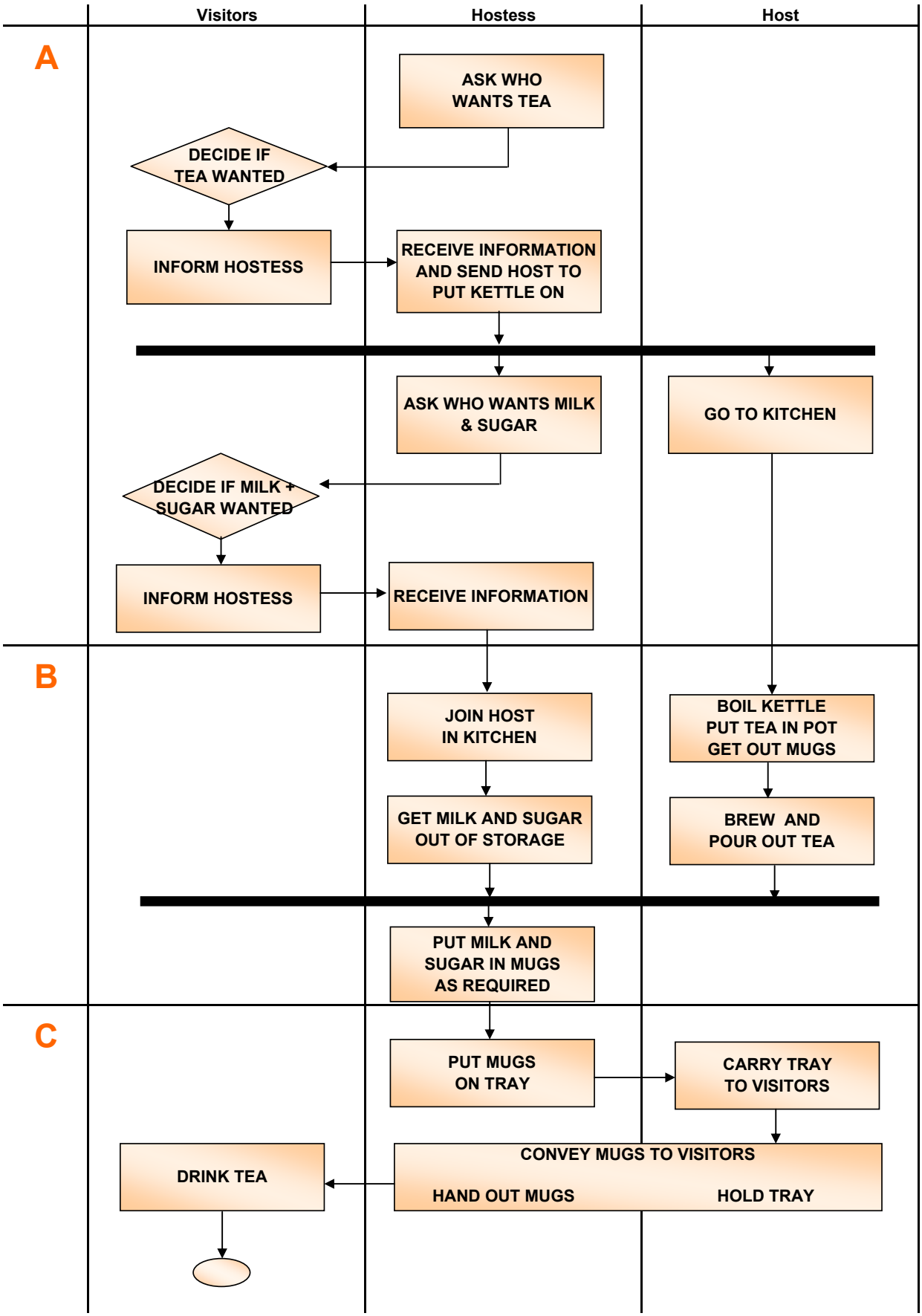Process Review - Making Tea