

Scenarios:

1. Frank wants to get back to his weekend house in Surrey Hills as quickly as possible after a busy week at work. He is meant to be meeting some friends early tomorrow morning for a morning bike ride, being a keen cyclist and rather competitive, Frank wants to be on top form tomorrow morning so he can beat his friends to the top of every hill. He therefore wants to get home as quickly as possible so he can unwind and have an early night. He is used to travelling on Friday evenings and knows that the commuter train will be packed, luckily there are always seats in first class so the main issue is standing in a queue at the ticket machine to buy a ticket as he forgot to ask his assistant to get one for him earlier in the day.
2. Frank has to attend a client meeting in Winchester first thing on Monday morning as a colleague called in sick late on Sunday evening. He has to travel from Surrey Hills to Winchester, a place he has never been before as the meeting is with a relatively new client. The train line to Winchester is operated by a rail company with a poor reputation and whose trains are renowned for being delayed, especially at peak times. As such he is aiming to arrive in Winchester an hour before the meeting to allow for any delays. This means Frank will have to get up at 4:30am in order to get to Winchester for 7am, as a result he would like to arrange his ticket as quickly as possible as he will likely be half asleep when he arrives at the station.
3. Contrary to his usual routine, Frank stayed in London after finishing work on Friday night. He has just finished a boozy lunch with friends and his brain is not functioning at its best. He wants to get back to his weekend house in Surrey Hills before the impending hangover sets in however he knows that there are engineering works on his usual route this weekend. He wants to buy a ticket to Surrey Hills via the quickest available route with as few changes as possible.