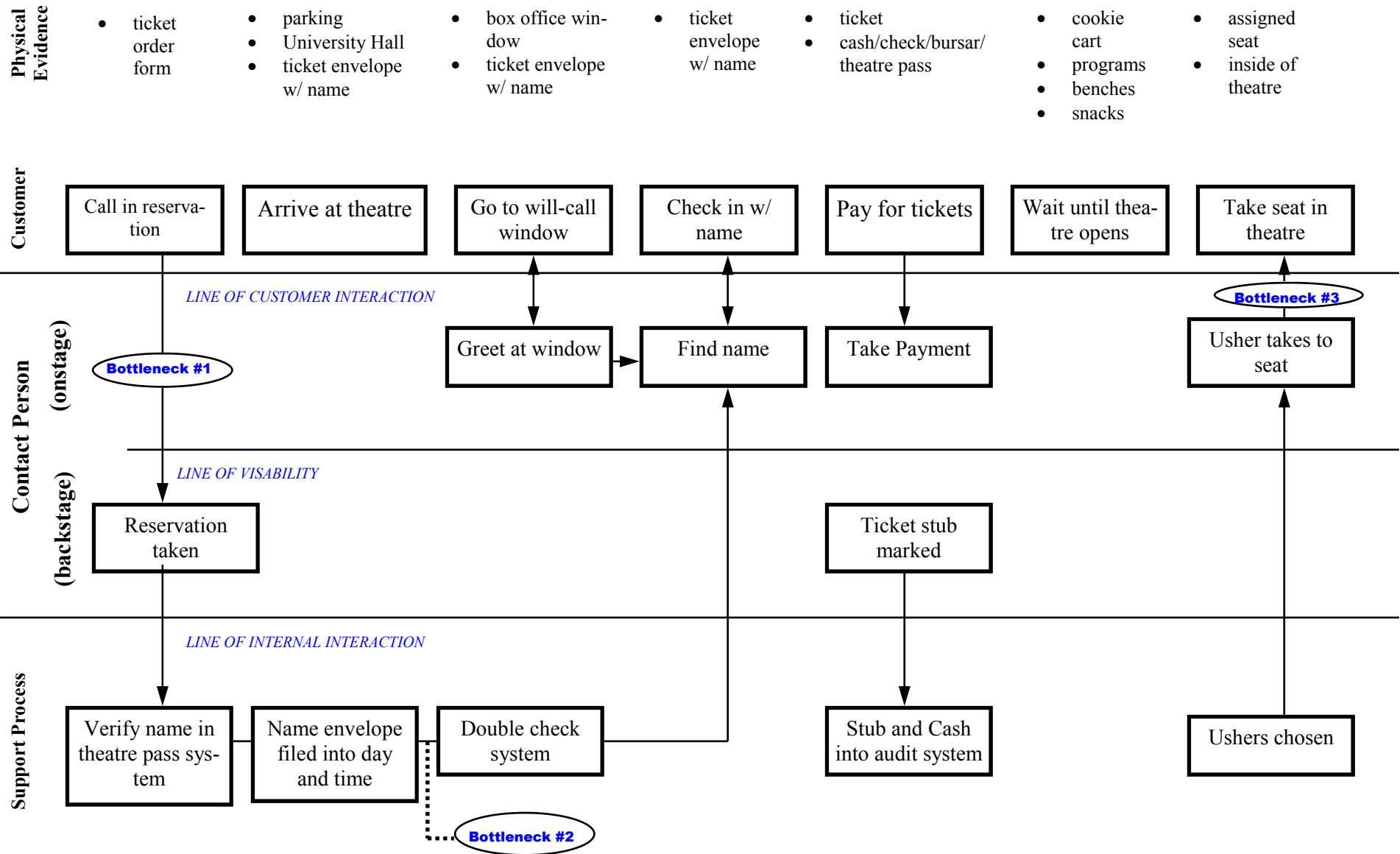
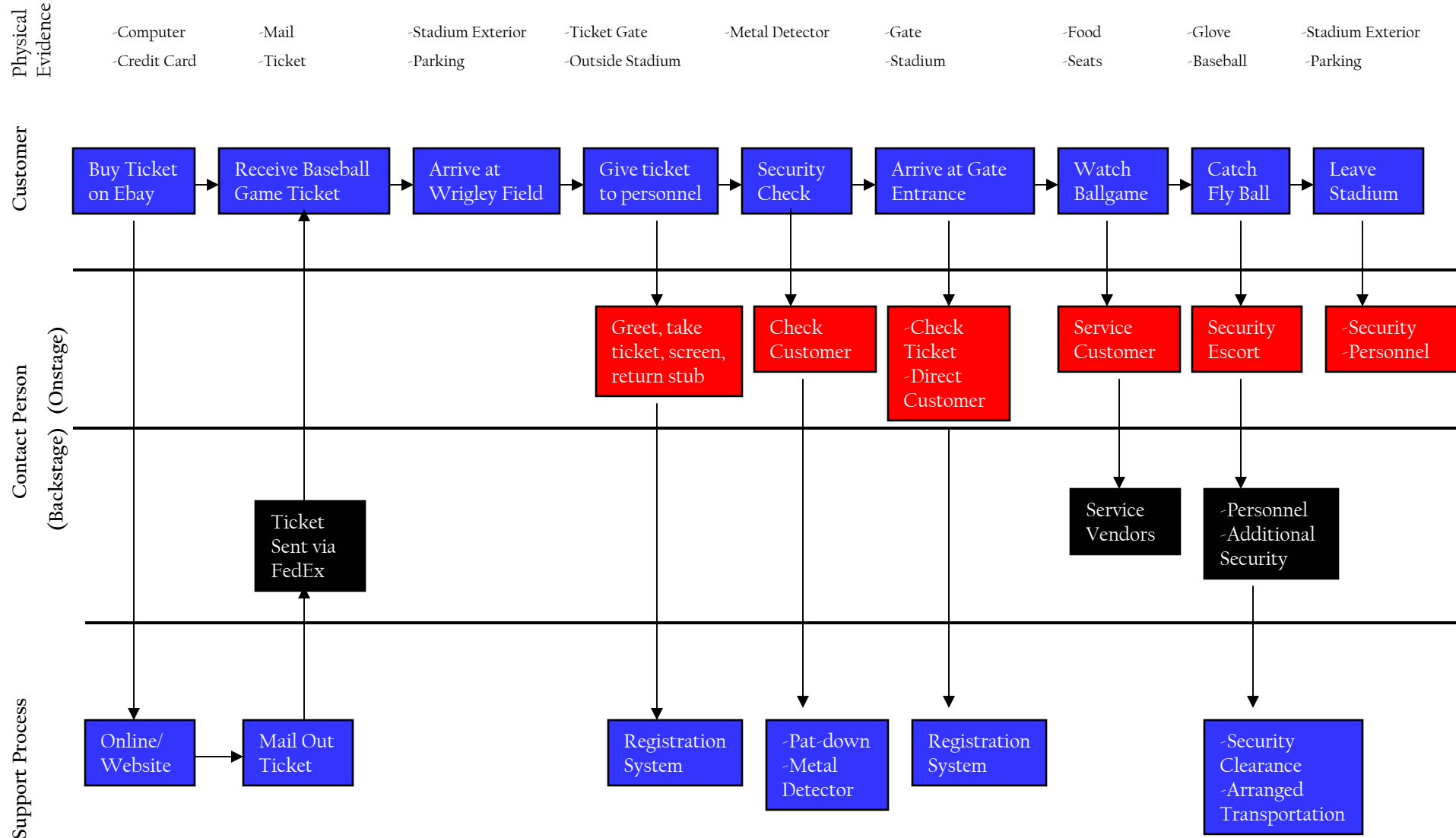


Blueprint for Reserving a Ticket at the BGSU Theatre Box Office



Service Blueprint: Chicago Cubs Game



Physical Evidence

-Parking Lot *
-Office Building

-Telephone

-Meeting Room

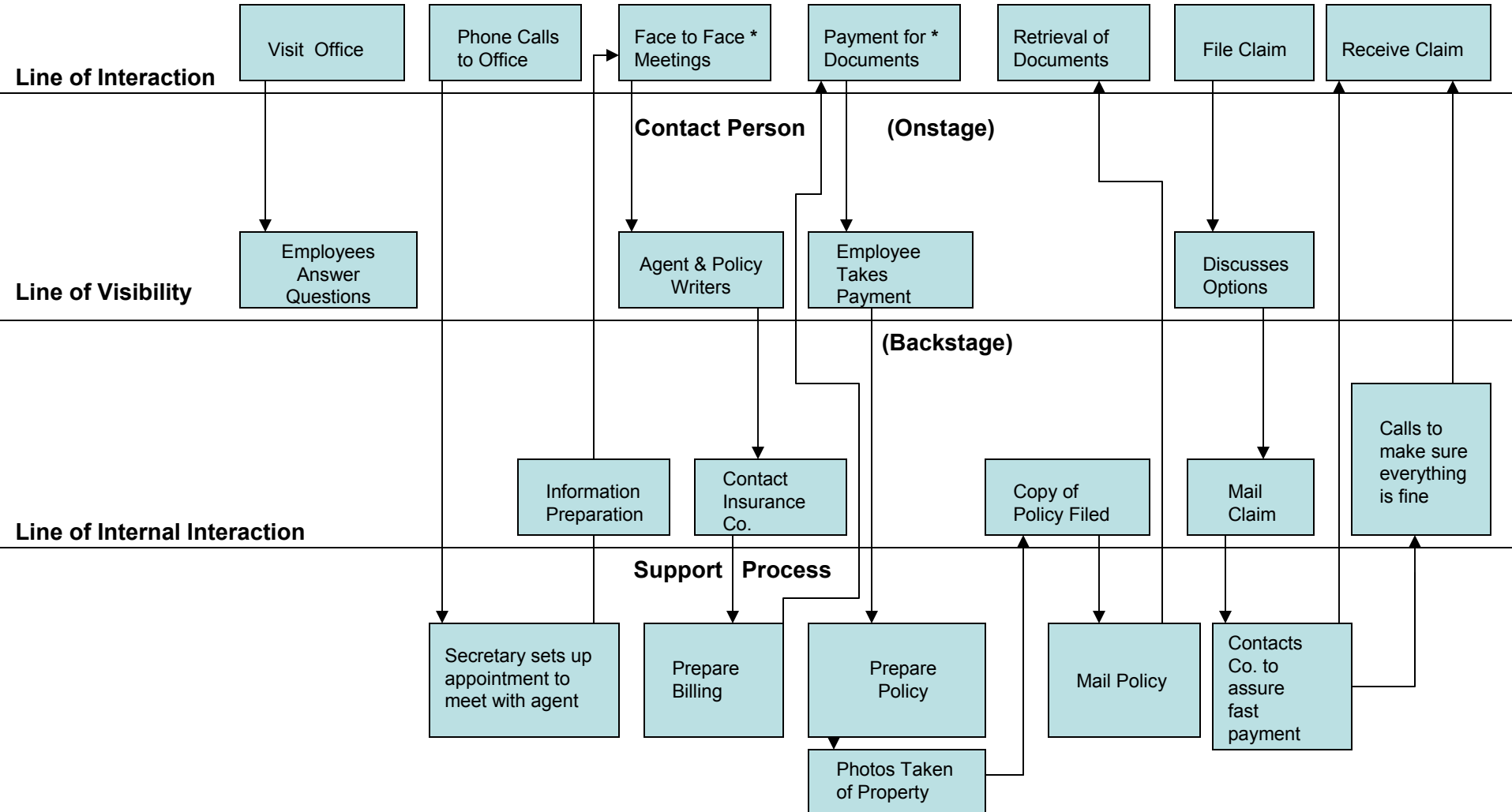
-Money
-Receipt

-Insurance
Policy

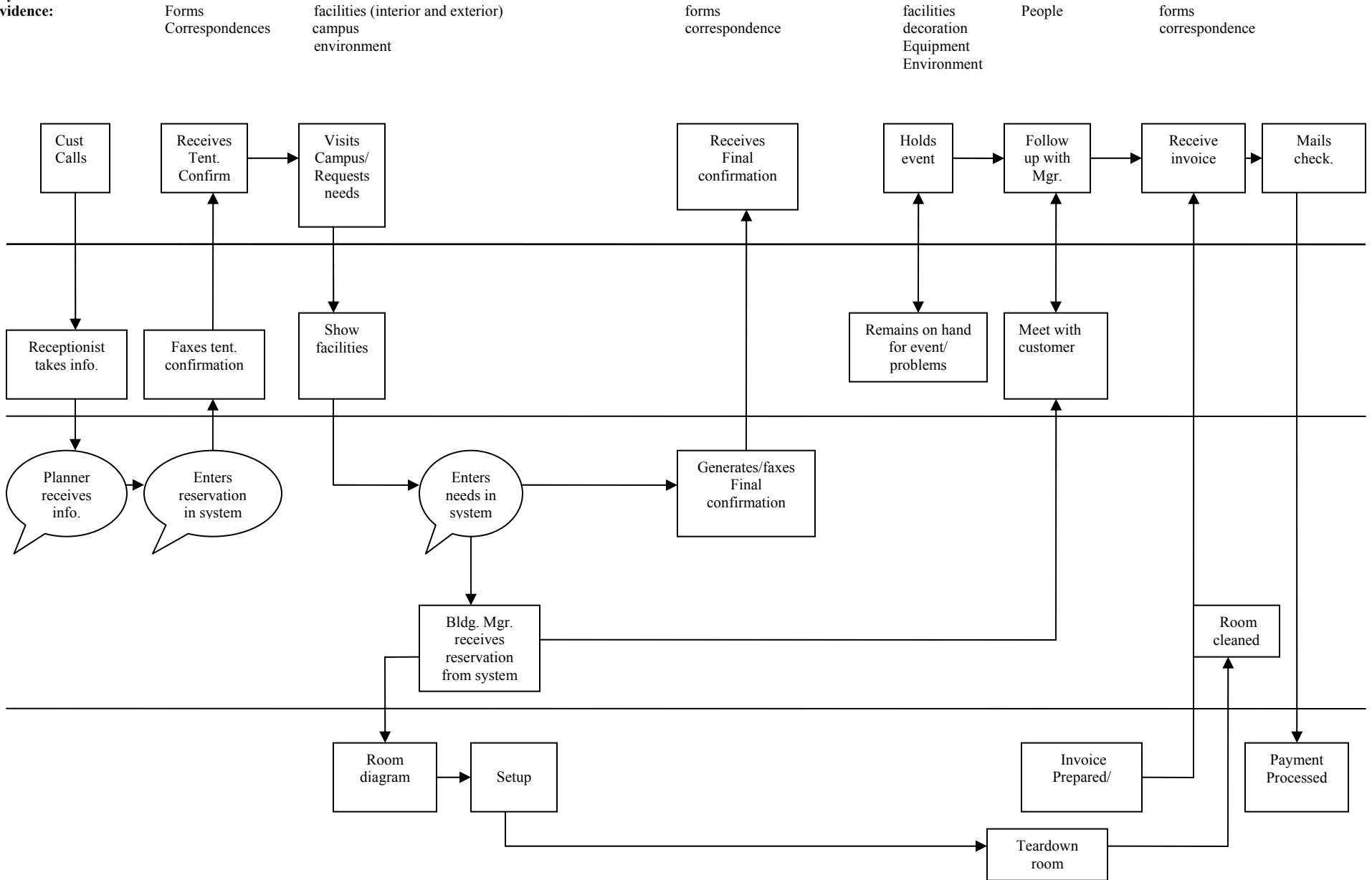
-Paperwork
-Photos

-Claim Check

Customer

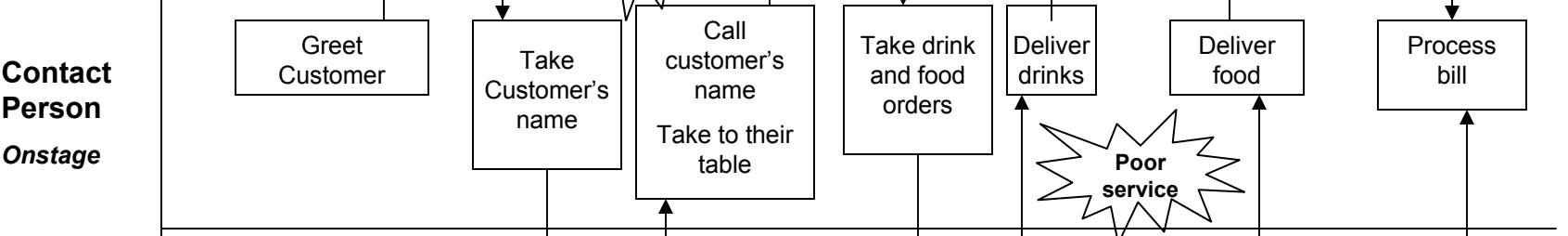
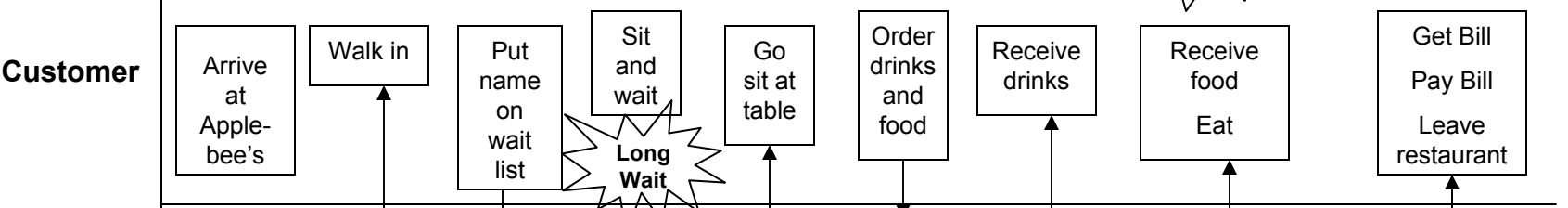



Physical Evidence:



Physical Evidence

Restaurant exterior	Entry Way	Host/Hostess Stand	Waiting Area	Table or Booth	Menu	Drinks	Food	Bill
Parking Lot	Interior Design		Other customers waiting				Food Appearance	Hostess Stand
							Unsatisfactory food	Entry Way
								Parking
								Restaurant Exterior



 = Potential bottlenecks

Applebee's

Service Blueprint

