Service Management. Paper details Need to write 10, 2 to 3 page responses to articles. Not all have to be three pages long. Minimum is two per article. See below for format etc. I will post link to articles and also notes from class from each chapter. I can also provide link to online version of text book from the class. Here is what you need to do: 1) Use the template provided below: a. Name of article: b. Link to article from the web: c. Chapter from our textbook that you will relate to the article: d. Describe how you would improve the service to deal with the problem your article describes. Be specific and give examples! 2) Find one article for chapter’s 3-12 for a total of 10 articles. Find 10 different web articles about a service operation. Each article and completed template from (1) above are worth 2 points of your course grade. Make sure the articles deal with services! 3) Use 12-point Times New Roman font, double spaced, 1-inch margins all around, with page numbers and your name on the front page. I expect 2-3 pages per article, with a minimum of 2 pages per article. 5) I expect “d” to be about at least two pages in length. This is where you are performing as a consultant and advising on how to improve the situation with what you learned in the course.