1. Write a brief report summarizing your results and the methodology used to conduct the simulation.

Here is a brief summary of my calculations.

From the already given instructions i added more to complete the simulation

Start service which stated at 0 and for the remaining 19 persons was got by getting the maximum of stop service time and arrival time.

For the time the server was idle, we still started from time 0 got the maximum difference in time of arrival time minus stop service time and added a 0 to account for any annormalies to avoid having negative digits.