

Project Plan Submission

Module Code: VOT3002

Module Name: Project Skills

Project Topic: Designing a customer service counter for Ocean Shopping Mall

Project Supervisors:
Trade: Mr Chan Tai Man
LC: Ms Lee Hoi Sum
D&IT: Mr Wong Siu Ming

Team Members:

Name	Student ID	Class	Role (Leader/Member)
Man Fai Fai	198523569	FS113351-2A	Leader
Chan Ho Yi	195500214	FS113351-2A	Member
Kwan Wai Ching	190233236	FS113351-2A	Member
Cheung Wai Hong	190123851	FS113351-2A	Member

Checklist:
 Cover Page
 Project Plan
 ‘How might we ...’ Statement

**Date of
Submission:** _____

Project Plan

Project Topic

Designing a customer service counter for Ocean Shopping Mall

Background

Ocean Shopping Mall will open in Tsim Sha Tsui in December 20XX. The mall has invited our company to design a customer service counter.

Project Purpose

To propose a practical and user-friendly customer service counter for Ocean Shopping Mall.

Requirements

- The counter should be modern, informative and easy to notice.
- It should be practical and support efficient customer service.
- It should provide clear information about shops, facilities and events.

Success Criteria

- Customer enquiries are handled within 2 minutes.
- Customer satisfaction of 90% or above is achieved.
- Positive feedback from mall management and tenants is received.

People Involved

- Shoppers and visitors
- Mall tenants and their staff
- Mall management team
- Media and general public

Potential Problems

- Limited space is available for the customer service counter.
- Manpower shortages may occur during peak hours.
- Poor counter location may lead to low visibility for customers.
- Insufficient equipment (e.g., computers, signage, brochures) may hinder service delivery.

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Milestone

No.	Task	Person-in-charge	Completion week
1	Requirement Study <ul style="list-style-type: none"> - Conduct Internet research on common services provided by different customer service counters - Go for a site visit of 3 shopping malls - Use empathy map to interview shoppers 	Man Fai Fai & Chan Ho Yi All Cheung Wai Hong & Kwan Wai Ching	Week 4
2	Project plan presentation	All	Week 8
3	Data Analysis <ul style="list-style-type: none"> - Analyse the data of empathy maps - List the services - Draft a design of the customer service counter 	All	Week 9
4	Discussion <ul style="list-style-type: none"> - Comment on the draft design - List the resources needed 	All Kwan Wai Ching	Week 10
5	Implementation Plan	Man Fai Fai	Week 11
6	Challenges & Way Forward <ul style="list-style-type: none"> - Discuss the potential challenges of the counter - Think about the solutions for the challenges 	All	Week 12
7	Submit progress report	All	Week 15
8	Draft final project report	All	Week 16-19

No.	Task	Person-in-charge	Completion week
9	Submit final project report	All	Week 20
10	Final report presentation	All	Week 22

Resources Needed

No.	Item
1	Human resources <ul style="list-style-type: none"> ● design team to create the counter layout and visuals ● customer service staff to test workflow and service procedures ● mall management contact person for coordination and approval
2	Equipment and materials <ul style="list-style-type: none"> ● computers, phones and information system for enquiries ● counter furniture, chairs, storage cabinets and signage ● brochures, mall directory, maps and promotional materials ● basic security and CCTV support around the counter if required
3	Venue and logistics <ul style="list-style-type: none"> ● designated floor space in a visible location ● power supply, lighting and network connection ● budget for design, construction, equipment and printing

Project Outputs

- Project plan presentation
- Progress report
- Final report
- Final report presentation
- Counter design drawings (layout plan, 3D sketch or rendering)