

Tea Making Process

The process of making tea for a number of visitors can be broken down into a number of sub-processes. These are:

- Gathering Information on Requirements – sugar, milk etc
- Production – making the tea
- Distribution – ensuring that each drink ends up with the right person

The sub-process categories and their details are outlined below, together with an indication of who actions specific tasks.

A Gathering Information on Requirements

<i>Description of Sub-Processes</i>	<i>Actioned By</i>
A stock of ingredients must have been checked and procured if necessary:	
1. Hostess announces tea-making is imminent and asks who would like a cup	Hostess
2. Visitors signify whether they want a cup	Visitors
3. Whilst host is sent to put kettle on the hostess gathers information on preferences for sugar and milk	Hostess

B Production

<i>Description of Sub-Processes</i>	<i>Actioned By</i>
4. Host fills kettle with water and switches on	Host
5. Host puts teabags in teapot and gets mugs out	Host
6. Hostess gets sugar and milk ready	Hostess
7. Host brews and pours tea	Host
8. Hostess puts milk and sugar in mugs	Hostess

C Distribution

<i>Description of Sub-Processes</i>	<i>Actioned By</i>
9. Hostess puts mugs on tray	Hostess
10. Host carries tray back to visitors	Host
11. Hostess hands out mugs as host holds tray	Host & Hostess
12. Visitors drink tea	Visitors