

The 1 thing! (Pre-booking)
App.

Communication

Customer Service

Booking experience

- Move your columns!

Tracking!
Podium working well!

* Quick response

Connection!

- [Diagram: A line graph showing a peak and then a decline, with a horizontal line below it.]

> Resilience

GEM

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Awareness

Present

Start

> The 1 Thing :: Patience
:: Communication
:: Efficiency
Communication

• Improved it!
(Effective — Departments
— Customers)

• Podium!
(Messenger!)

• Utilisation



• Awareness of
Others - EI

Resilience

Person