

SAYS

"It takes too much time and the processing wait is really long"

"which really affects my already crammed schedule"

"Most of the time I just want to take my dog to the vet and get him checked out without having to give the same information over and over again"

THINKS

Hates to lose precious time

Is really sensitive about keeping up with his schedule

Find it irrational about providing the same info multiple times

Jack

DOES

Has to wait long periods of time to get his pet checked out

Adapt his already crammed schedule to make up for lost time

Fills out same information multiple times

FEELS

Irritated about losing time

Overwhelmed by school and daily chores

Frustrated whenever asked to provide same info over multiple times

SAYS

“The pet registration process takes way too long especially since I have to fill in the same info all the time I go to visit”

“Yes, sometimes there are certain questions that are a bit hard to understand and I have to ask the vets for an explanation, most of the time it happens when I am going to a new vet office”

THINKS

Loss of time and waste whenever asked to fill same registration all the time

Finds it difficult to answer some questions especially when in a new environment

Shane

DOES

Has to wait in long line and fill out long registration form to get checked out by vet

Fill out form all the time they are in a new vet place and has to ask for explanations about certain questions which can be uncomfortable at times

FEELS

Hates long wait on registration

Finds really frustrating whenever going to a new vet location where they ask you same questions as well as certain questions that are difficult to answer or understand