

STORY BOARD



BY
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1

User yawn or felt tired through poster



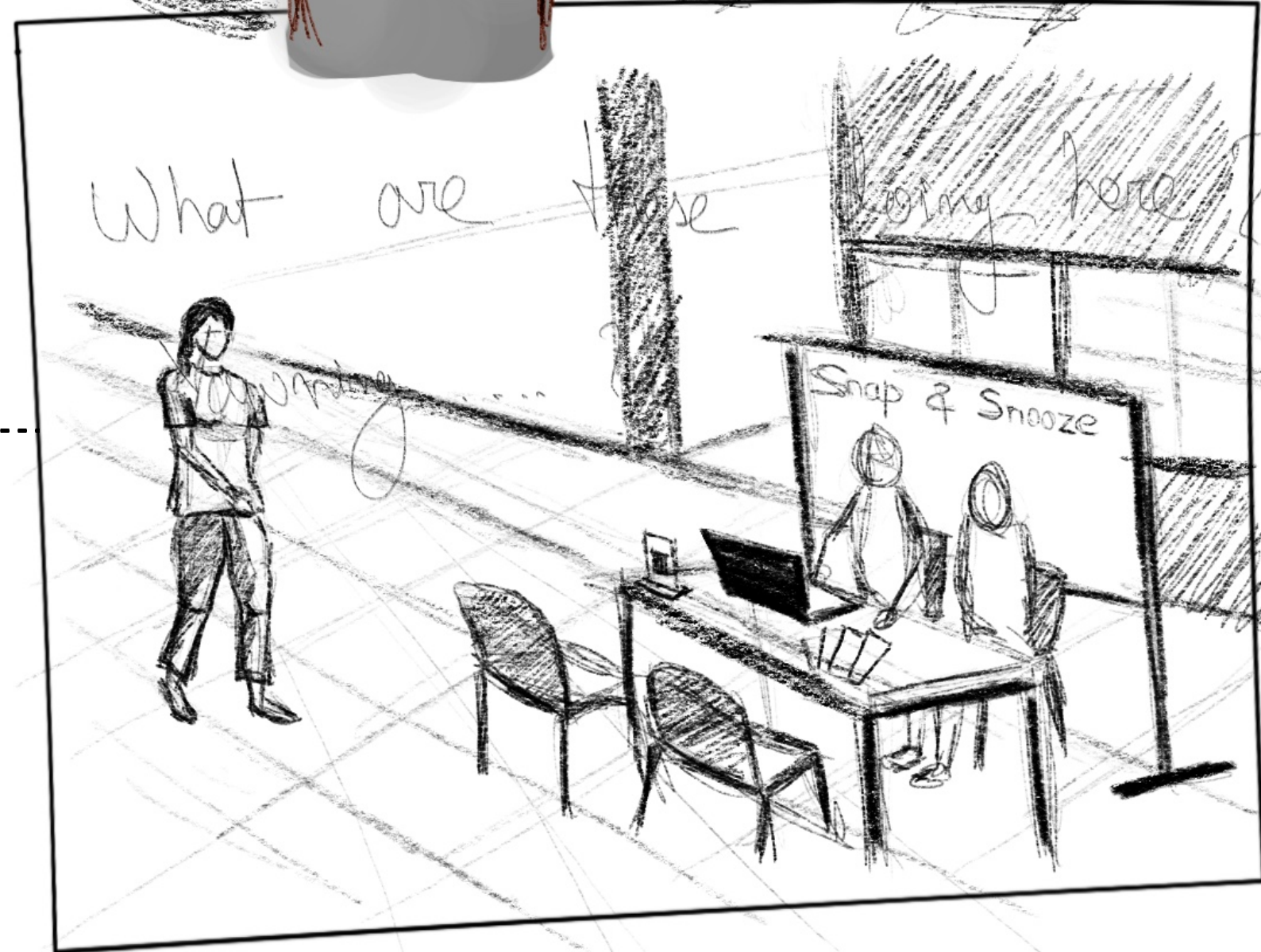
2

User felt the need to take rest



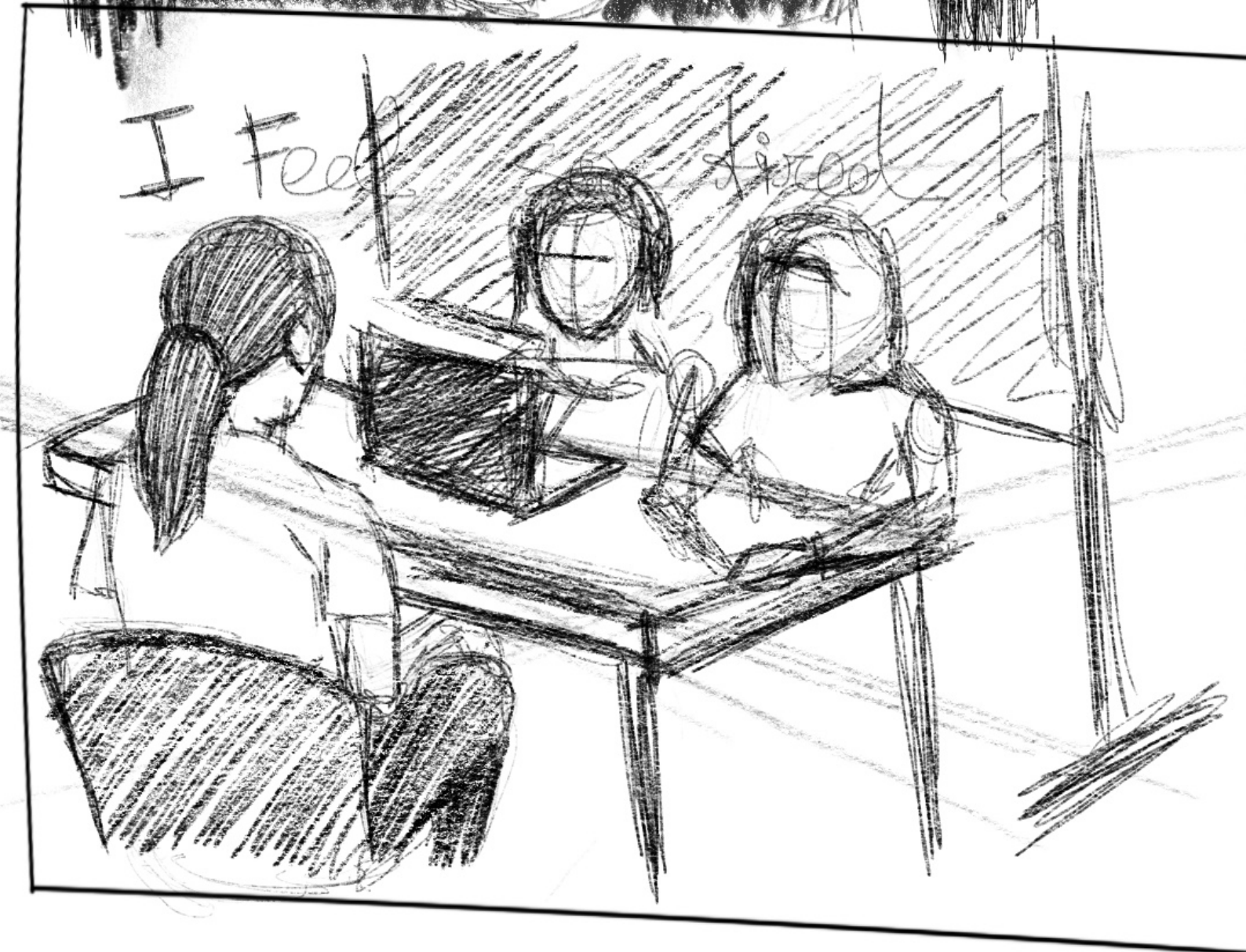
3

User walk to the snap-snooze registration desk



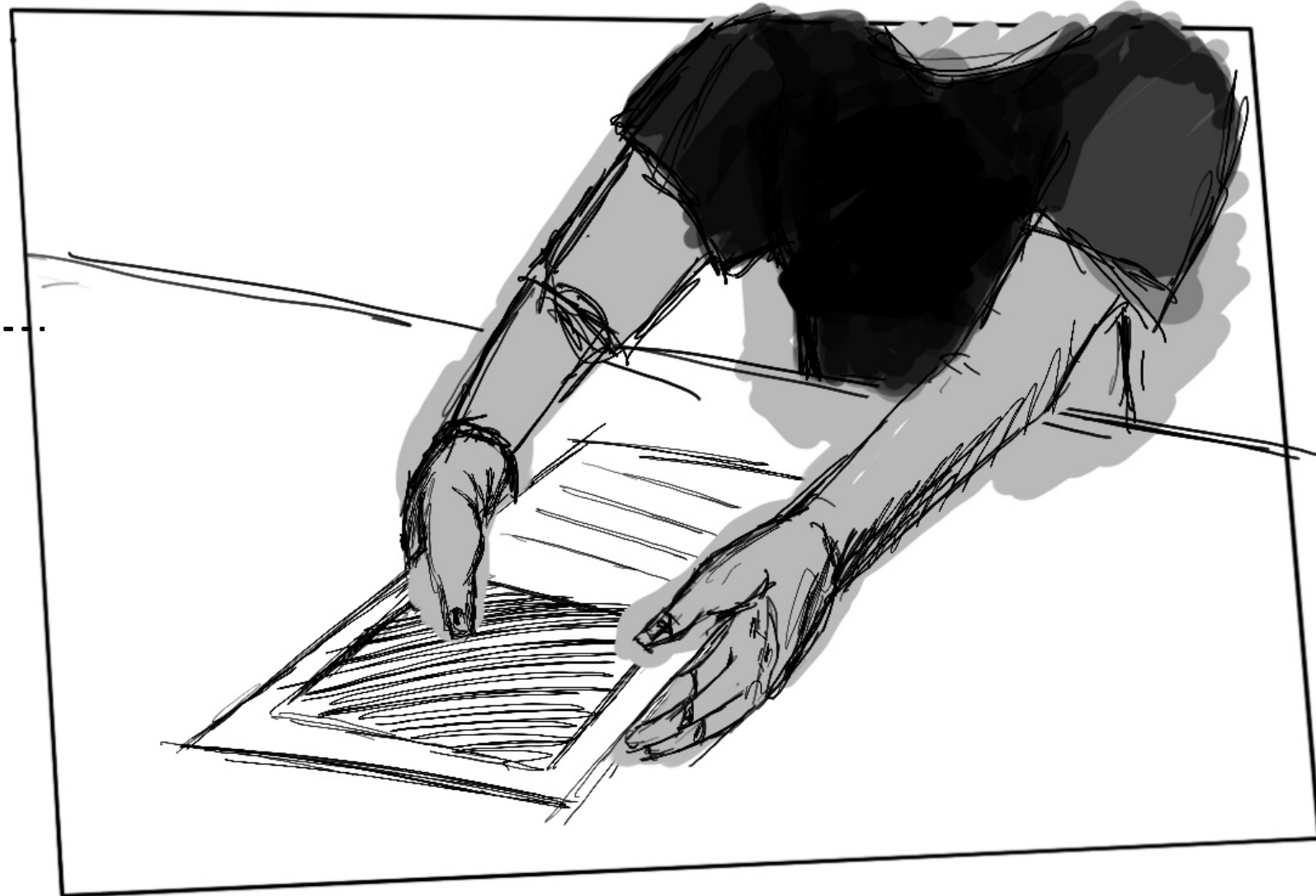
4

Service agent greet the user and explain the user about the service.



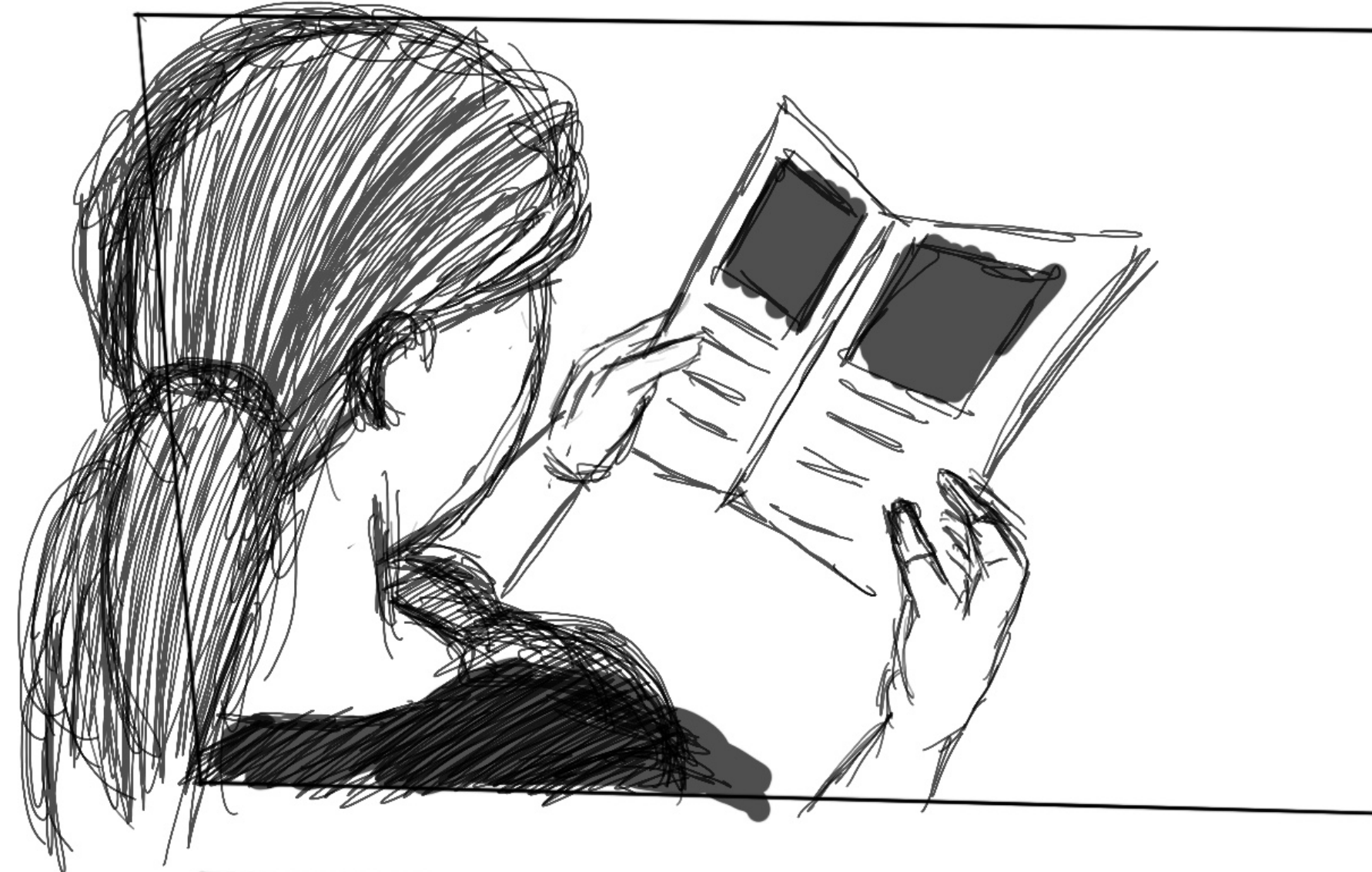
5

Service agent handover the Snap-snooze pamphlet to user



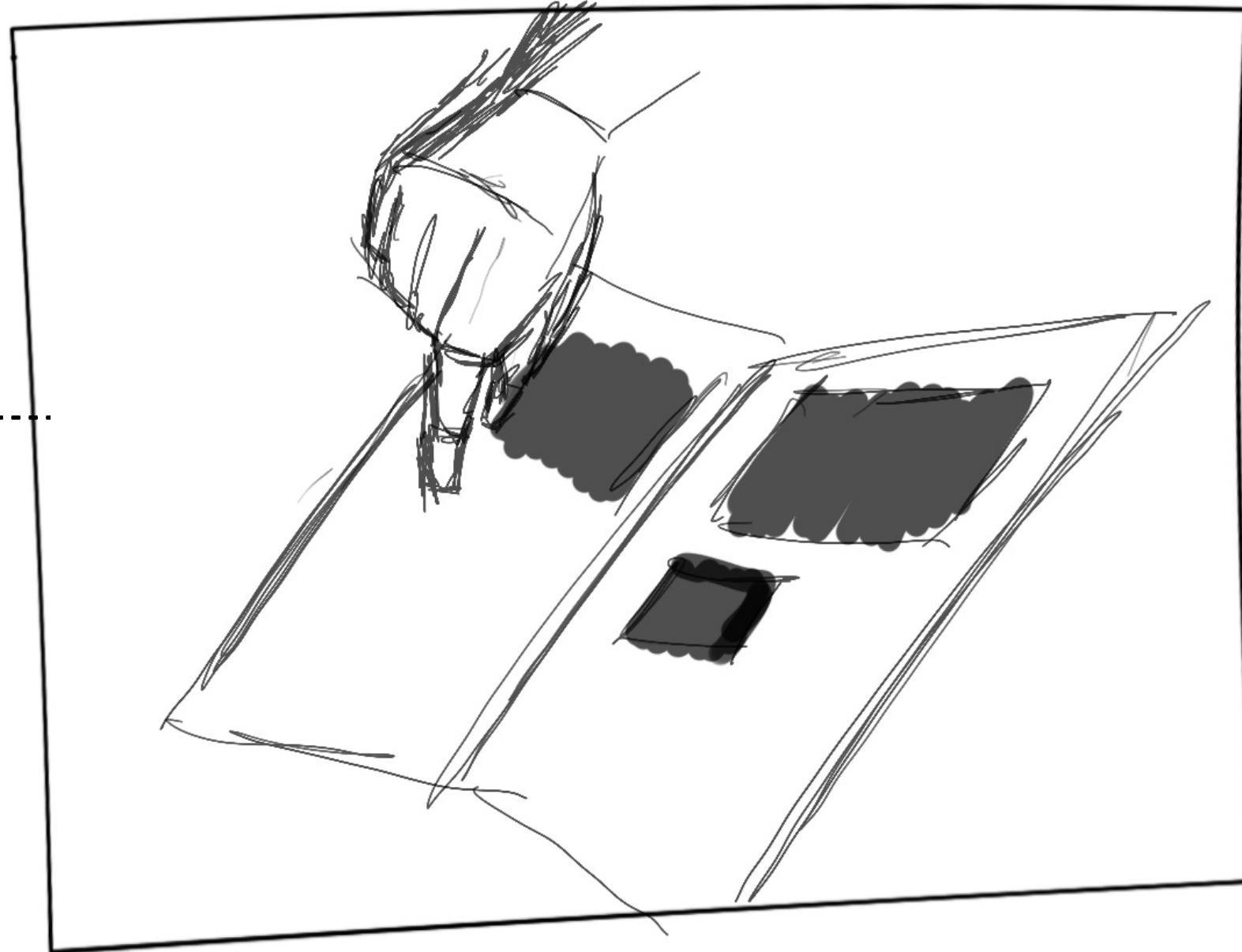
7

User go through the service pamphlet



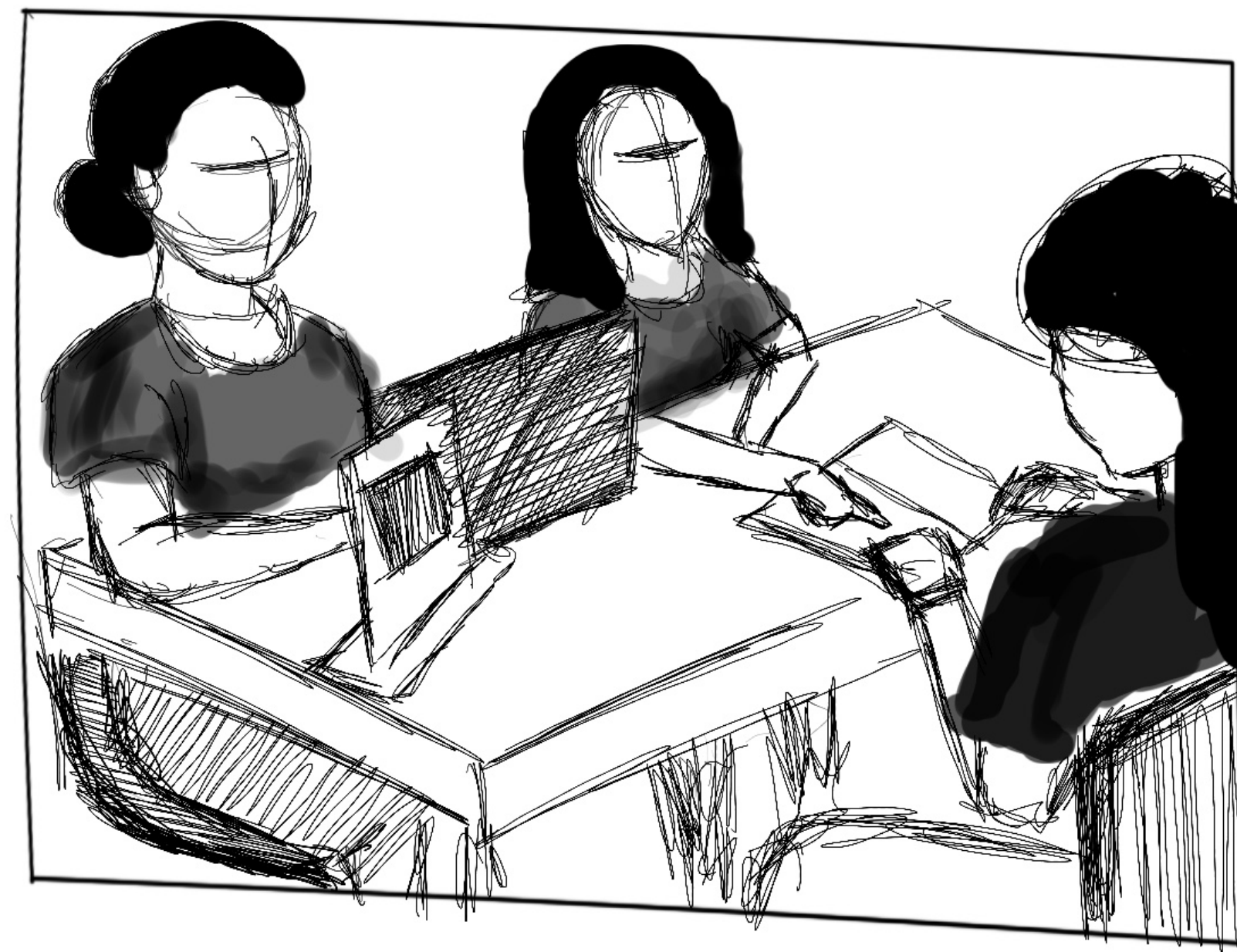
6

Agent explain about the service, offerings and packages to user.



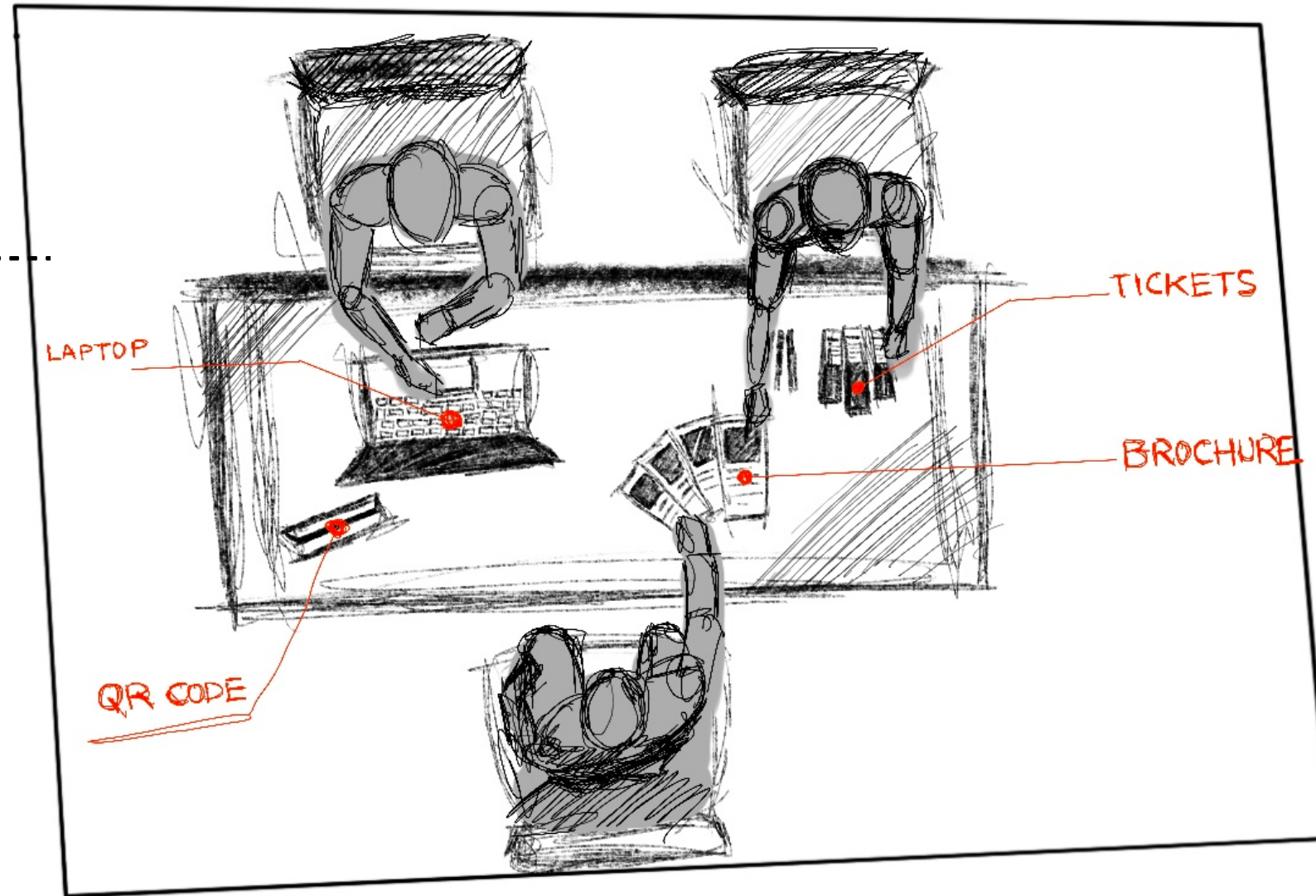
8

User and team having discussion over service package



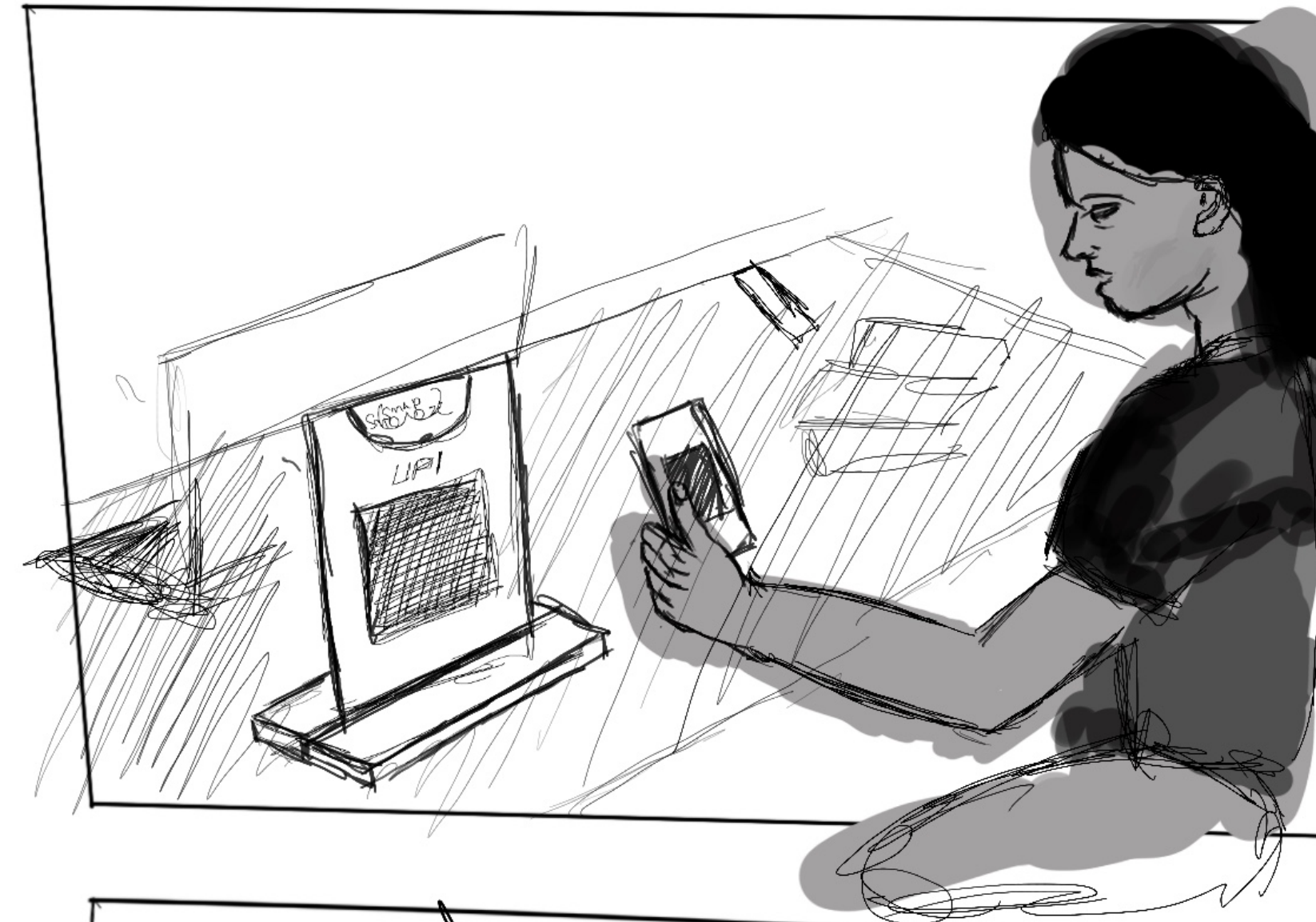
9

Registration desk arrangement



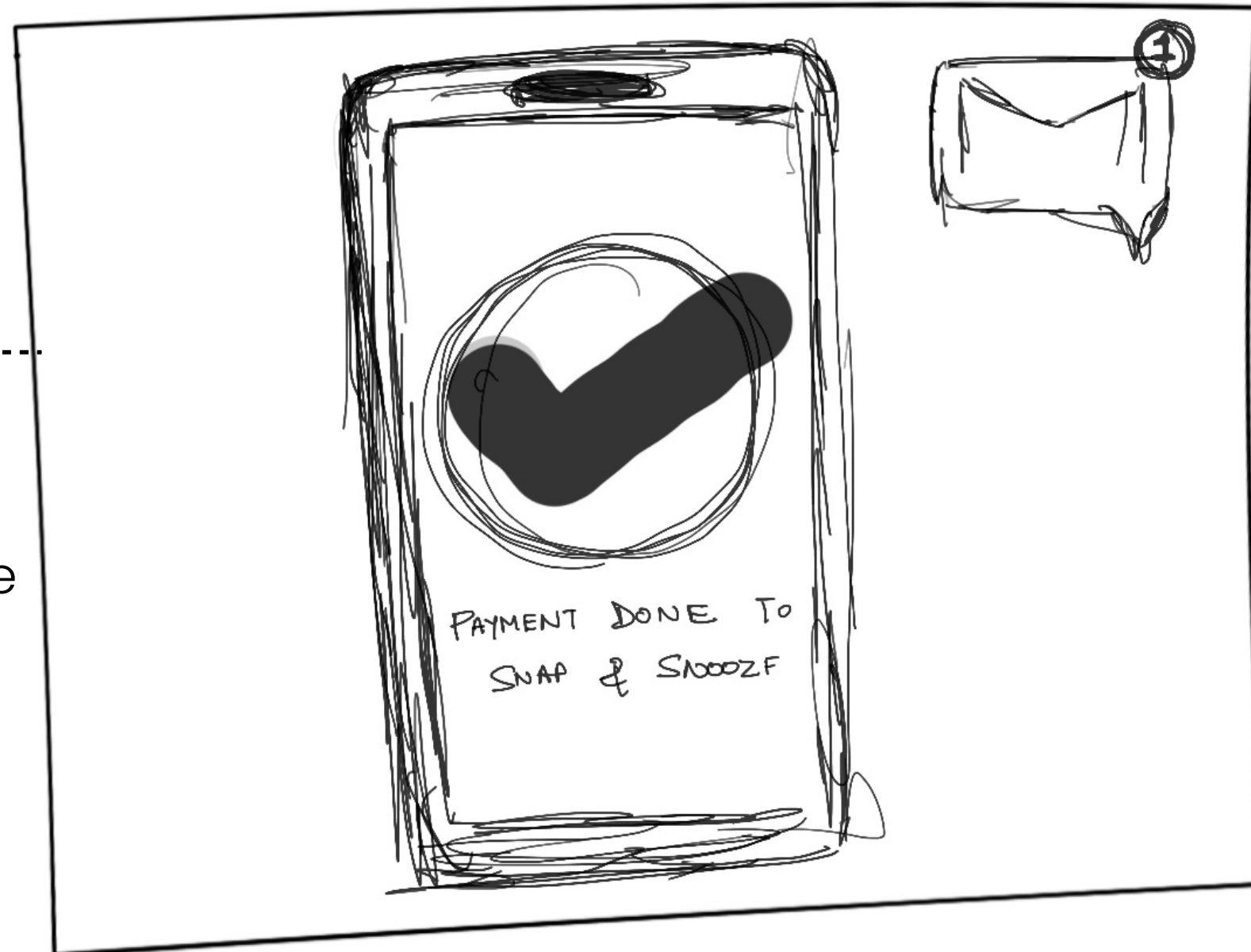
10

User make the payment for the service



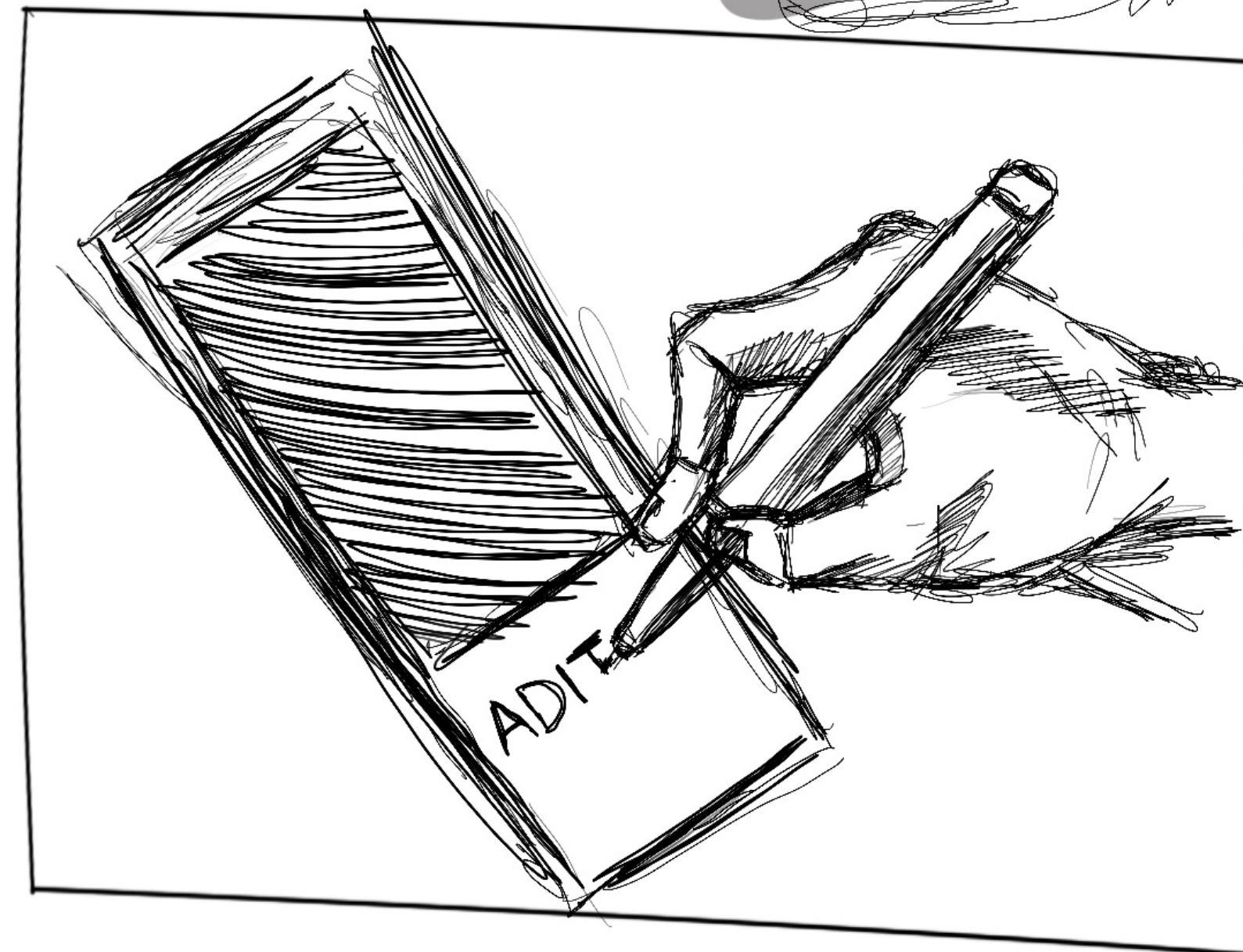
11

User recieves payment confirmation and service confirmation message



12

User get the personalised token ticket



13

User amazed to see the personalised token



14

Service agent provide the instruction to the user



15

User follow the fidgiting path to enter the experience centre.



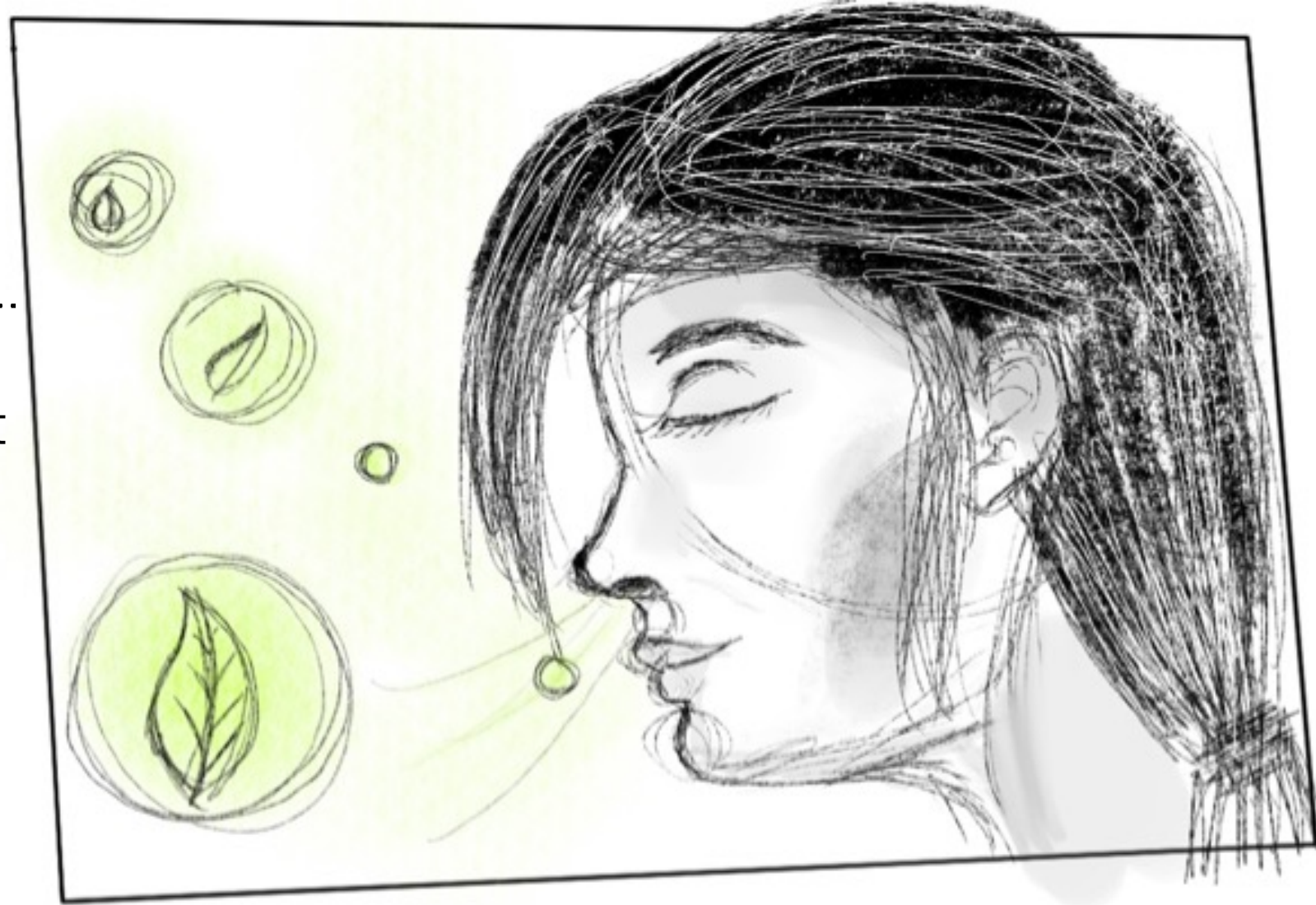
16

Service agent greet the user at the entrance of the experience centre



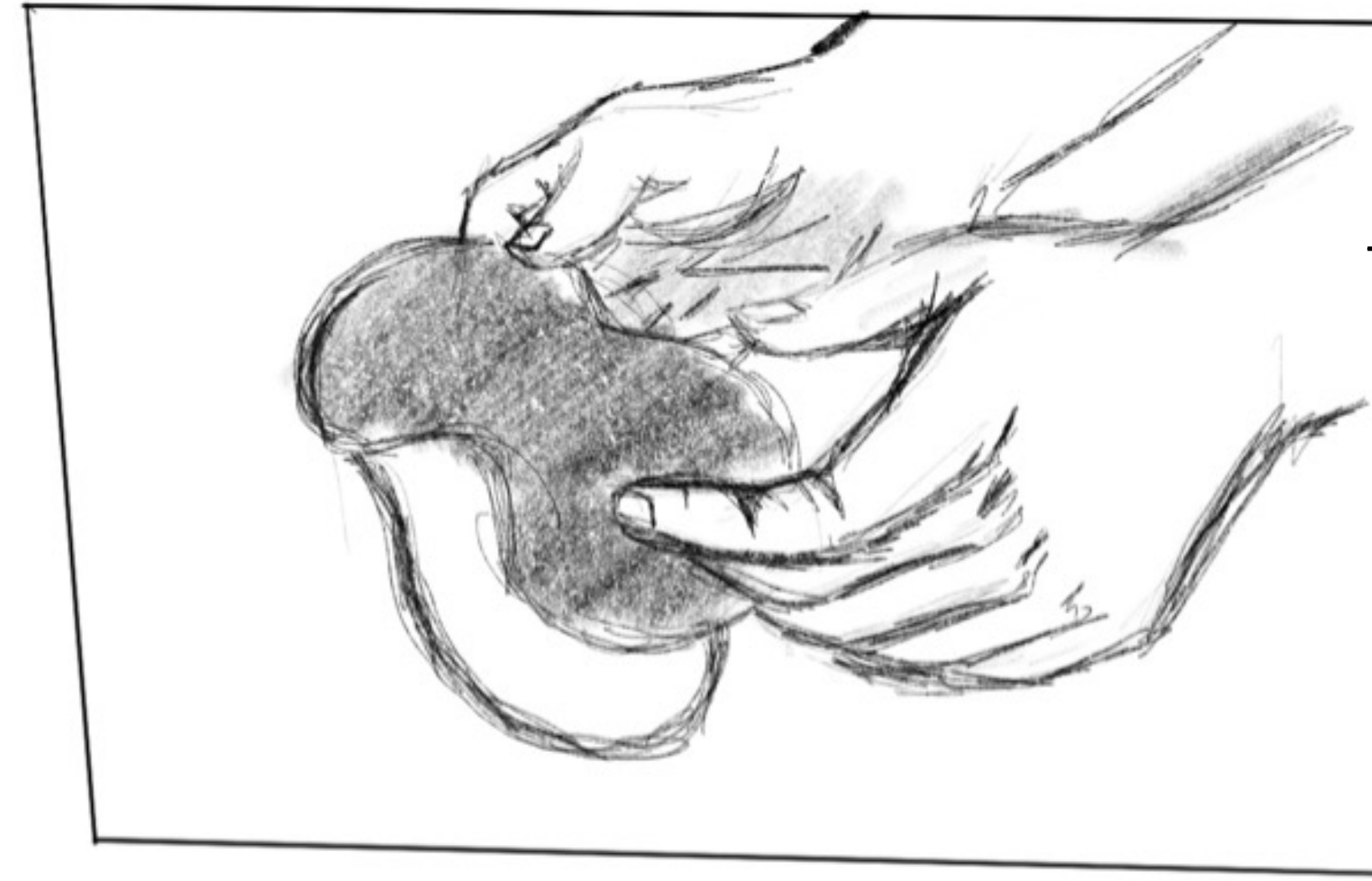
17

User notice pleasant smell inside the experience centre.



18

User receives a kit from the agent



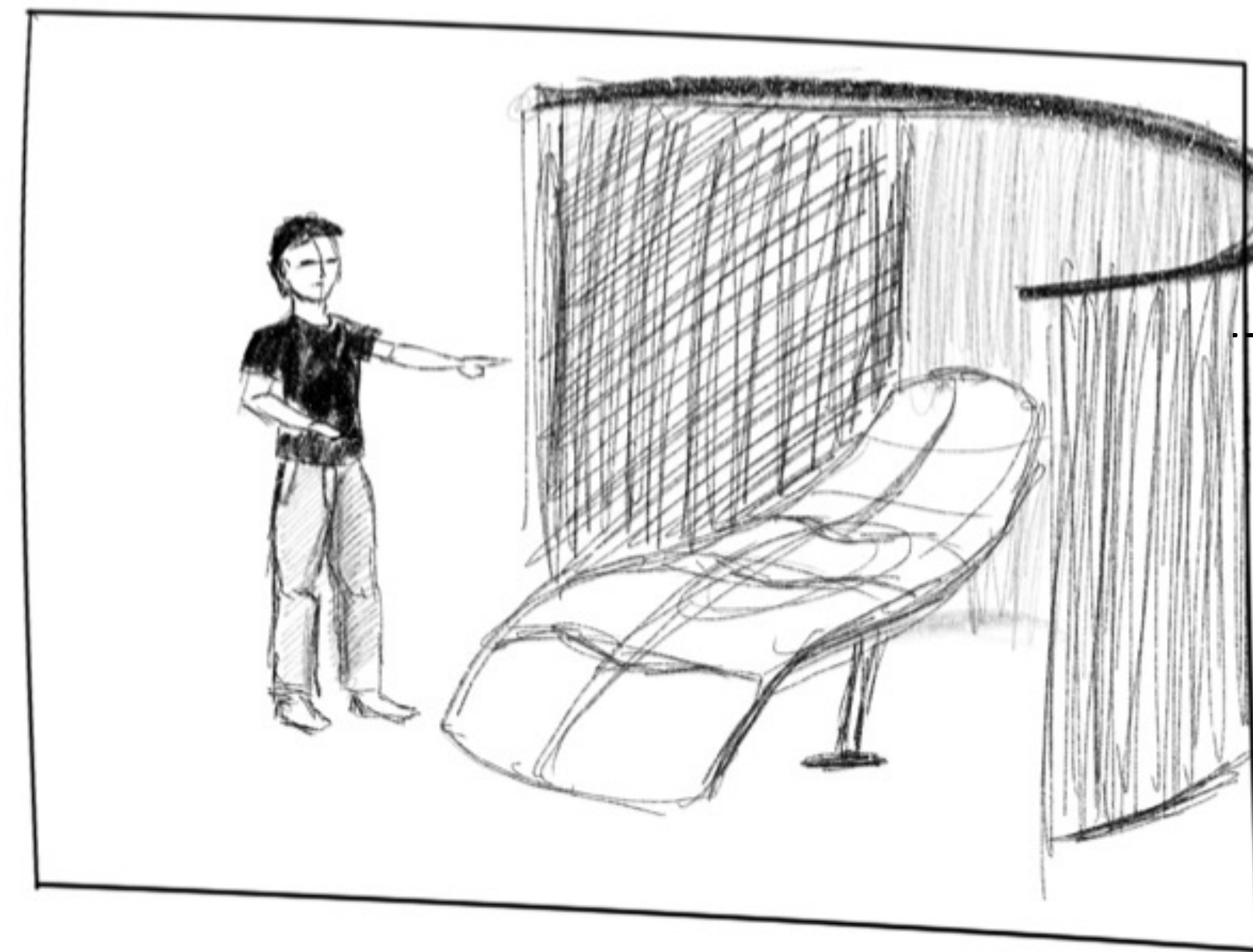
20

User put-on the eye mask



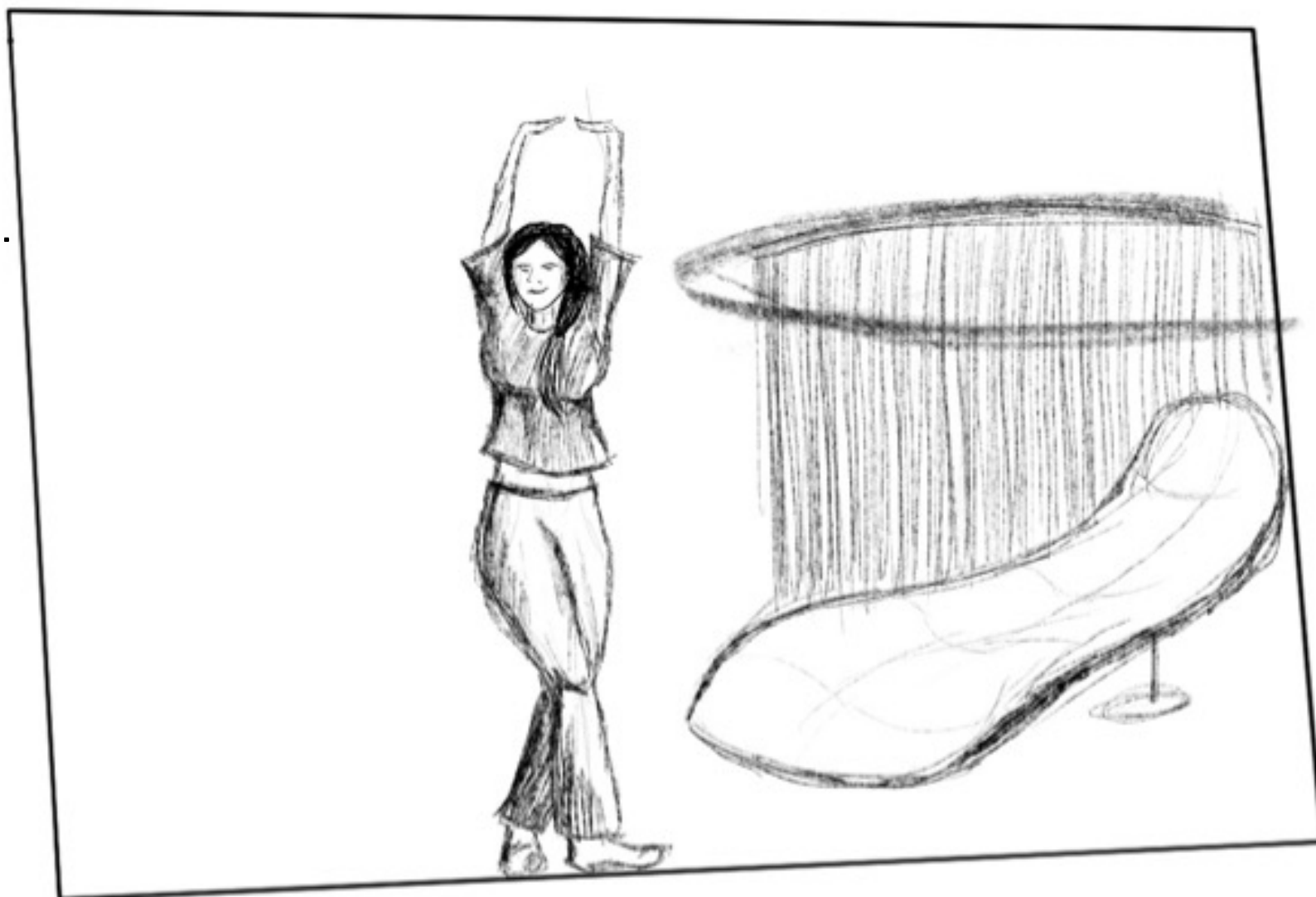
19

Agent guide the user to the pod, provide all the information and close the curtain.



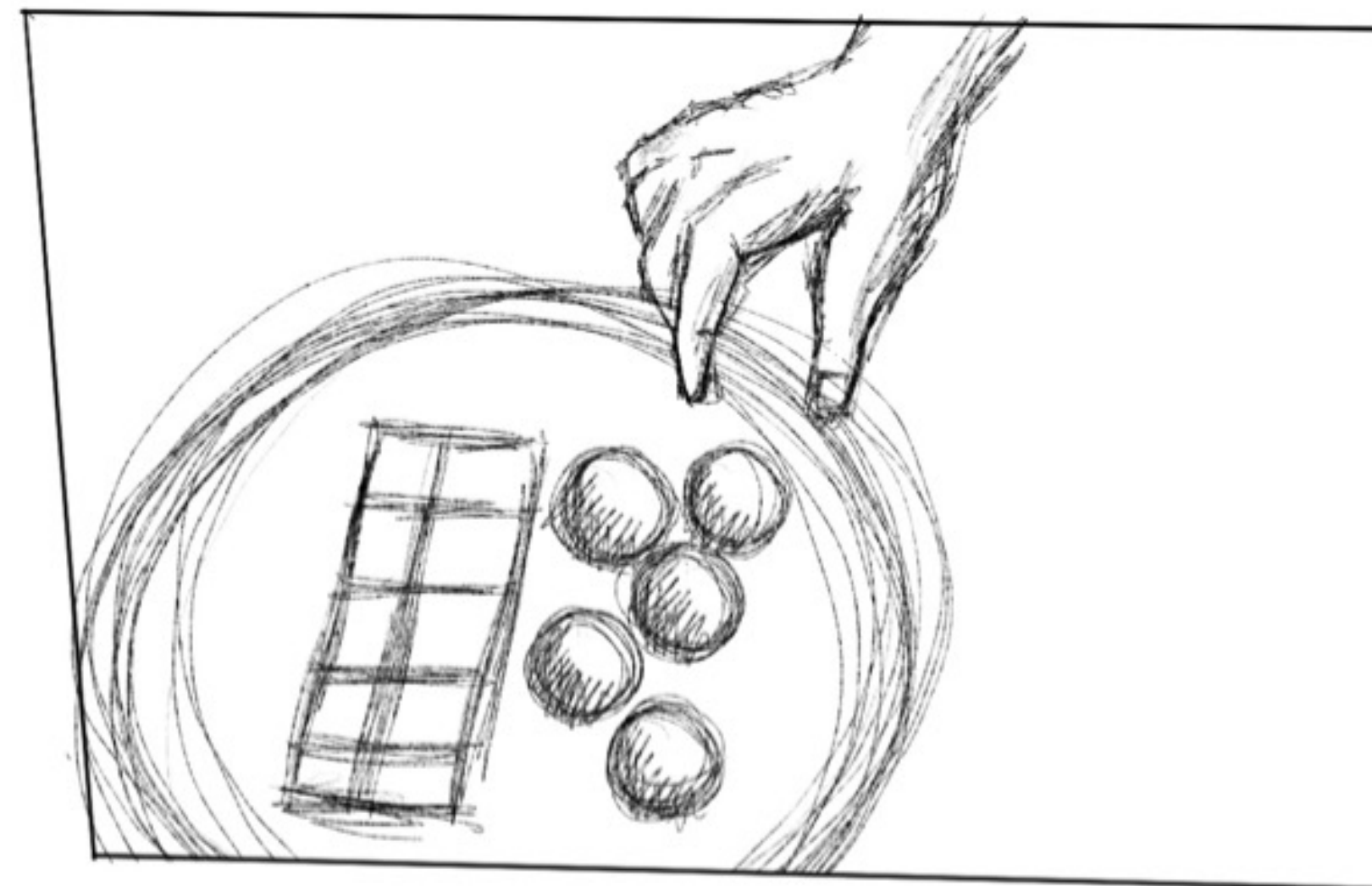
21

User feel refresh at the pod after 25min.



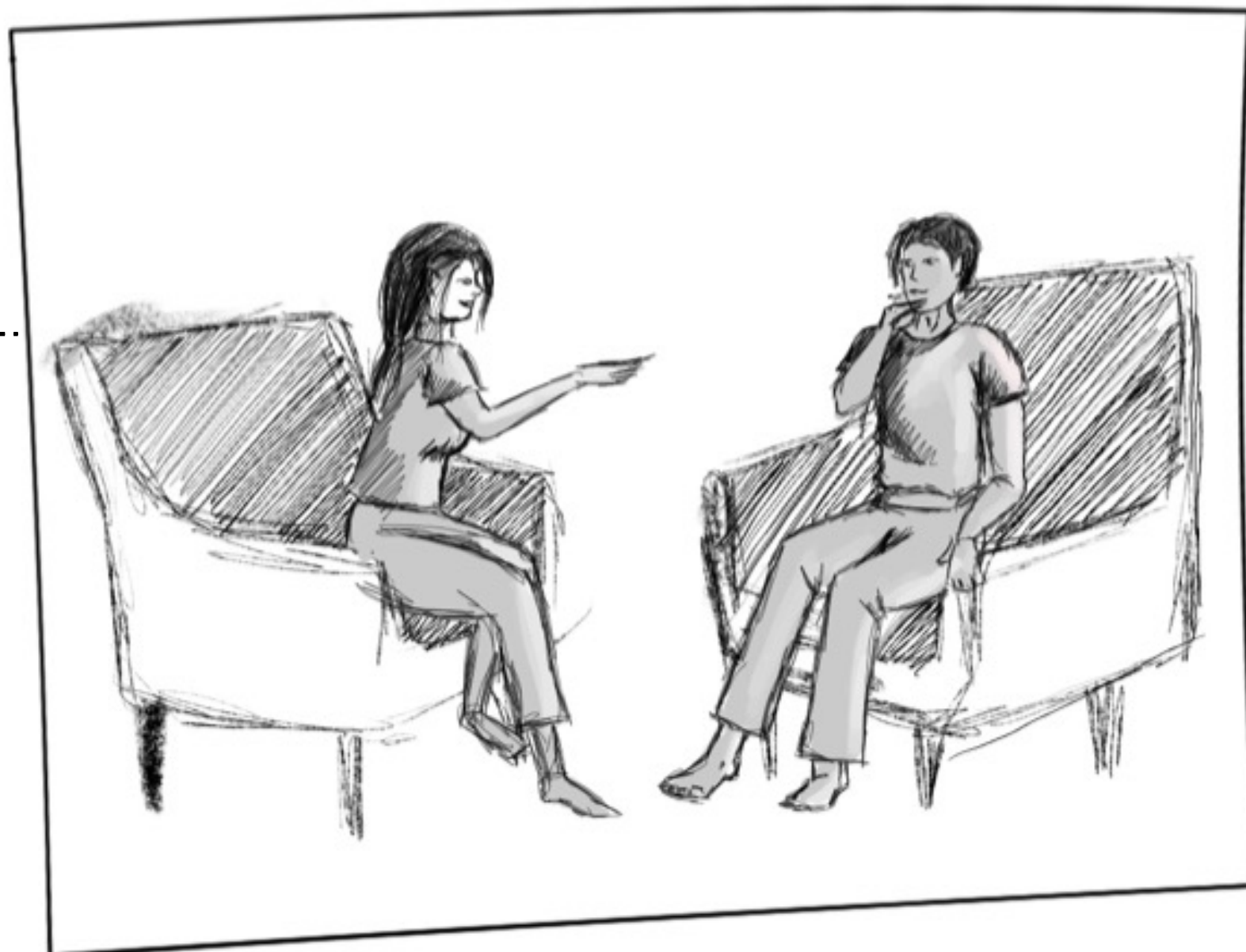
22

User pick up the candies provided by the agent



24

Agent discuss about the service experience with the user. And ask for the valuable feedback.



23

User exit the experience centre from the same fidgeting pathway.

