

Roadside Thela (Cart)

1. **Location and Target Customers:** Typically located in high-traffic areas like street corners, markets, and near schools or offices. They serve passersby looking for quick and affordable snacks.
2. **Service and Seating:** No seating, customers are served while standing.
3. **Order Taking:** Orders are taken verbally, usually by the owner or a single worker.
4. **Order Communication:** The person taking the order often also prepares it, minimizing communication needs.
5. **Preparation:** Items are often pre-prepared, though some are cooked on the spot.
6. **Customization:** Limited customization is possible (e.g., level of spiciness).
7. **Large Orders:** Not typically designed for large orders.
8. **Visible Processes:** Most processes are visible, including cooking and serving.
9. **Quality Issues:** Addressed immediately on-site, usually by replacing the item.
10. **Employee Skill:** Requires basic cooking skills; usually one person handles multiple tasks.
11. **Automation:** Minimal automation; most work is manual.
12. **Clearing Table:** Not applicable as there are no tables.

Snack Joint (e.g., Mo Mo Restaurant)

1. **Location and Target Customers:** Located in shopping areas or near offices. Targets casual diners looking for quick bites.
2. **Service and Seating:** Seating is available, often with a modest capacity (20-50 seats).
3. **Order Taking:** Orders are taken at the counter or by waitstaff.
4. **Order Communication:** Orders are communicated to the kitchen via POS systems or manually written tickets.
5. **Preparation:** Items are typically prepared after ordering to ensure freshness.
6. **Customization:** Some customization is possible.
7. **Large Orders:** May accept large orders with prior notice.
8. **Visible Processes:** Some cooking processes might be visible, especially in open kitchen designs.
9. **Quality Issues:** Handled by management or chefs, offering replacements or refunds.
10. **Employee Skill:** Requires moderate skill levels; kitchen staff are specialized.
11. **Automation:** Moderate automation (e.g., POS systems); cooking is manual.
12. **Clearing Table:** Waitstaff clear tables; designed to maintain cleanliness and readiness for the next customer.

Full-Service Restaurant

1. **Location and Target Customers:** Found in commercial and residential areas. Targets customers seeking a complete dining experience.
2. **Service and Seating:** Offers seated dining with significant capacity (50-100+ seats).
3. **Order Taking:** Orders are taken by waitstaff at the table.
4. **Order Communication:** Orders are sent to the kitchen through POS systems.
5. **Preparation:** Prepared after ordering, emphasizing quality and freshness.

6. **Customization:** High level of customization available.
7. **Large Orders:** Commonly cater to large parties and events.
8. **Visible Processes:** Limited visibility; most processes occur in the kitchen.
9. **Quality Issues:** Handled by management; might offer complimentary items or discounts.
10. **Employee Skill:** High skill level required; chefs, waitstaff, and managers have specialized roles.
11. **Automation:** High level of automation in order management and billing; cooking remains manual.
12. **Clearing Table:** Waitstaff clear tables systematically to ensure quick turnover and cleanliness.

Grocery Store

1. **Location and Target Customers:** Located in residential areas and shopping districts, targeting daily shoppers.
2. **Service and Layout:** Self-service with designated checkout areas.
3. **Order Taking:** Customers pick items themselves; orders are taken at checkout counters.
4. **Order Communication:** Not applicable as customers select items directly.
5. **Preparation:** Pre-packaged items, with fresh produce and in-store bakery.
6. **Customization:** Limited to in-store services like deli counters.
7. **Large Orders:** Accommodates large purchases and bulk buying.
8. **Visible Processes:** Stocking shelves and checkout are visible.
9. **Quality Issues:** Addressed at customer service; returns or exchanges possible.
10. **Employee Skill:** Varies from low (cashiers, stockers) to high (managers, butchers).
11. **Automation:** High automation at checkout (self-checkout systems); inventory management.
12. **Clearing Table:** Not applicable.

Movie Theater

1. **Location and Target Customers:** Found in malls and entertainment districts, targeting moviegoers.
2. **Service and Seating:** Reserved seating with specific capacity per screen.
3. **Order Taking:** Tickets purchased at box office or online.
4. **Order Communication:** Tickets scanned at entry points.
5. **Preparation:** Concession stands prepare food items on order.
6. **Customization:** Limited to food orders.
7. **Large Orders:** Handles group bookings and events.
8. **Visible Processes:** Ticketing and concession operations visible.
9. **Quality Issues:** Addressed by management; possible refunds or replacements.
10. **Employee Skill:** Low to moderate skill (ushers, concession workers).
11. **Automation:** Automated ticketing and concessions (self-serve kiosks).
12. **Clearing Table:** Staff clean theaters between shows to maintain hygiene and readiness.

Car Service Center

1. **Location and Target Customers:** Located in industrial areas or near highways, targeting vehicle owners.
2. **Service and Seating:** Waiting areas for customers, with variable capacity.
3. **Order Taking:** Orders taken at service desk.
4. **Order Communication:** Work orders communicated to technicians through service management systems.
5. **Preparation:** Services performed on demand.
6. **Customization:** High level of customization for vehicle needs.
7. **Large Orders:** Handles fleet services for businesses.
8. **Visible Processes:** Customer waiting area often allows view into service bays.
9. **Quality Issues:** Addressed by service managers; potential rework or refunds.
10. **Employee Skill:** High skill required; certified mechanics and technicians.
11. **Automation:** Diagnostic tools and service management systems.
12. **Clearing Table:** Not applicable; service bays cleaned by staff to maintain efficiency and safety.

Bank

1. **Location and Target Customers:** Situated in commercial areas, targeting account holders and financial service seekers.
2. **Service and Seating:** Service counters with seating in waiting areas.
3. **Order Taking:** Services requested at teller counters or via appointment.
4. **Order Communication:** Teller notes and digital systems communicate customer needs.
5. **Preparation:** Services provided on demand.
6. **Customization:** High customization for financial products.
7. **Large Orders:** Handles large transactions and corporate services.
8. **Visible Processes:** Teller services visible; back-office operations not visible.
9. **Quality Issues:** Addressed by bank managers; customer service support.
10. **Employee Skill:** High skill required; financial advisors, tellers, and managers.
11. **Automation:** High automation in transactions and customer service (ATMs, online banking).
12. **Clearing Table:** Not applicable.

Hospital

1. **Location and Target Customers:** Located in residential and commercial areas, targeting patients requiring medical care.
2. **Service and Seating:** Waiting areas with extensive seating.
3. **Order Taking:** Medical services requested at reception or emergency.
4. **Order Communication:** Digital systems communicate patient needs to medical staff.
5. **Preparation:** Services provided on demand; some pre-scheduled.
6. **Customization:** High customization based on patient needs.
7. **Large Orders:** Manages large volumes of patients, especially in emergencies.
8. **Visible Processes:** Some processes visible (reception, outpatient services).
9. **Quality Issues:** Addressed by medical professionals; follow-up care provided.
10. **Employee Skill:** High skill required; doctors, nurses, and specialists.

11. **Automation:** High level of automation in patient records, diagnostics, and some treatments.
12. **Clearing Table:** Patient rooms and treatment areas cleaned systematically to maintain hygiene.

By comparing these operations, you can see how the design and execution of services align with the needs and expectations of their target customers, ensuring efficiency, quality, and customer satisfaction.