**For stack**

**Q4 (Reflection)**

**Why can’t a queue be used for reversing words in a sentence?**

A queue follows **FIFO (First In, First Out)** order. This means the first word added is the first to come out, preserving the original order. Reversal requires **LIFO (Last In, First Out)**, which only stacks provide. Therefore, using a queue will keep words in the same order instead of reversing them.

**For queue**

**Q4 (Reflection)**

**Why is a queue appropriate for handling service requests in customer support centers?**

* Service requests arrive in order, and fairness requires **first-come, first-served**.
* A queue ensures no request is skipped.
* It prevents starvation (early requests being ignored).
* Matches real-world service lines like banks, hospitals, or call centers.