vacation?

Not a vacation person, mostly travel for work and very little on personal vacations.

1. How do you plan your trip?

95% is usually already planned for me. Employer does it for business trips and my girl does it for personal ones.

1. How do you plan your itinerary? Is it pre-planned and detailed or do you like to plan on the go?

Mix of both approaches. I prefer to go with the flow.

1. Do you plan by yourself or take inputs from friends/ family?

Me and my girlfriend plan together.

1. Do you have any preferences in hotels, flights or other things involved in travel?

No, as long as my girl is comfortable, I am ok with any.

1. Do you prefer readily available travel packages, or do you like to do it by yourself?

I heard about some travel packages. I prefer planning my day by myself but would like to try a package.

1. What is the duration of your travel approximately?

1 week.

1. How much impact do sales/deals/ discounts have on your decision to travel?

Yes, a lot. Credit card reward points, discounts and deals motivate me a lot to take a trip.

**Interviewee 1 name: Yuan Meng Interviewee email ID: ym39786n**[**@pace.edu**](mailto:Xh78212n@pace.edu)

**Interviewer name: Pradeepti**

**Moderator: Ankita**

Persona: https://newtest.xtensio.com/xyrgkhsy

**Screener Questions**

1. How many times a year do you travel? Are you part of frequent flier program?

Yes, I travel about twice a year. I go to a lot of countries. I have been to Thailand, Malaysia, Singapore, japan, Saudi Arabia, Australia, NZ, to name a few.

1. Does your job involve travelling?

I have worked in the past, it didn’t involve any travel.

1. Do you use online booking sites for your trips? Have you used Google travel for booking a trip?

I usually go the websites in China, to book hotels, cars, etc,. I prefer Xicheng site or the official airline websites and book from there. No idea about google travel.

1. Do you work in the travel industry?

No. No connections with the travel industry.

**Interview Questions**

1. How do you decide your destination, and did you research on destination before booking your trip?

Yes, I do a lot of research. We don’t use google in China, we use Paipeu. I like to know the culture, history, people, etc., of a place.

1. Do you take vacations every year and what motivates you to take a vacation?

Yes, I travel every year. I travel to broadening my horizons, spend my spare time and enjoy my life. These factors motivate me to travel.

1. How do you plan your trip?

I plan a lot before the trip, search info about the destination, during travel I modify the plan as per my mind.

1. How do you plan your itinerary? Is it pre-planned and detailed or do you like to plan on the go?

I plan a lot but then, just follow my heart on the day of trip. Sometimes spontaneous and mostly pre-planned.

1. Do you plan by yourself or take inputs from friends/ family?

I do by myself.

1. Do you have any preferences in hotels, flights or other things involved in travel?

Not really. I don’t live in hotel, I do Airbnb, for flights I look for a reasonable price.

1. Do you prefer readily available travel packages, or do you like to do it by yourself?

I like planning my day myself. Never tried a travel package but would like to try one.

1. What is the duration of your travel approximately?

1 week usually, it went up to 12 days sometimes.

1. How much impact do sales/deals/ discounts have on your decision to travel?

Yes, considerably. I book 2 months in advance, so I look for all deals available before I proceed to booking payment.