**DESIGN MATRIX WORKSHEET**

*There is an example from the self-paced course below.*

**Performance Goal:**

| **PERFORMANCE OBJECTIVES** | **SUPPORTING CONTENT** | **INSTRUCTIONAL STRATEGY/TREATMENT** |
| --- | --- | --- |
| *List performance objectives in this column* | *List the key points as short bullet points.* | *Briefly describe the activity, scenario or practice exercise that people complete to meet the objective.* |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**EXAMPLE DESIGN**

**Performance Goal:** New servers will provide the quality of restaurant service that meets the expectations of  
our customers.

| **PERFORMANCE OBJECTIVES** | **SUPPORTING CONTENT** | **TREATMENT** |
| --- | --- | --- |
| 1. New servers will consistently greet guests in a friendly manner and promptly take beverage orders when the guests are seated. |  | This lesson will provide learners with an opportunity to practice greeting and responding to customers in real-world scenarios with appropriate consequences. |
| * 1. Quickly evaluate the type of experience diners want to have | * Listen to customers * Read nonverbal cues | Practice branching scenarios: Learners will encounter diners with different needs and will practice responding to their needs appropriately. |
| * + 1. Recall the general categories of diners | Customers come to a restaurant to celebrate, on dates, for business meetings, etc. |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |