

Service Blueprint for Future Apartment Service

# Service Infrastructure

// Functional Zoning of APT Service Spaces

Our service blueprint for Savannah Property Services visualizes the customer journey within our property service lobby, highlighting distinct areas like the work zone, entertainment area, consultation zone, and remote work area. This blueprint serves as our guide to understanding service capabilities and enhancing the overall customer experience.

Each area in our blueprint plays a unique role, with specific touchpoints that cater to different customer needs. For instance, the work zone focuses on quick administrative tasks, while the consultation zone is designed for detailed discussions on property-related matters.

An essential component of our blueprint is the integrated online reservation system. It's a critical backstage process that enables customers to conveniently book appointments or reserve facilities, improving the flexibility and efficiency of our services.

Overall, our service blueprint is a dynamic tool that not only maps out our current service delivery but also aids us in envisioning and working towards an optimized future state. Through this, we aim to continually evolve and enhance the service experiences for our valued tenants.

**Customer Actions:**  
What the customer is doing or experiencing at a given moment in their journey.

**Touchpoints:**  
The way in which an interaction takes place. Capture the channel, and exactly what is being accomplished

**Front Stage Staff:**  
Interactions between staff and customers. Be sure to name the role of staff member.

**Line of Visibility:**  
Separates front and backstage

**Backstage Staff:**  
Staff actions that are essential to accomplish the customer experience, but that are not visible to the customer.

**Support Processes:**  
Tools, systems and processes that support backstage operations in this moment, even if the effects aren't seen until later in the scenario

