

Sample Scenario and Background Information (Proposal Project)

Project topic (專題題目)	Designing a customer service counter for Ocean Shopping Mall
Scenario (情景)	Ocean Shopping Mall is going to be opened in Tsim Sha Tsui in December 20XX and they have invited students from Youth College to design a customer service counter for them.
Potential problem (潛在問題)	<ul style="list-style-type: none"> • Different customers have different needs from a customer service counter. • There is always a long queue at these counters during peak hours.
Your task (你的任務)	<ul style="list-style-type: none"> • Design a customer-friendly customer service counter for Ocean Shopping Mall. • Devise a work plan listing the required resources and implementation details.
More information (更多資料)	Project team can start with searching the following information: <ul style="list-style-type: none"> • What services does a customer service counter provide? • Where are the customer service counters usually located in a mall?