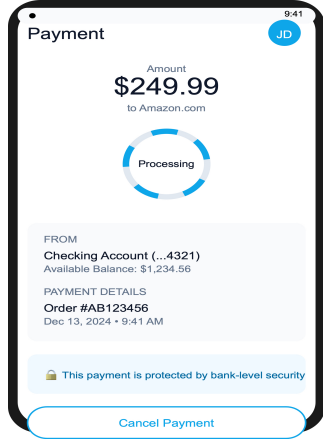# The Era of Self-Service

1: Common Self-Service Technologies

Which self-service technologies do you use most often? Check three options.

☐ Mobile payment apps

☐ Digital service kiosks

☐ Digital ticket booking

☐ Food ordering apps

☐ Online banking

Explain why you chose these three:

2: Benefits Ranking

Rank these benefits from 1-5 (1 being most important)

☐ Time savings

☐ 24/7 availability

☐ Contactless service

☐ Personal control

☐ Cost savings

Explain why your top choice is most important:

3: Advantages and Disadvantages

Sort these items into Advantages (A) or Disadvantages (D)

☐ Technical problems

☐ Faster transactions

☐ Less personal service

☐ Always available

☐ Learning curve

Are there more advantages or disadvantages? Explain: