**Service Observation Grading Sheet**

**Observed Service Company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. To what degree were the Service Design Framework integrated into the study and presentation?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1Obvious topics overlooked |  | 5 |  | 10Excellent connection to course topics |

1. How thorough and insightful was the observation of the company?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1Not very thorough |  | 5 |  | 10Quite thorough & insightful |

1. What was the overall quality of the presentation (slide design, flow of content, use of time, handling of questions, etc.)?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1Somewhat sloppy |  | 5 |  | 10Well planned & delivered |

Total Score (sum scores 1-2 and multiply by 4; score 3 multiply by 2):

Comments: