







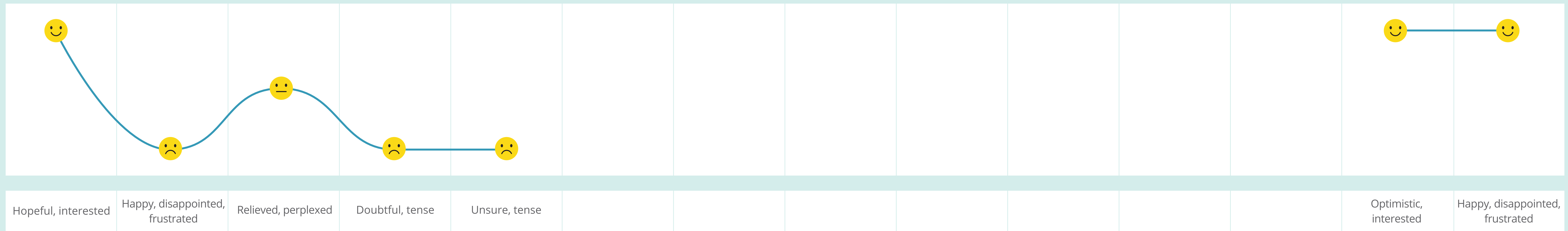
## 1 Touchpoints

Pre-service					Service								Post-service	
2 months before day 1				Day before day 1									The first weeks	
Job interview. I think this is a great job.	Yes, I got the job offer! Hm, they sent an e-mail, can I still ask them questions? Can I negotiate? And how? I can't get them on the phone.	They have sent the contract by post. Seems a bit impersonal.	Weeks of radio silence. Are they still expecting me? Who are my colleagues? Do I get a phone? What's the dresscode?	Finally, I get an email about my first day. But it doesn't answer any practical questions. Do I need to be at the reception? Where do I park?									New energy! I feel really at home here and I know some more people. I'm also starting to get into a work routine.	I got my first salary and the probation period is over. The pay slip is a bit complicated.

## 2 Means of communication

													
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### 3 Emotion scores



## 4 Pain points

## 5 Opportunities