By now, you have completed 15 assignments that comprise the Elements of Service. For this assignment, you will reflect on your writing up to this point with regard to how the 15 elements that you have studied effect almost any service organization.

**Chosen organization: Spago, Beverly Hills**

Question 1: Background. Provide a brief background of the organization or organizations that you studied. Include: the name(s) of the organization(s) and the hospitality sub industry (such as, casual dining restaurant), if it isn’t clear by their name(s), location(s), and anything else that might be interesting to list.

Type here:

Question 2: List 3 particularly good examples from the strengths that you wrote about in the previous assignments – things that were done particularly well that pleased you.

Type here:

Question 3: List 3 particularly good examples from the strengths that you wrote about in the previous assignments – things that were done particularly well that pleased you.

Type here:

Question 4: List 1 particularly ugly example (the worst issue that you observed) from the weaknesses that you wrote about in the previous assignments – your choice of something that was done so badly that you or another customer probably would not return as a result.

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Question 5, 6, 7: The Consultants' Recommendations: This part of the question will present three specific recommendations for improving the service within the operations that you have been observing. What needs to be done to improve the management of service? Be specific. Discuss examples. The set-up for question 6, 7, and 8 is to A) **name** of the recommendation, B) state the **features** of the recommendation (what management should do), and C) list the **outcome** (the projected benefits) by implementing the recommendation.

Type here:

Question 8:

Type here: