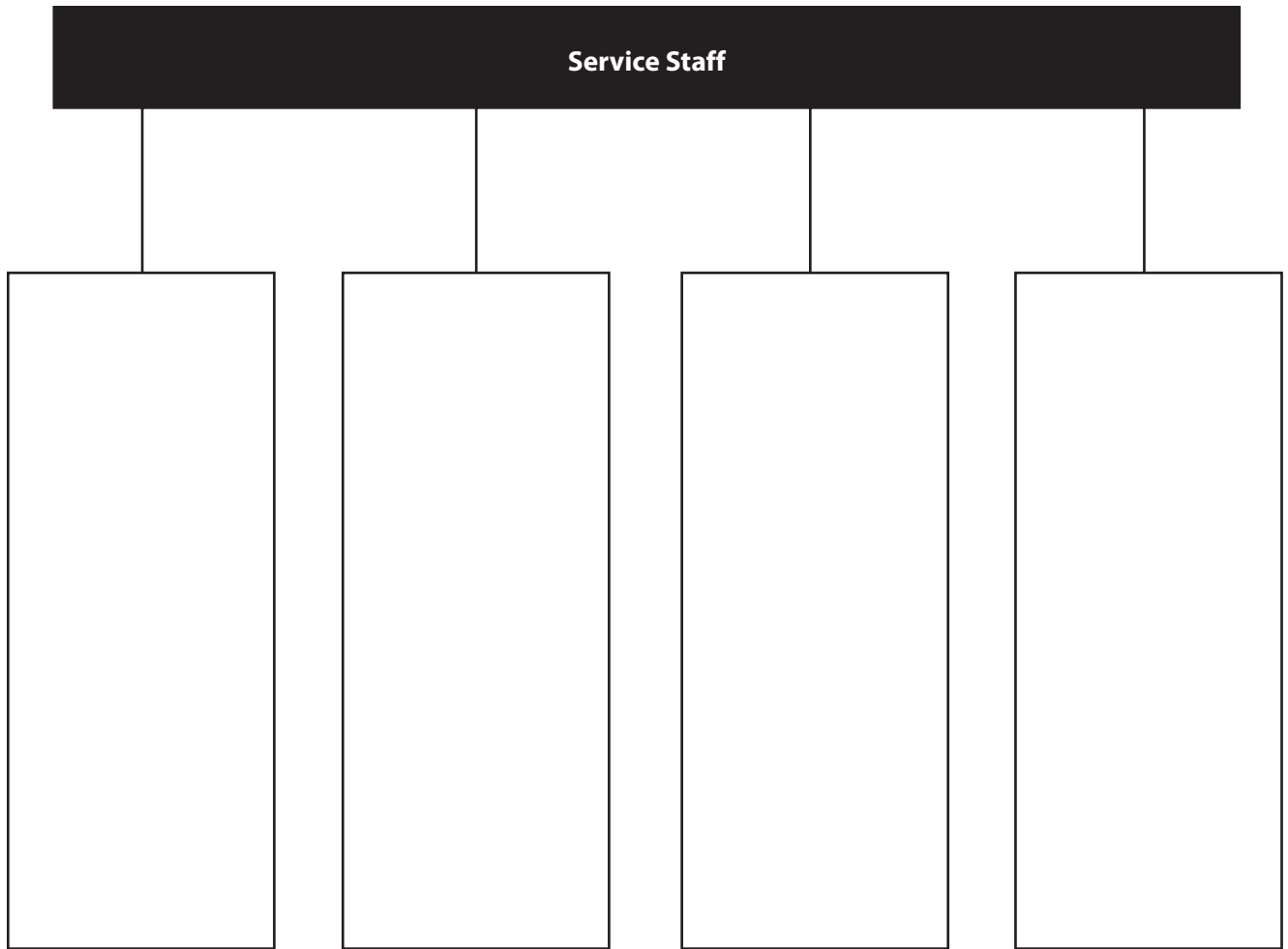


Section 5.1 - Service Basics

Use a tree diagram like the one below to help identify the role and duties of the four members of the service staff. In each box, write the title and duties of one member of the service staff.



Section 5.2 - Serving Customers

Use a sequence chart like this one to show the 10 steps in serving a customer.

Serving Customers

First Step:
Next Step:
Next Step:
Next Step:
Next Step:
Next Step:
Next Step:
Next Step:
Next Step:
Last Step: