Scenario 1: Dining in a Restaurant

Layers

- **Customer Layer:** You, as the customer, who wants to place an order.
- **Waitstaff Layer:** The waiter who takes your order and serves food.
- Kitchen Layer: The cooks who prepare the food based on the order received from the waiter.
- **Supply Layer:** The suppliers who provide ingredients to the kitchen.

Protocols

- **Ordering Protocol:** The way you communicate your order to the waiter (e.g., verbally stating what you would like to eat and drink).
- **Service Protocol:** The procedures followed by the waiter to relay your order to the kitchen and deliver your food back to you.

Service Provider(s)

- **Restaurant:** Overall, the restaurant acts as the service provider that facilitates dining experiences.
- **Waitstaff and Kitchen:** Individually, the waiter and the kitchen staff serve as specific service providers within the restaurant structure.

Service Users

- **Customers:** You and other diners in the restaurant are the service users who benefit from the restaurant's services.

Service(s)

- **Meal Service:** Providing you with food and drink based on your order.
- **Ambiance Service:** Creating a comfortable atmosphere for dining.

Service Primitive(s)

- **Order Placement:** The act of you placing an order with the waiter.
- **Order Delivery:** The process of the waiter delivering your food and drink.

Access Point(s)

- **Table:** Where you sit to place your order and receive your meal (the interaction point).
- **Waiter:** The waiter acts as the access point between you and the kitchen.

Quality of Service (QoS)

- **Timeliness:** How quickly your order is taken and food is served.
- **Accuracy:** Ensuring that the order is correct and matches what you requested.
- **Service Attentiveness:** The waitstaff's ability to respond to your needs (e.g., refilling drinks, addressing concerns) contributes to overall QoS.

Scenario 2: Buying Coffee from a Person at Another Table

Layers

- **Your Layer:** You, as a customer wishing to initiate communication.
- **Person's Layer:** The individual sitting at another table whom you want to reach out to.
- **Intermediary Layer (if applicable):** The waiter or another person who could relay your message.

Protocols

- **Communication Protocol:** The manner in which you might communicate your desire to buy coffee (e.g., raising your hand, approaching the waiter to deliver a message).
- **Ordering Protocol:** The individual at the other table would have their own method of accepting the coffee offer.

Service Provider(s)

- **You:** Acting as the service provider by offering to buy coffee.
- **Waitstaff (if involved):** Facilitating the communication between you and the person you're trying to reach.

Service Users

- **You:** The one initiating the request.
- **Person at Another Table:** The recipient of your offer.

Service(s)

- **Coffee Offer Service:** The act of offering to buy coffee for someone.

Service Primitive(s)

- **Requesting:** Expressing your intention to buy coffee for the other person.
- **Acceptance:** The act of the person agreeing to accept your offer.

Access Point(s)

- **Your Table:** Where you are positioned to communicate your offer.
- **Other Person's Table:** Where the individual is sitting, that serves as their access point.

Quality of Service (QoS)
- **Clarity:** How clearly you express your offer and the other's acceptance.
- **Promptness:** The speed at which the communication takes place (e.g., your request is understood and responded to quickly).
- **Politeness:** The manner in which the interaction is conducted affects the perceived quality of the social service.