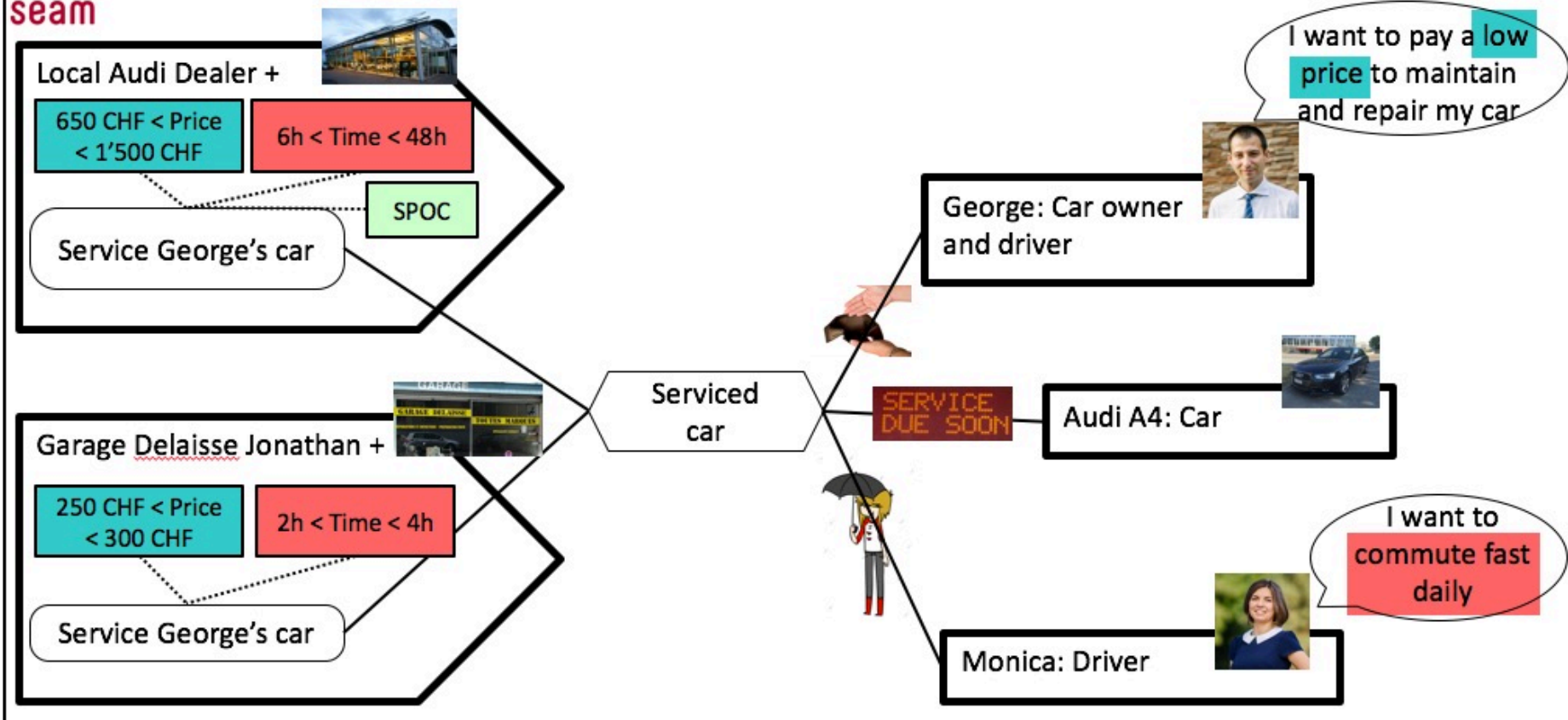




The service of George's car offered by two dealers



The model is for:
 1) **George** to understand what is necessary to maintain and repair his car and for
 2) **The dealer** to understand George's needs



Empty wallet: George thinks the car service will cost a fortune



Service indicator: The car displays the service message



Umbrella and rain: Monica thinks that without a car she will wait in the rain for the bus and need a longer commuting time

Service design

The model shows the service offered by the dealer to maintain and repair George's car.