④

Customer No.	Δt	Enters	Served	Leaves	Waits
1	0	0	0	4	0
2	6	6	6	10	0
3	1	7	10	14	3
4	2	9	14	18	5
5	3	12	18	22	6
6	1	13	22	26	9
7	7	20	26	30	6
8	8	28	30	34	2
9	7	35	35	39	0
10	3	38	39	43	1

ⓐ Simulation ends at $t = 43$ minutes.

ⓑ Customers 1, 2 and 9 do not have to wait in line and customer 6 had to wait the longest - 9 minutes.

ⓒ Probability customer has to wait in line $= \frac{7}{10}$
$= 0.7$//

(d)

Customer No.	Time in system
1	4
2	4
3	7
4	9
5	10
6	13
7	10
8	6
9	4
10	5
	72

Average time customer spent in the system $= \frac{72}{10}$

$= 7.2$