



First Assessment:

What do you think is the problem with Swanky Bubbles?

Why do you think that?

Second Assessment:

You've seen a bit more of the bar and gotten a feel for the owners. Have you changed your mind about the problem with the bar? If so, what did you learn that changed your mind?

Third Assessment:

Now you've seen more and heard from the staff. Do you have a new problem statement? If so, what did you learn that changed your mind?

Reflection:

How did the process of “go and see” affect your understanding of the situation facing Swanky Bubbles?

Application:

What will you look for, and what questions will you ask, when you go and see the problem you’re dealing with?

1. _____
2. _____
3. _____
4. _____
5. _____