

# Project Skills WORKSHEET

## Sample Scenario and Background Information (Proposal Project)

<b>Project topic</b> (專題題目)	Designing a customer service counter for Ocean Shopping Mall
<b>Scenario</b> (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.
<b>Potential problem</b> (潛在問題)	<ul style="list-style-type: none"> <li>Different customers have different needs from a customer service counter.</li> <li>There is always a long queue at these counters during peak hours.</li> </ul>
<b>Your task</b> (你的任務)	<ul style="list-style-type: none"> <li>Design a customer-friendly customer service counter for Ocean Shopping Mall.</li> <li>Devise a work plan listing the required resources and implementation details.</li> </ul>
<b>More information</b> (更多資料)	<p>Project team can start with searching the following information:</p> <ul style="list-style-type: none"> <li>What services does a customer service counter provide?</li> <li>Where are the customer service counters usually located in a mall?</li> </ul>