

Keep the crowd calm,  
one answer at a time.



## Conversation Mastery

PORTS, STATIONS & AIRPORTS

In a hub, one person in uniform answers for the whole journey.  
Calm under pressure is not improvised. It is practiced.

BETTER CONVERSATIONS. MEASURABLE PROGRESS.

CENTRO STUDI LOGOS · RESEARCH BRIEF

+60%

**Improvement in communication performance**  
after one week of practice (on average 3 sessions  
per week)

10–15 **Minutes**  
per session

Your terminal. Your standards. Your real conversations.

Realistic AI travelers · Personalized feedback · Progress you can track



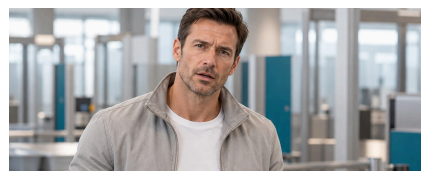
### READY BEFORE THE DISRUPTION

When a cancellation, strike, or storm hits, staff have already rehearsed the same tough questions with virtual travelers.



### CALM AT EVERY CHECKPOINT

Screeners and desk staff practice refused items, secondary checks, and long queues with travelers who push back.



### ASSIST TRAVELERS IN ANY LANGUAGE

9.4 billion airport passengers in 2024. Practice in 40+ languages with virtual travelers of different cultures and temperaments.

### START WITH YOUR INCIDENT REPORTS

Choose one terminal. Share your 10 hardest disruptions and complaints. Let your team practice, measure progress, and scale what works.

ONLINE, ON SITE, OR IN IMMERSIVE ROOMS · MORE THAN 40 LANGUAGES

