

~~Transactions~~
 → Experiences

BYOE: Bring Your Own Experience

As a homework exercise, please visit a business that is primarily a service provider (barber/salon, dentist, hotel, auto shop, carwash...not fast-food). Using the prompts below, reflect on all aspects of your experience while using this service.

Name of service provider and what you had done	Date of service	How many times have you used this service provider?
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How would you rate your general emotions that day, not related to the service?

1	2	3	4	5	6	7	8	9	10
<i>1 = frustrated, short of time, things not going well</i>					<i>10 = happy, things were going well</i>				

How did you feel about needing to use this service?

1	2	3	4	5	6	7	8	9	10
<i>1 = annoyed, this was a necessary evil or solving a problem</i>					<i>10 = excited and looking forward to it</i>				

Making the appointment

The setting or location

The atmosphere

Your impression of the service provider's expertise/experience

What choices did you have to make in the process?

Were you confused about what was going on at any point?

What could they have done to improve your experience?

Reflect: how might this relate to your role at the firm?