

Be the Guest

Use the following questions to record your experience when visiting a new place. This tool can be used in churches, restaurants, airports, malls, museums, and libraries. But don't stop there—any place you experience can be evaluated. Have fun!

- **Sight:** What do you see? What's distracting? What shows a lack of care or of excellence? Are signs well placed, helping you find your way around? How do shapes, colors, and images influence your experience? How does what you see affect your mood or state of mind?

- **Smell:** Pay attention to odors. Are they pleasant? Do they help you relax, raise your curiosity, or make you hungry? Do you want to stay, or are you thinking, "I've got to get out of here"?

- **Taste:** If you're dining, rate the quality of the food. If you're not dining, would food have been a good idea?
