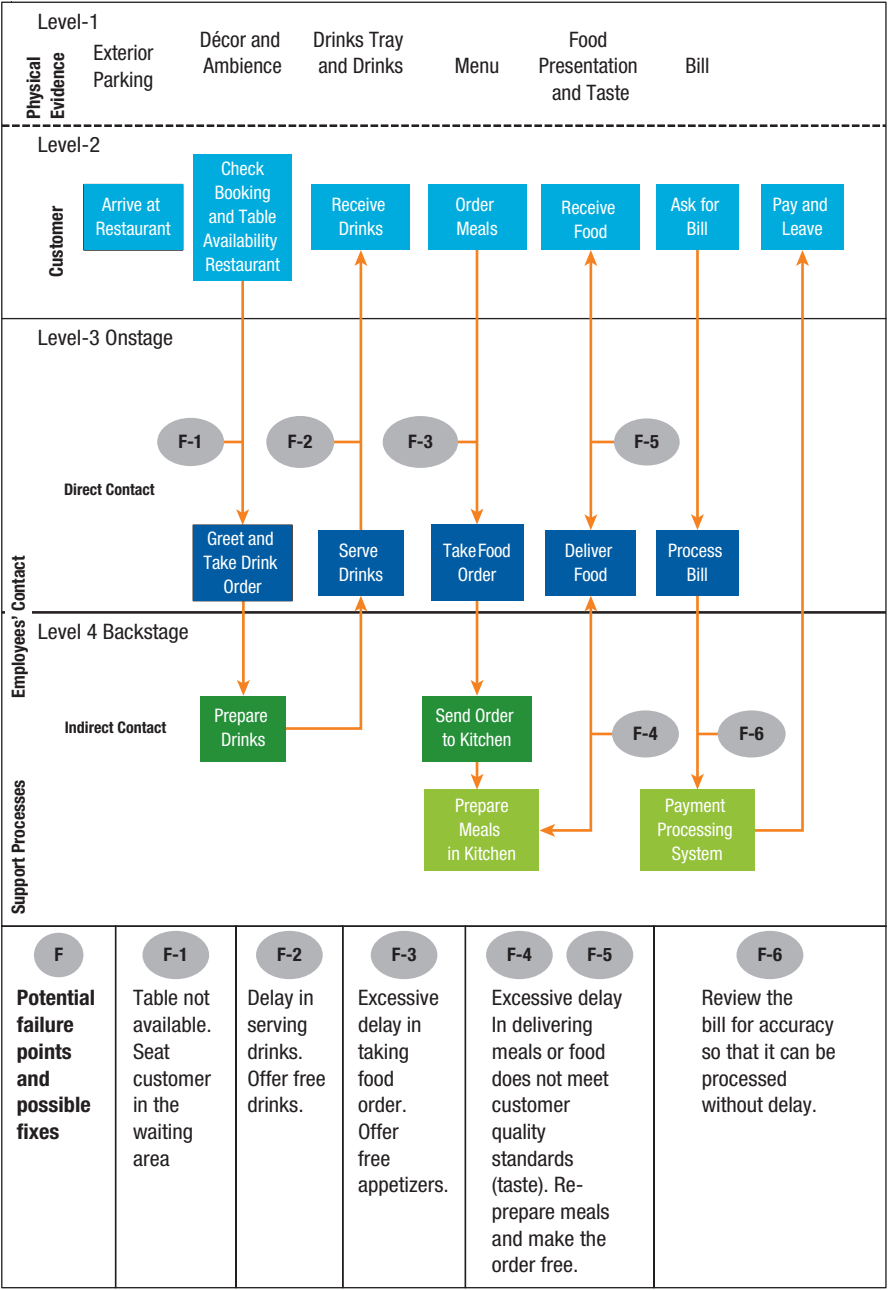


FIGURE 9S.5: Service Blueprint for a Restaurant



SOURCE: Adapted from http://www.hotelmule.com/attachments/2010/01/26_2010010704581522KeF.jpg; accessed November 2012.