

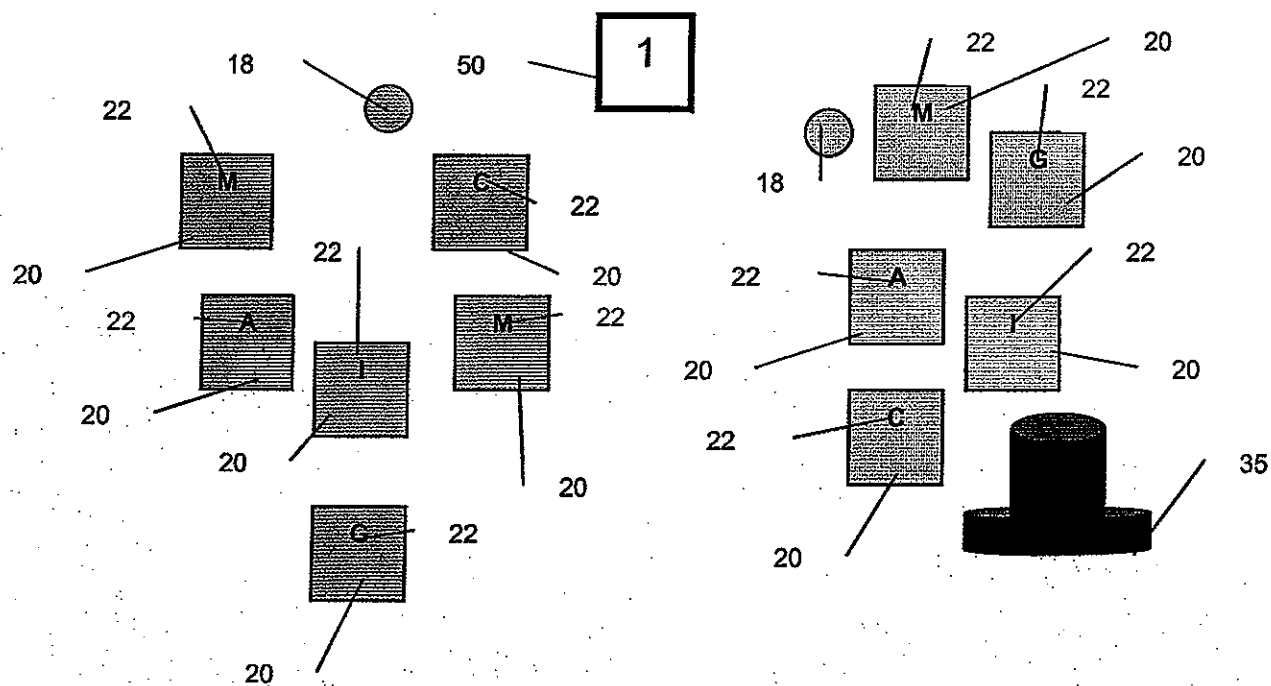
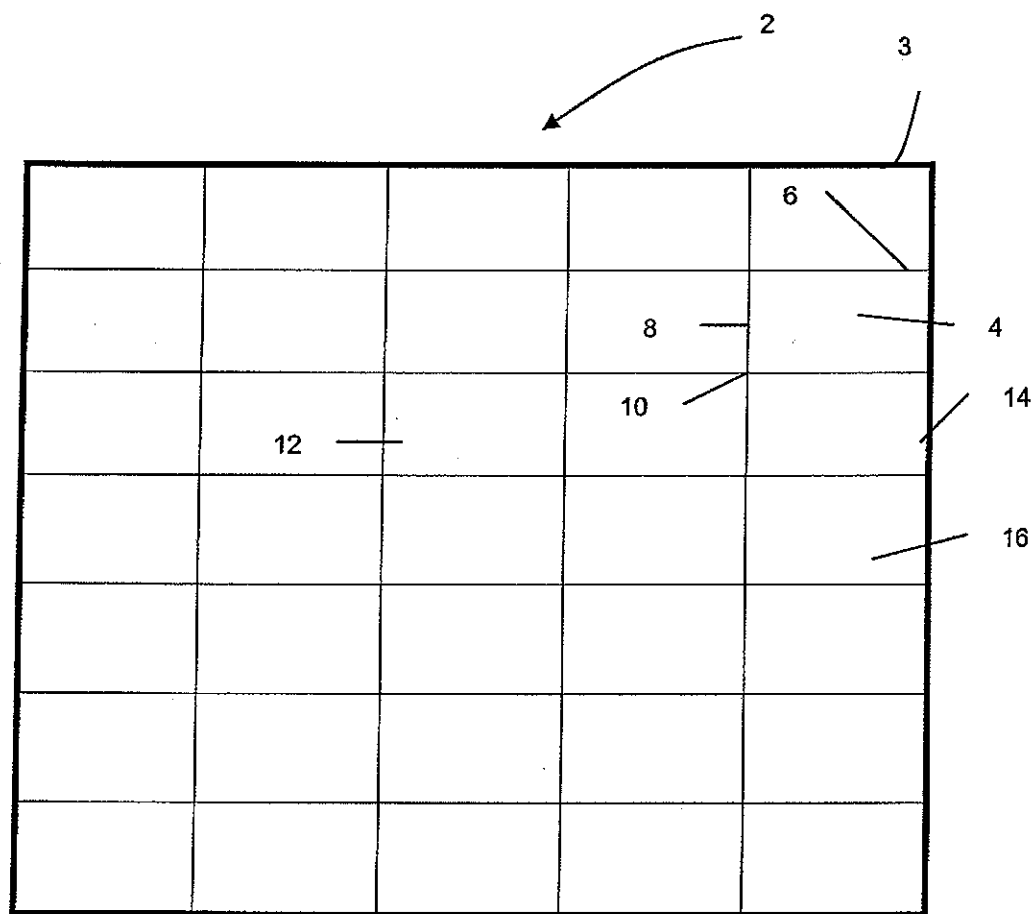


Figure 1



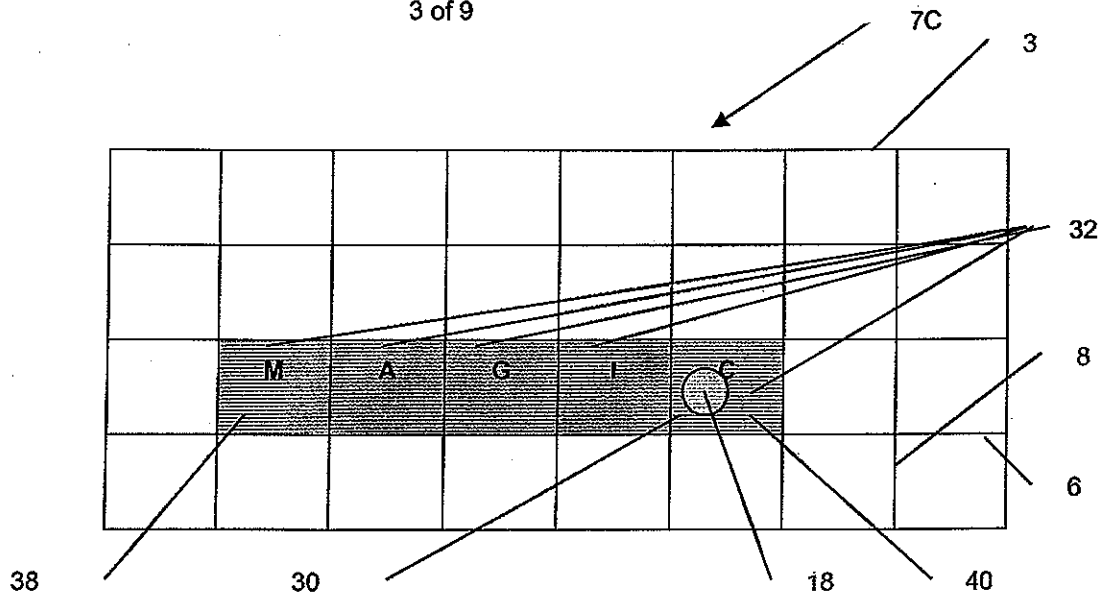


Figure 4

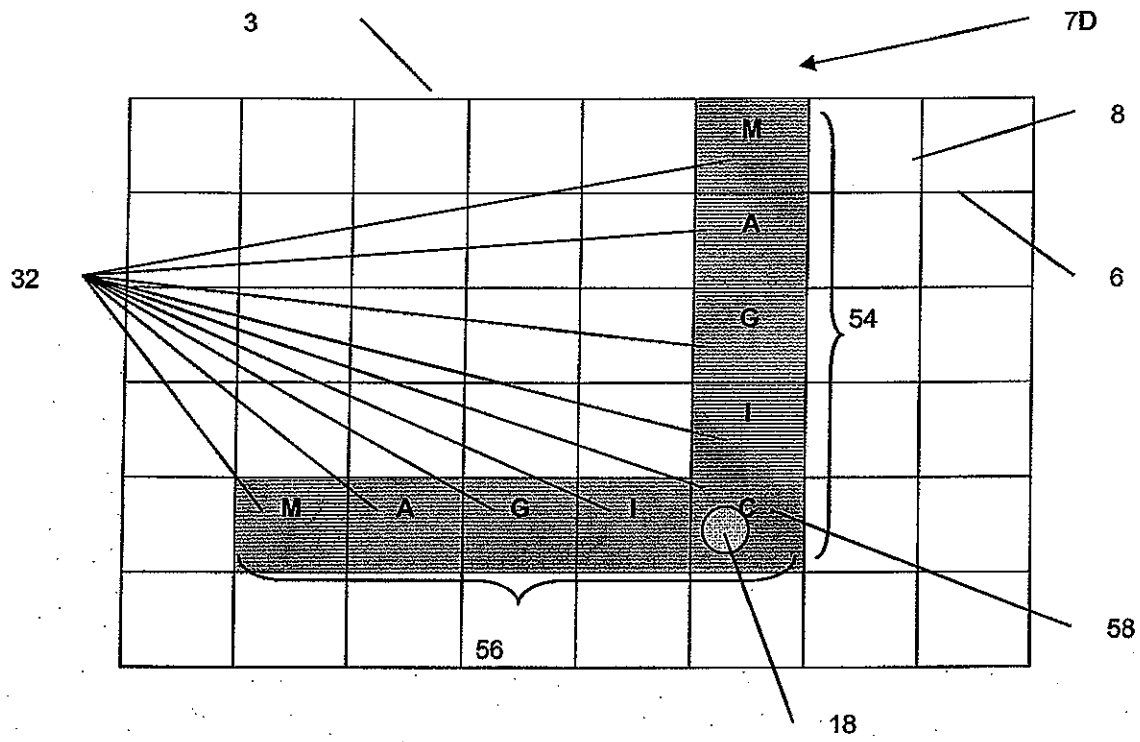


Figure 5

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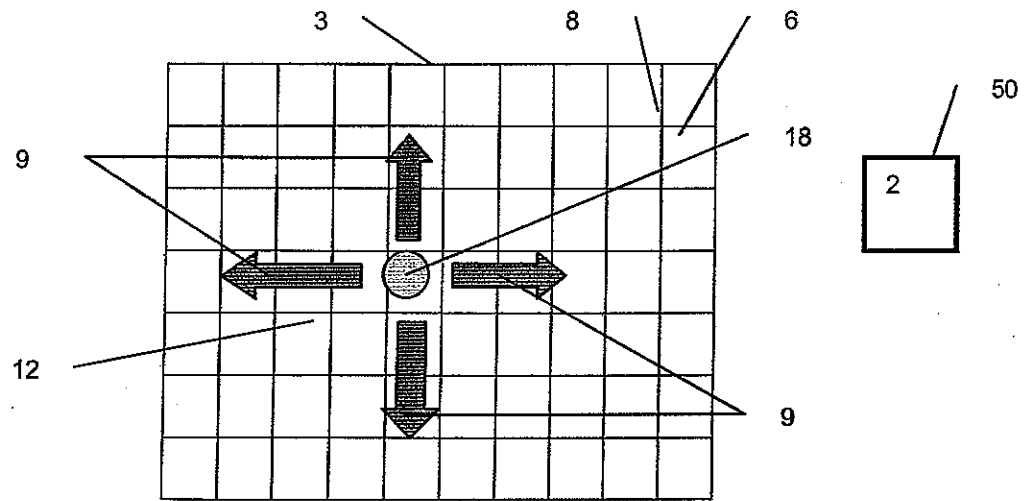


Figure 6

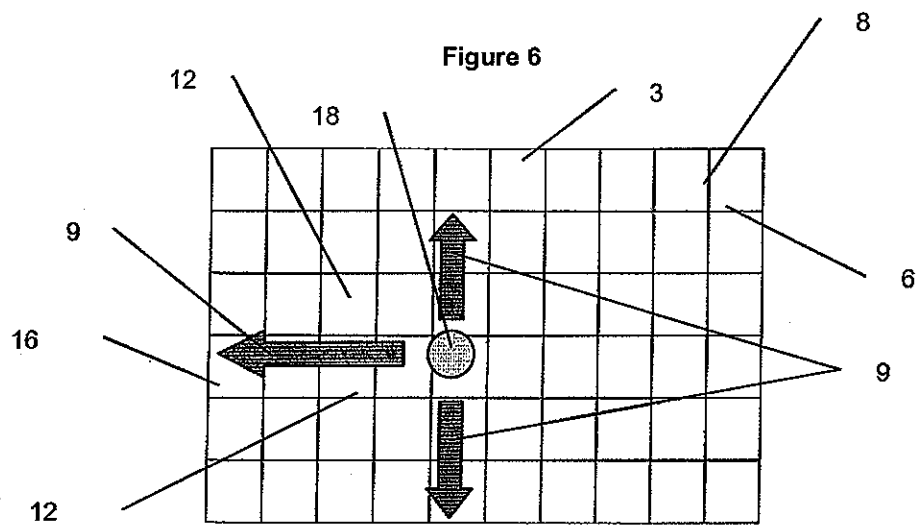


Figure 7

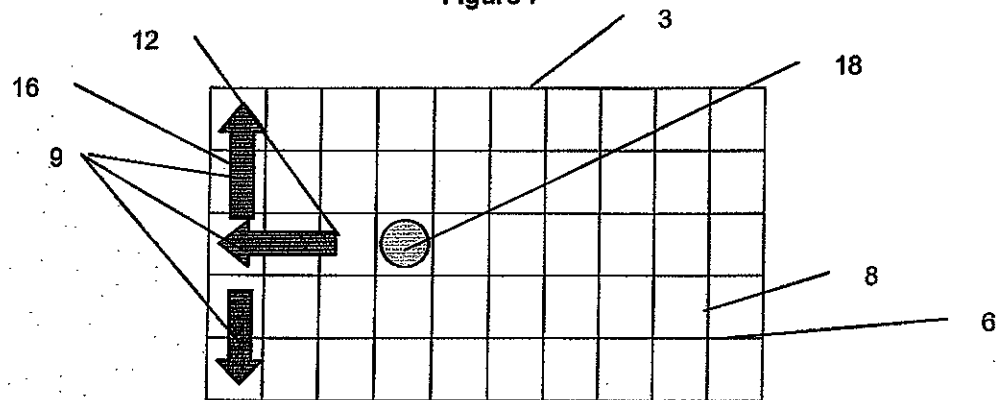


Figure 8

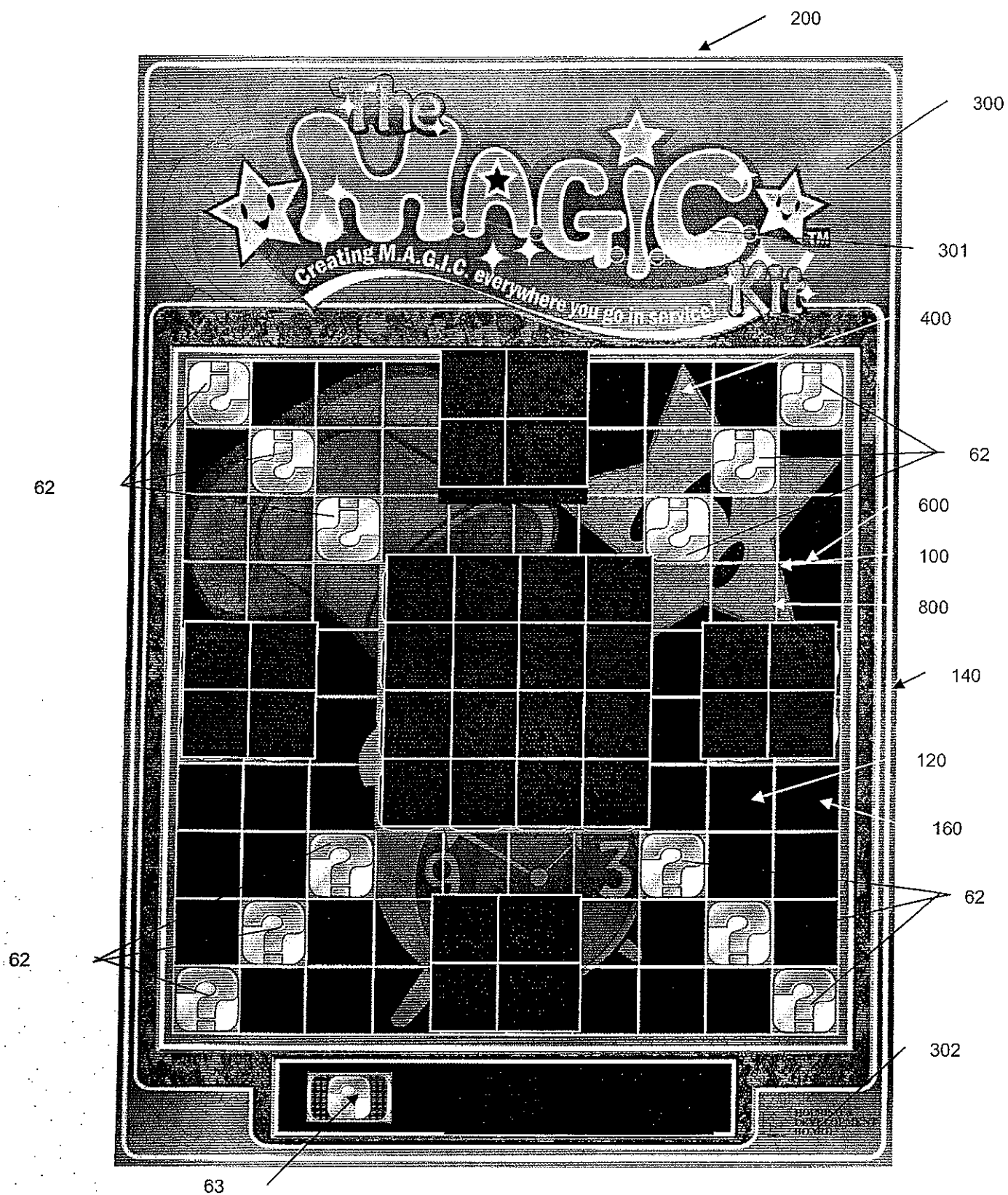


Figure 9

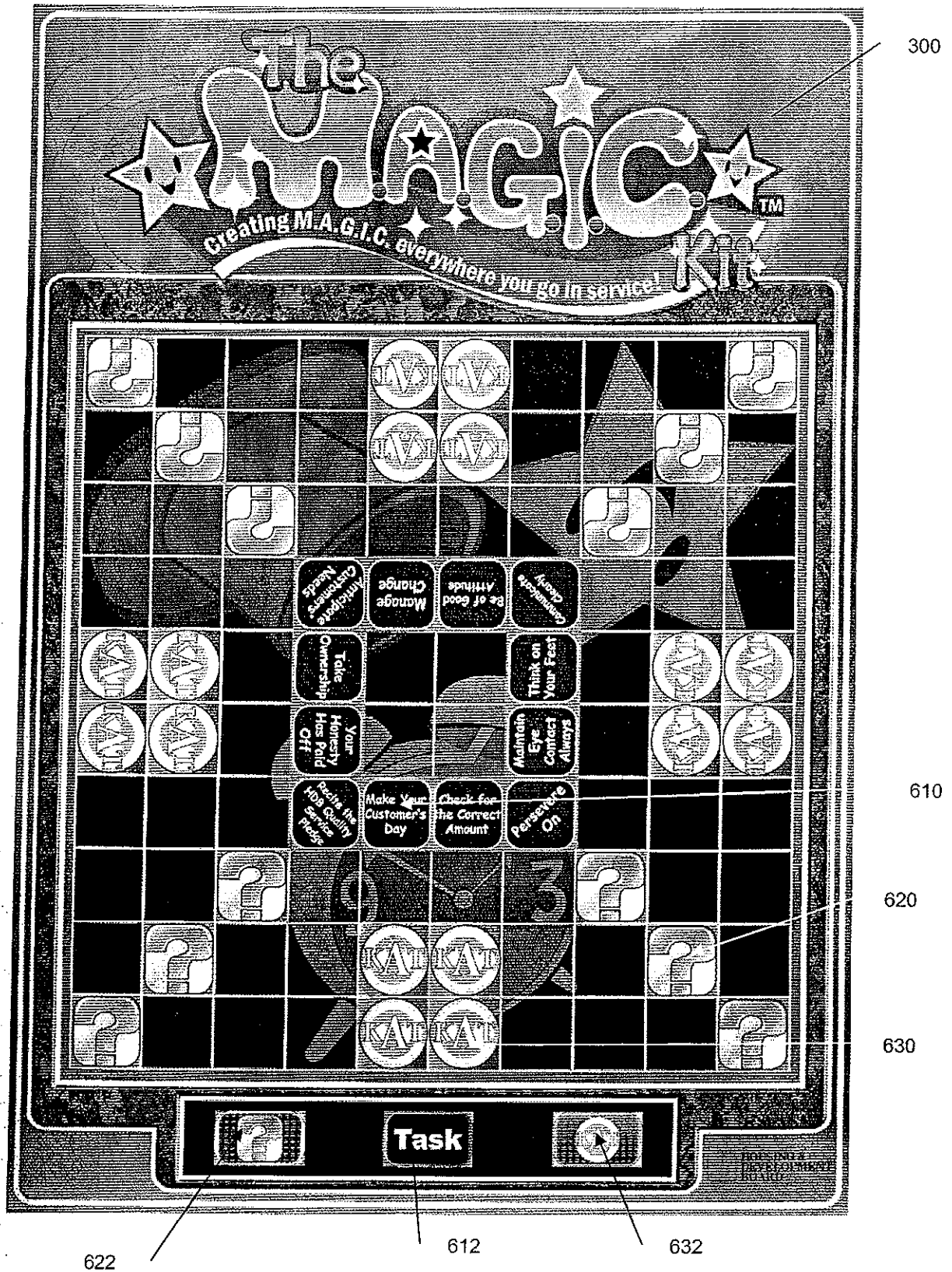


Figure 10

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Task

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Recite the HDB Quality Service Pledge

The HDB quality service pledge is printed below.

Your Task:
In 30 seconds, recite the quality service pledge in its proper way without making any mistakes.

THIGLEOY MIA EW
EDIRP HTW EVRES EW
ELIMS A HINUSYAWLA
ELIM ARTXEHTYOC EW

If you complete the task, move 1 step in any direction.

Maintain Eye Contact Always

Your Task:
Turn to the player on your right and look into each other's eyes. Look into each other's eyes for 30 seconds.

If both players complete the task, both players gain a die and throw the dice and move.

Manage Change

Your Task:
Exchange all your hats with the player on your left. Do not exchange your awards.

Make Your Customer's Day

Your Task:
Turn to the player on your left. In 30 seconds, make the player laugh. You may make funny faces, actions or tell jokes. You may not touch the player.

If you complete the task, you gain a die and turn to throw the dice and move.

Think on Your Feet

Your Task:
In 30 seconds, make 5 words that start with any of the letters below. The words you make must be related to service.

SERVICE

If you complete the task, move 2 steps in any direction.

Anticipate Customer Needs

Your Task:
Turn your back around. The other players will place their personal items in front of them. After all players have done so, you name an item that you think is on the table.

If you correctly named an item that is on the table, you gain another turn to throw the dice and move.

Check for the Correct Amount

At the end of cashier's closing yesterday, it was discovered that there was a shortfall of \$0.50.

Your Task:
In 30 seconds, produce the \$0.50 shortfall in 10-cent coins.

If you complete the task, move 2 steps in any direction.

Communicate Clearly

Your Task:
Turn to the 2nd player on your left. Think of 5 words in 10 seconds, without making any sound. Under the first hand, tell that player. That player will guess what time you are reaching for.

If both players complete the task, both players gain a die and throw the dice and move.

Take Ownership

You made a mistake and are afraid of losing your ownership. You have to make a choice:

(i) Keep quiet and put the blame on the 2nd player on your right.
(ii) Take ownership of the mistake.

If you choose (i), the 2nd player has to keep this card until your honesty has paid off.
If you choose (ii), keep this card until your honesty has paid off.

Persevere On

Your Task:
Take a deep breath and make a sound "T". Hold the sound for 30 seconds.

If you complete the task, you gain a die and turn to throw the dice and move.

Be of Good Fortune

A=1, B=2, C=3, D=4, E=5, F=6, G=7, H=8, I=9, J=10, K=11, L=12, M=13, N=14, O=15, P=16, Q=17, R=18, S=19, T=20, U=21, V=22, W=23, X=24, Y=25, Z=26

Your Task:
Every letter above has a number. In 30 seconds, add up the correct figure for the word "ATTITUDE".

If you complete the task, move 2 steps in any direction.

Your Honesty Has Paid Off

If you have the card titled "Take Ownership", exchange this card for a hat. Your honesty has paid off. Replace both "Take Ownership" and "Your Honesty Has Paid Off" cards in the next again.

Figure 11

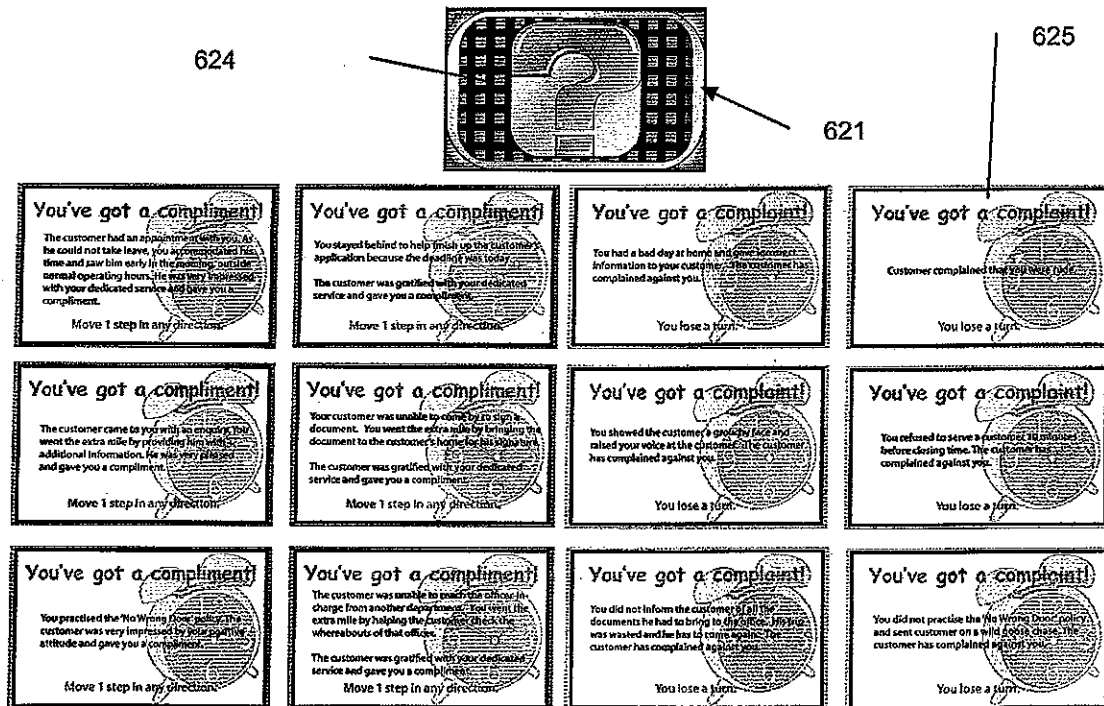
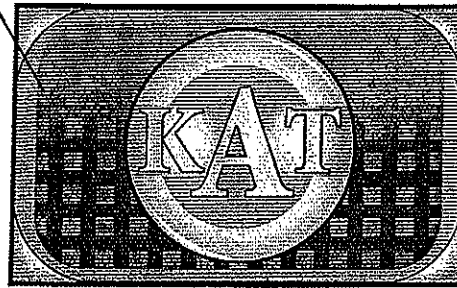


Figure 12

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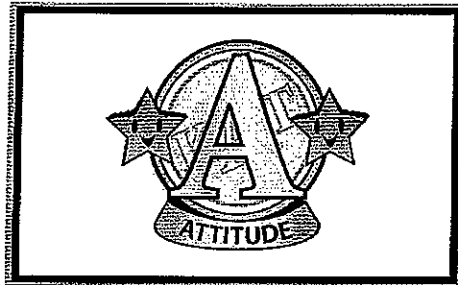
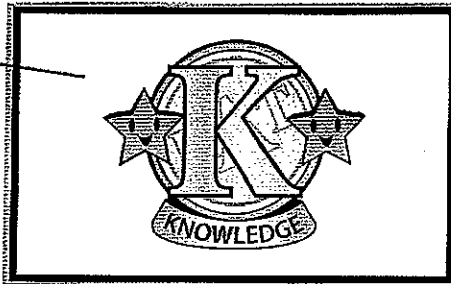


Figure 13