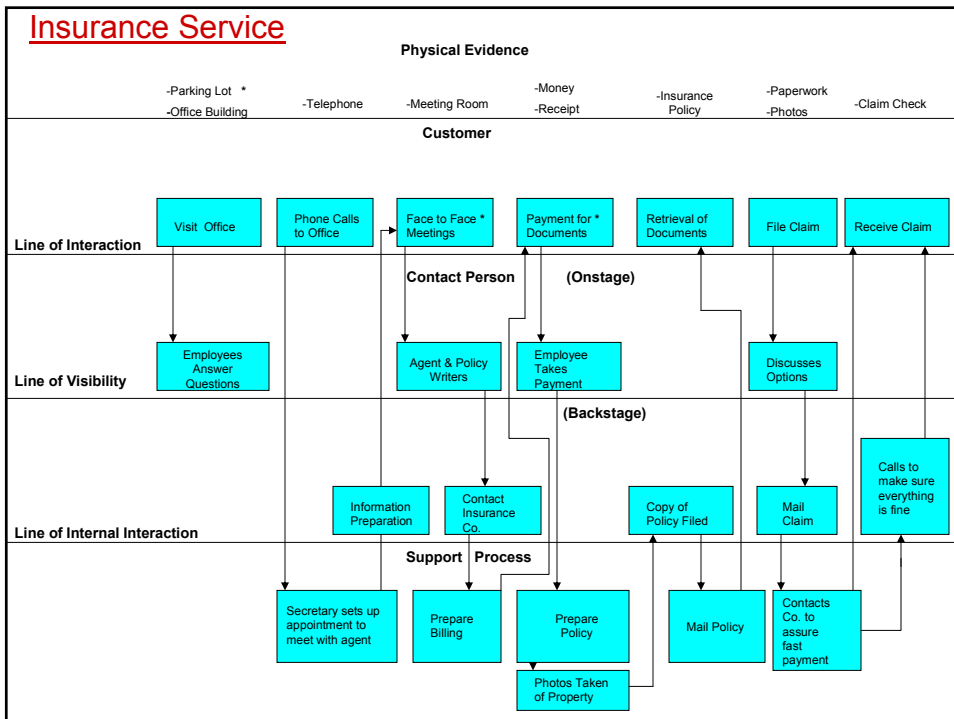


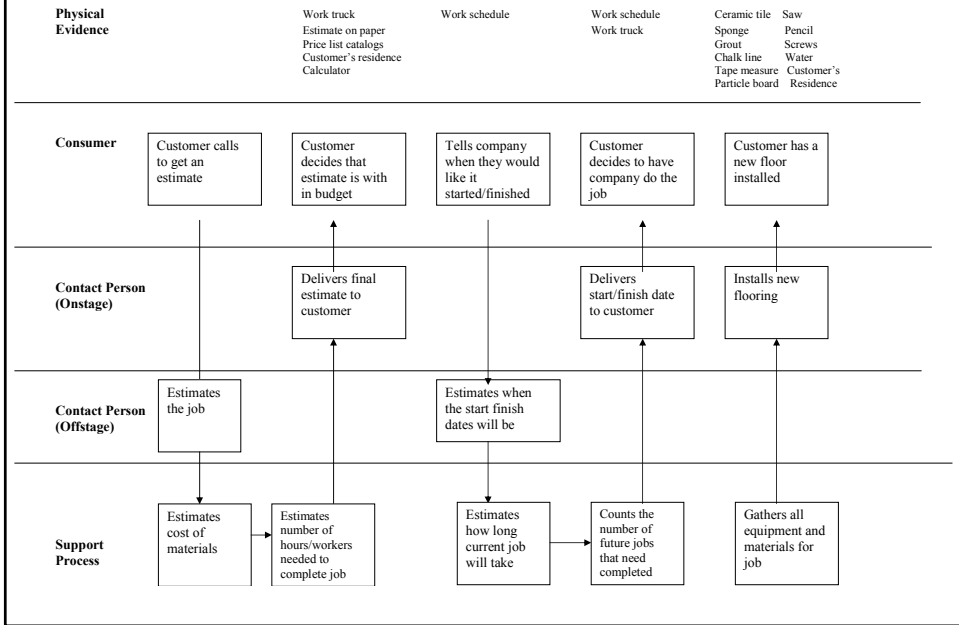


Student Service Blueprint Examples

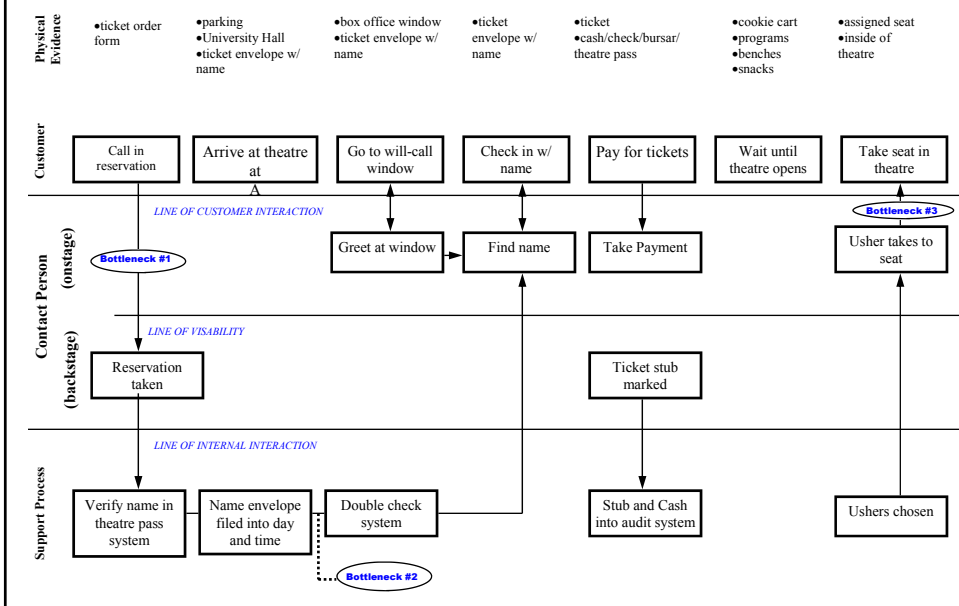
- [Cleveland Indians](#)
- [Vicente Salon](#)
- [Virtual PCs](#)
- [Insurance](#)
- Flooring
- BGSU Theater Box Office
- Applebee's
- Merry Maids
- Dairy Queen Special Order Cake
- Showplace Cinema
- FirstMerit Bank ATM
- Madhatter Music
- Sam B's
- Forest Creason
- [Panera Bread](#)
- [Alberini's Restaurant](#)

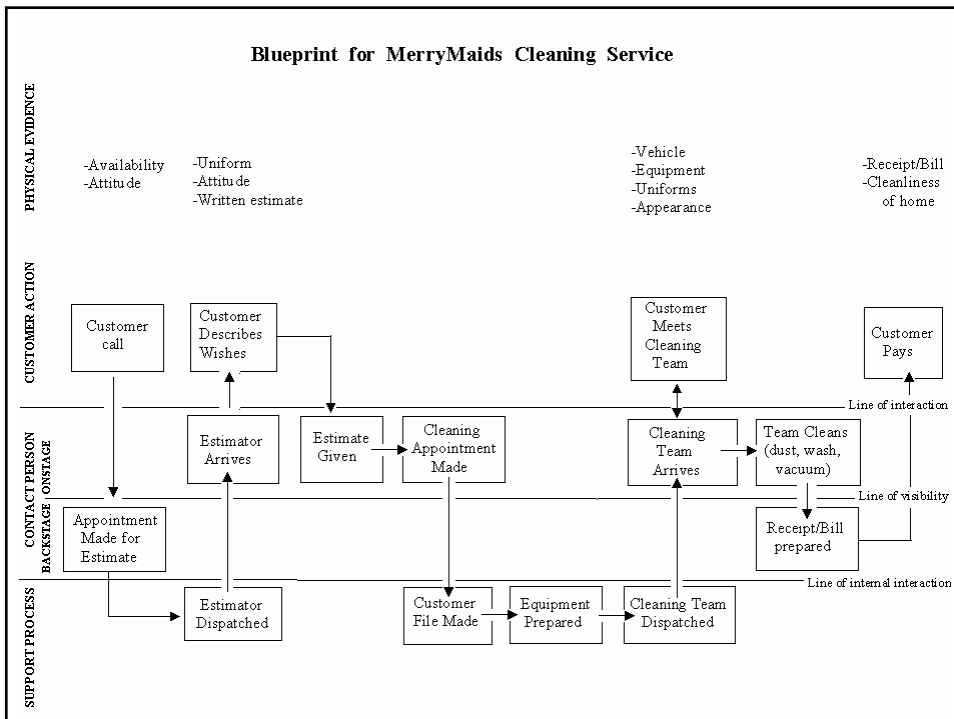
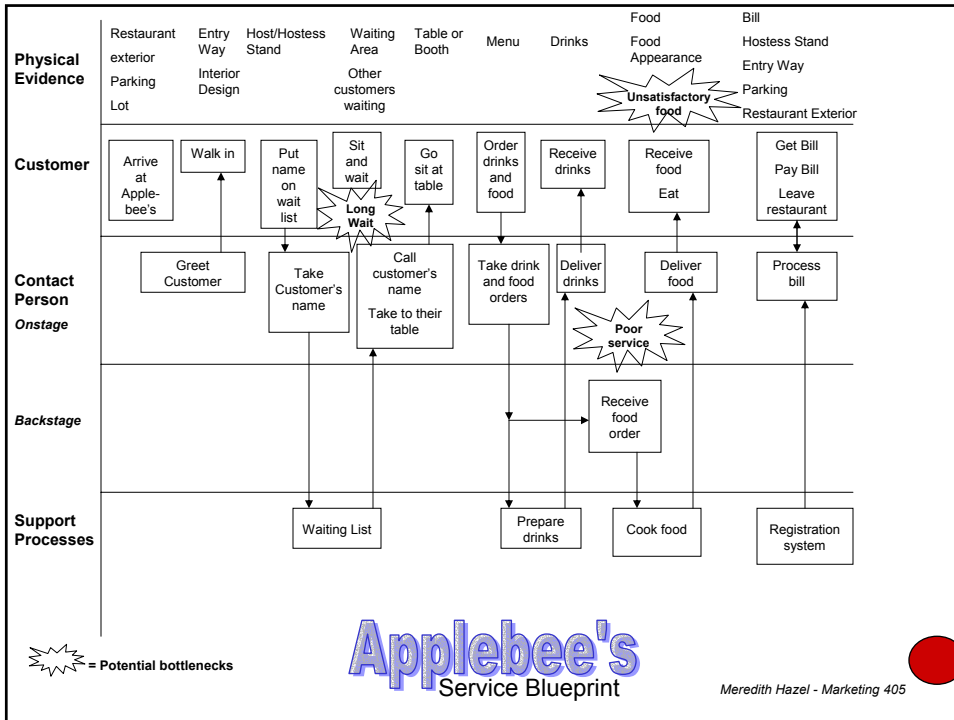


Flooring Installation



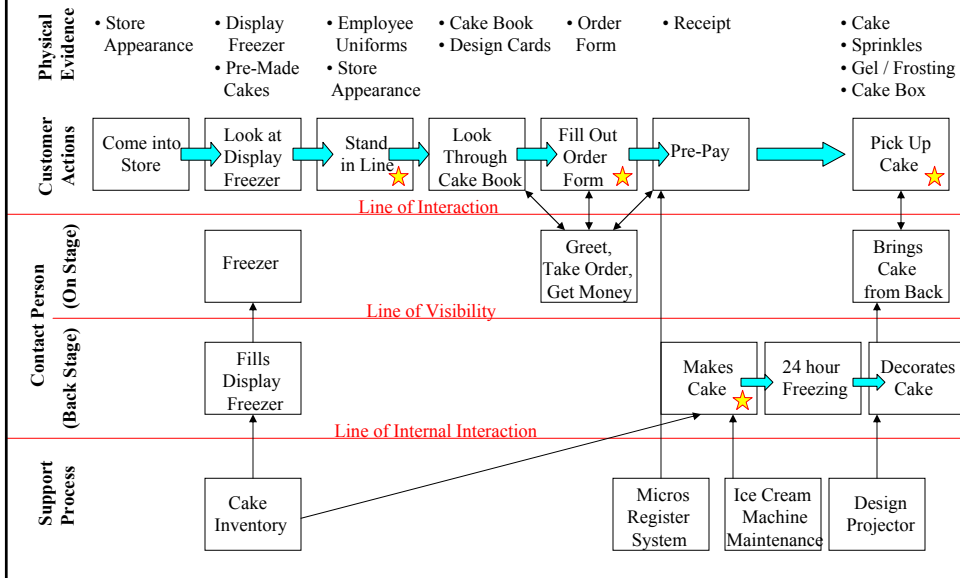
Reserving a Ticket at the BGSU Theatre Box Office



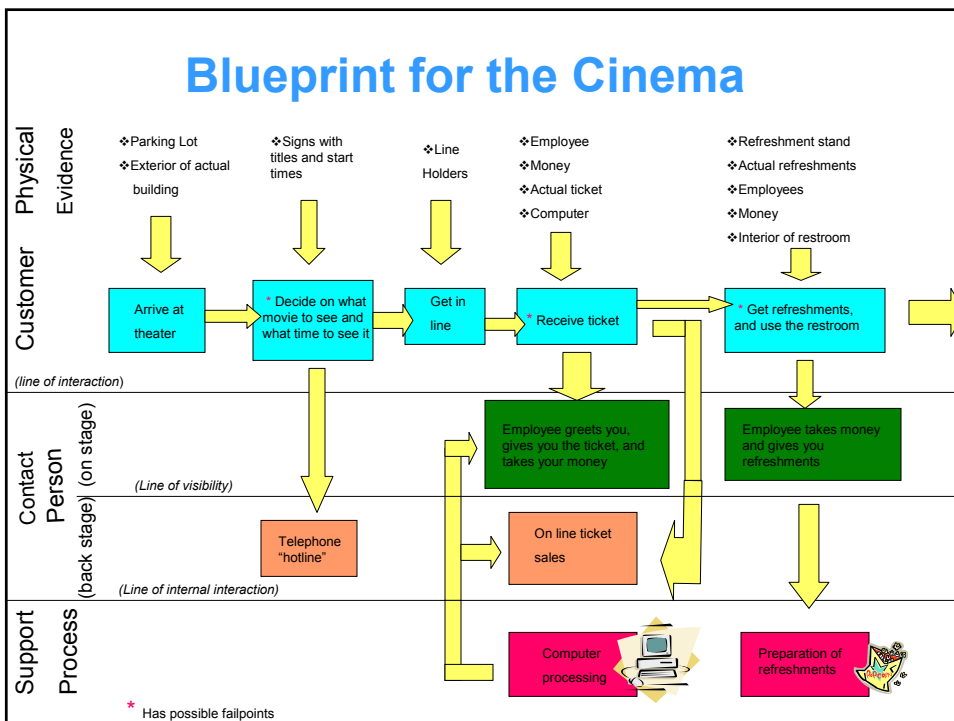


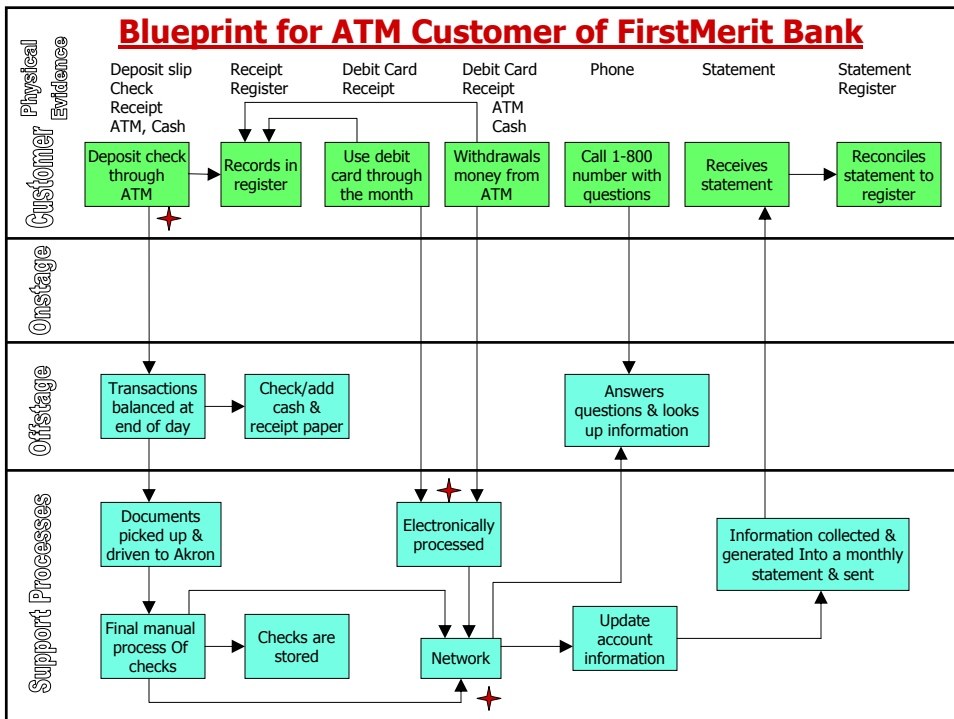
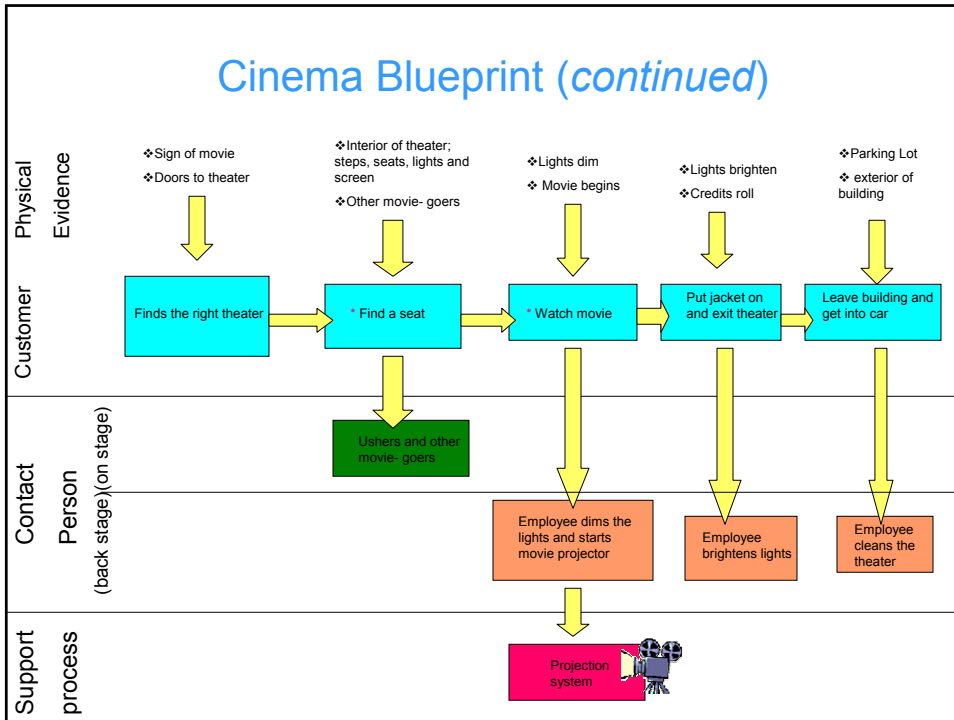
Blueprint for Ordering a Personalized DQ Ice Cream Cake

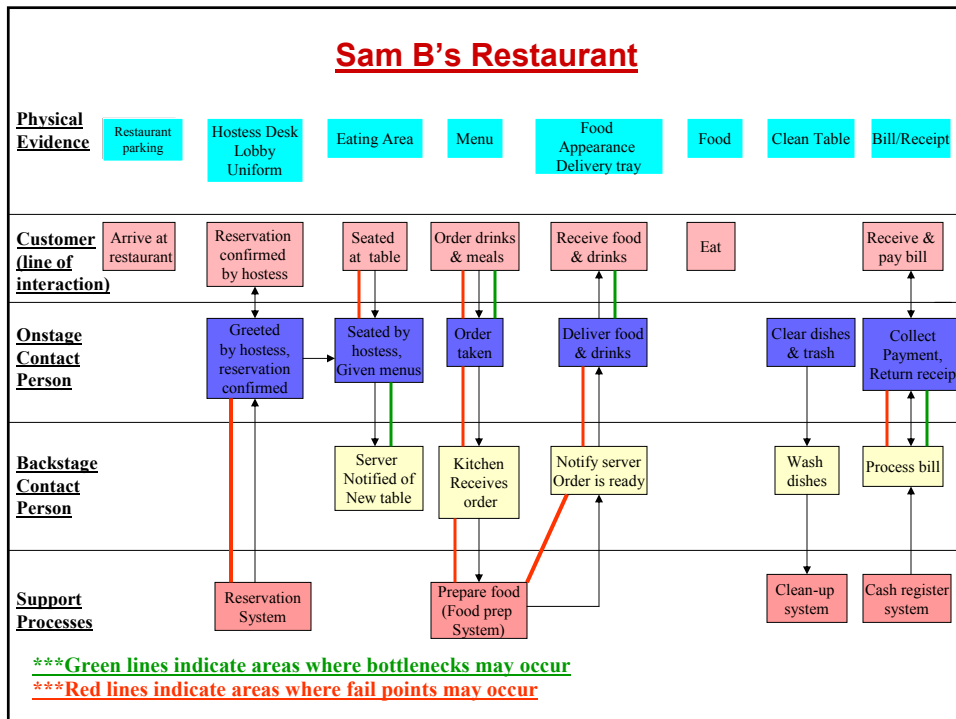
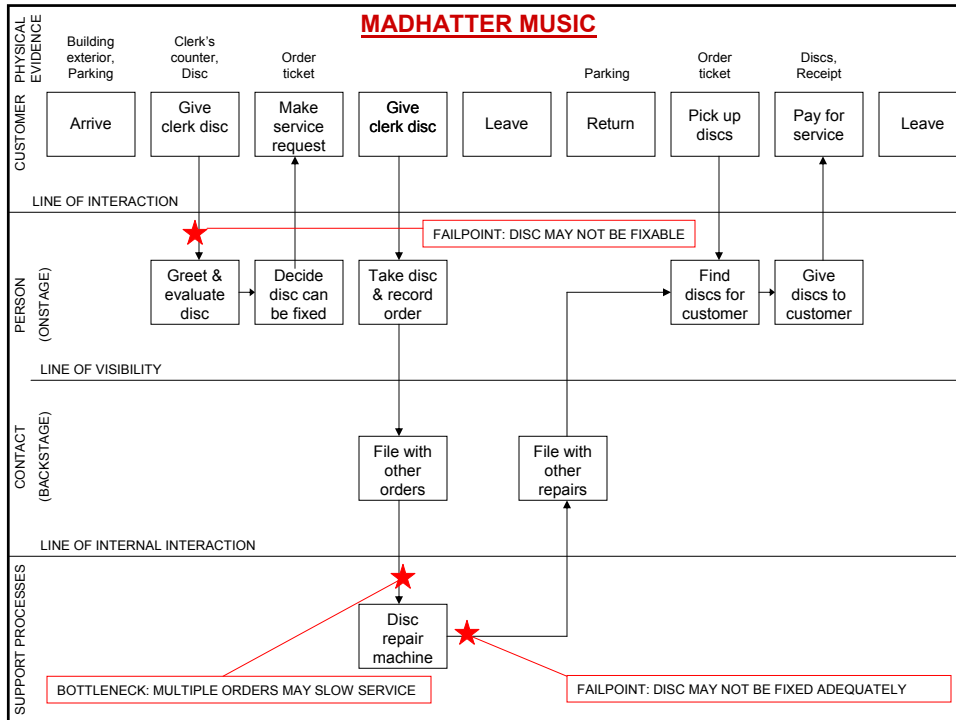
★ Represents Fail points / Bottlenecks

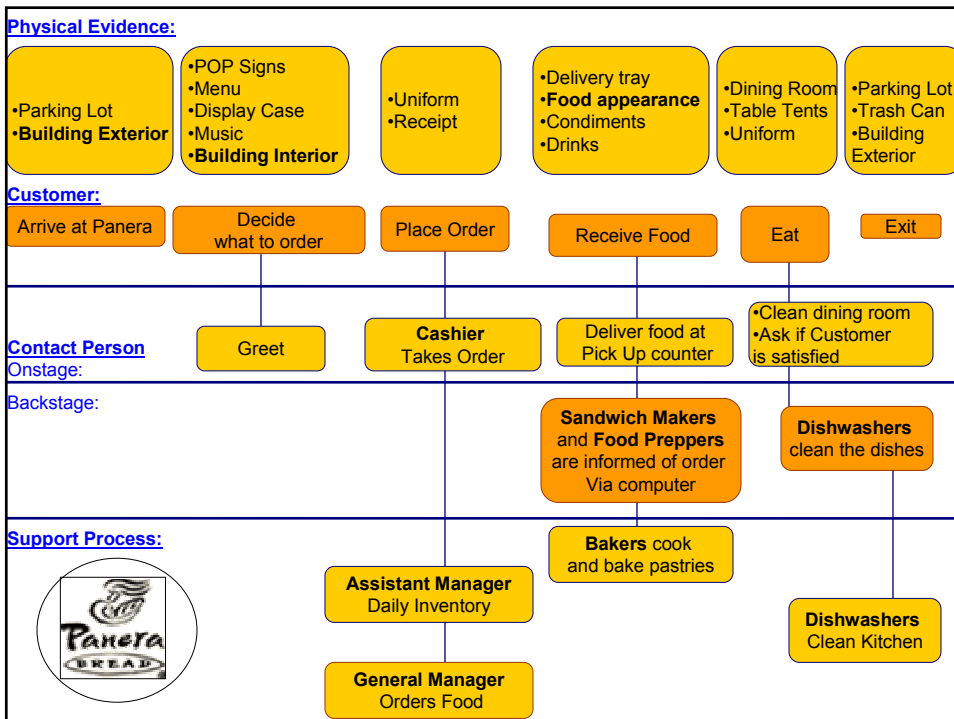
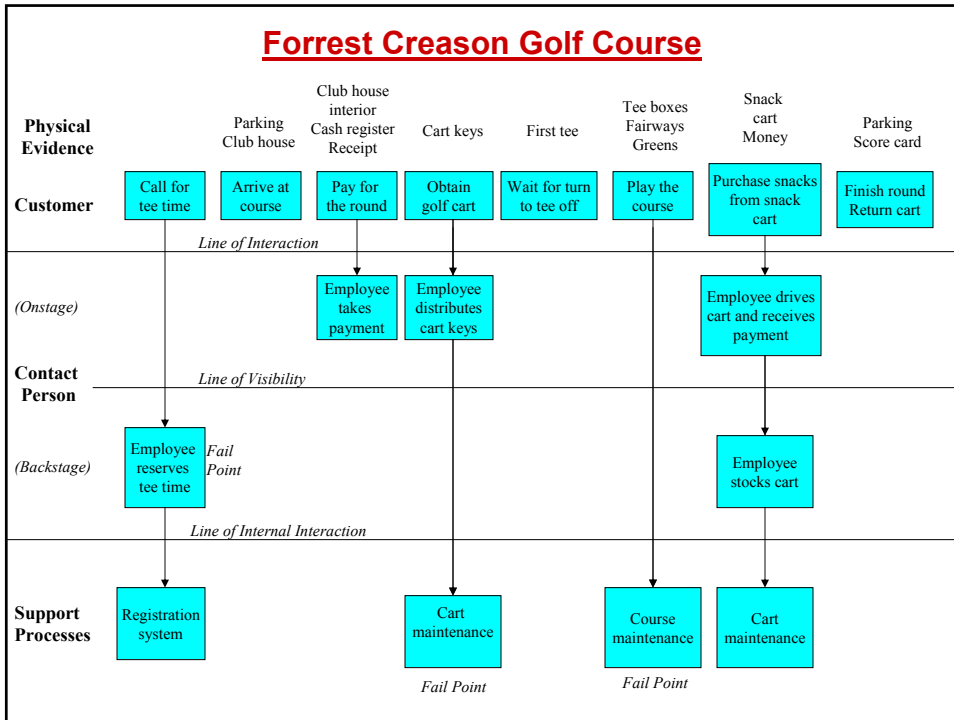


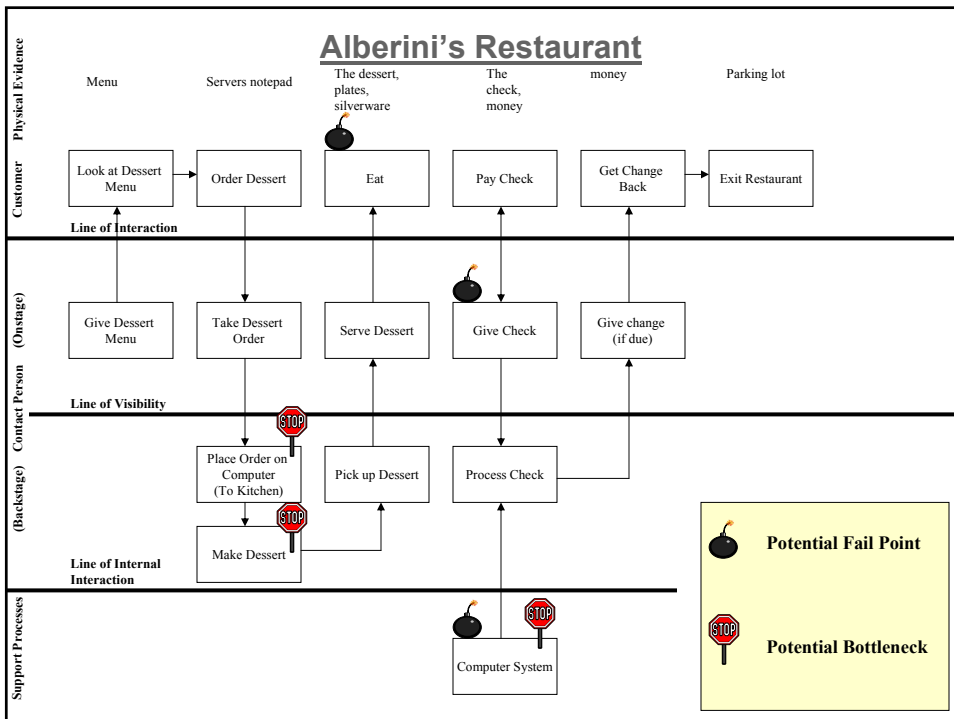
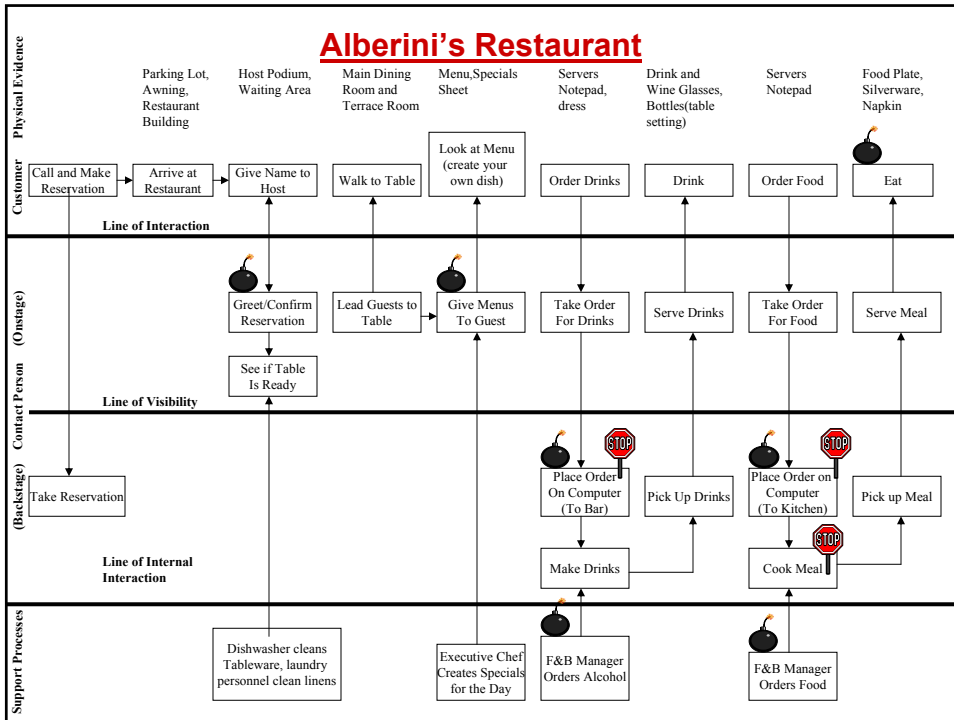
Blueprint for the Cinema











Service Blueprint: Virtual PCs

F = Failpoint
B = Bottleneck

Ross Metcalf

