



CUSTOMER Journey Map



From car park

Free shaded parking with complementary buggy service



Enter to KFDA

KFDA TEAM, Welcome the guest and Identify the services



Hayakom Hospitality

Hospitality team will serves the guest with refreshments.



Back to car park

buggy service will take the guest to car parking



Departure from KFDA

Guest evaluate quality of the services and choose green or red exit based on their happiness



Concern team member

Meet and guide guest on their request and procedure