Service Blueprint for Future Apartment Service

# Tenant/Sustainbale-Driven Initiative

// Seeking help from apartment community through the platform which provide by apartment service office

// Buying and selling idle items

// Neighborhood Support

Our service blueprint brings together three key elements: second-hand furniture trading, appbased property services, and a neighborly aid system within our apartment community.

Firstly, our blueprint outlines the process of trading second-hand items, simplifying the journey from listing to trade. Secondly, it depicts the use of our property services app for maintenance requests and progress tracking, highlighting the convenience of digital communication. Lastly, it illustrates the neighborly aid system where tenants can share resources, reinforcing community spirit.

Essentially, our service blueprint is a tool that shapes our current operations and guides our improvement efforts, aiming to create a seamless and community-centric living environment for our tenants.

## Sustamor Actions:

What the customer is doing or experiencing at a given moment in their journey.

#### 「ouchpoints:

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

#### ront Stage Staff:

Interactions between staff and customers.

Be sure to name the role of staff member.

## of Vicibility:

Separates front and backstage

#### ckstage 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

