

A black and white photograph of a man sitting at a desk, viewed from the side. He is looking at a computer monitor. A desk lamp is visible on the desk. The man is wearing a dark jacket. The chair has a perforated backrest.

**感觉身体被掏空**

**Worn out**













产品设计

Product



人际关系

Relation



空间环境

Space



交互无所不在

Interaction is everywhere





# 这跟我有什么关系

Why should I care











# 接触点

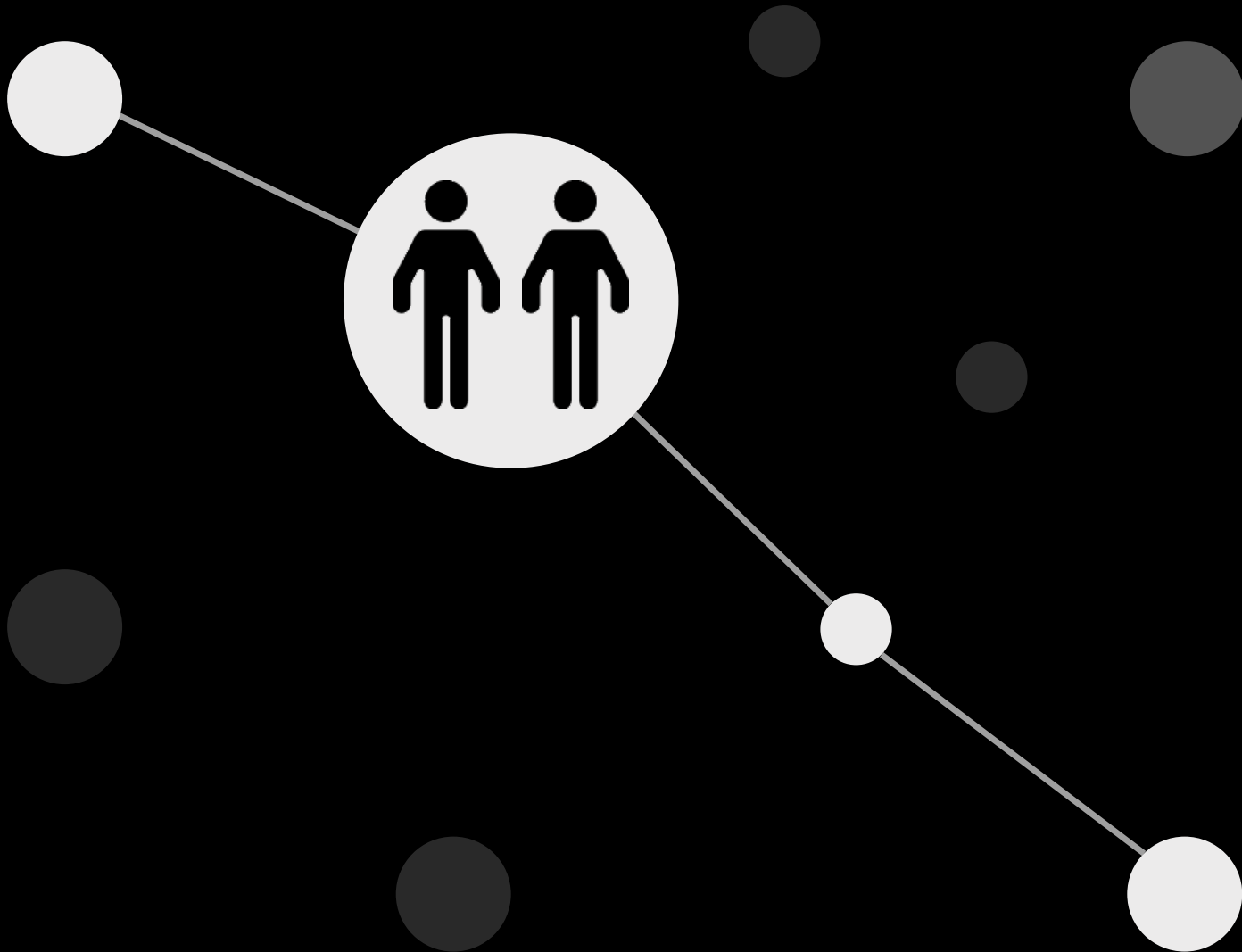
## Touch Point

然而

However

















A wide-angle photograph of a modern hotel room. In the foreground, a large bed with white linens and four pillows is neatly made. To the left, a dark wooden desk holds a lamp, a fruit bowl, and a small electronic device. A television is mounted on the wall above the desk. In the background, a bathroom area is visible with a bathtub and a shower, separated by a glass partition. The room has a high ceiling with recessed lighting and a large window with dark curtains.

**我们欢迎您的到来**

Welcome to your room





# 服务思维

Service Thinking

# 服务思维

Service Thinking



预知

Predict

表达

Express

共鸣

Resonate



# 这跟我有关系

Why should I care







# 一颗老鼠屎坏了一锅粥

One rotten apple spoils the whole barrel







预知

Predict

表达

Express

共鸣

Resonate

期待

Expectation

情感

Emotion

价值观

Values

