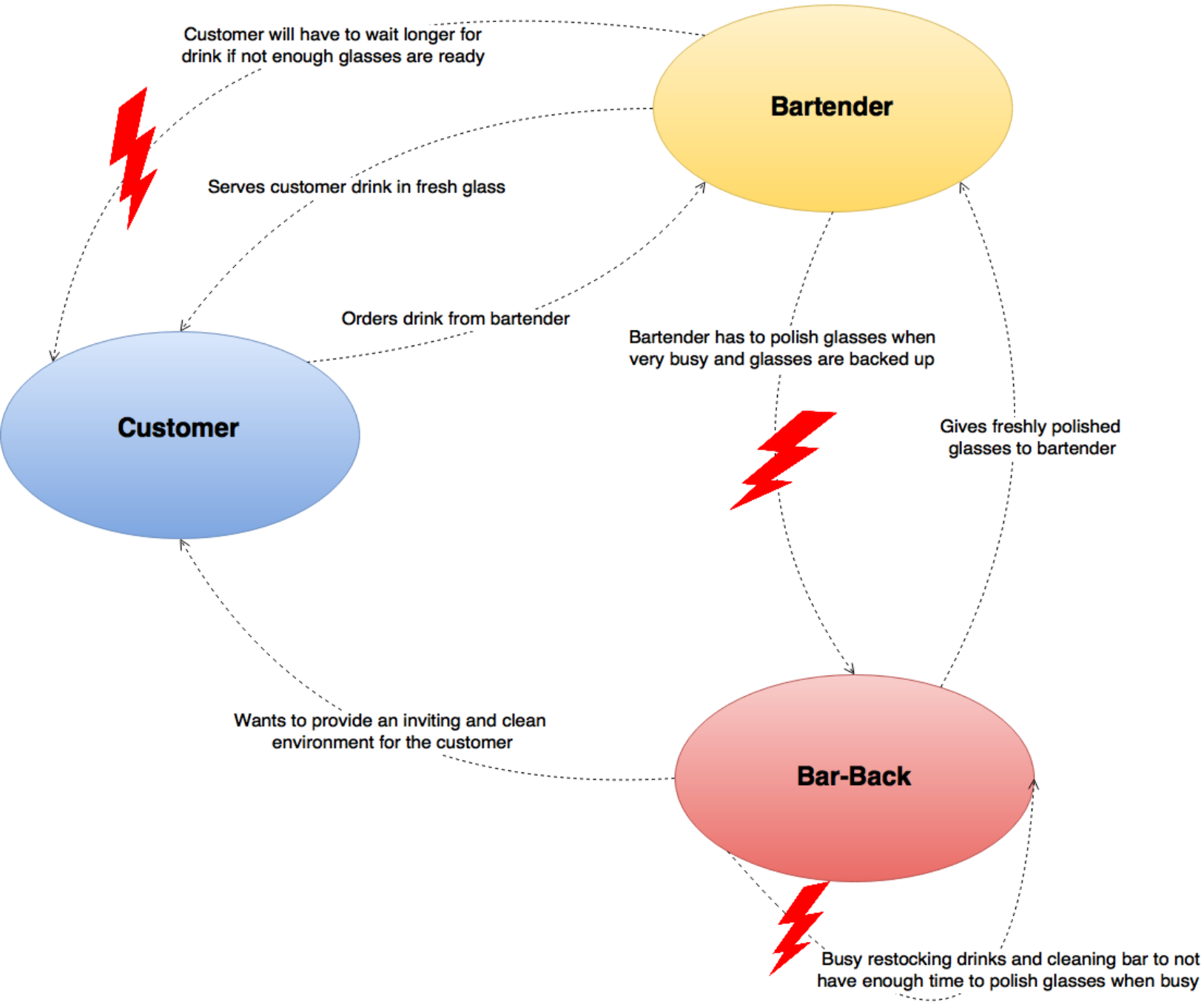
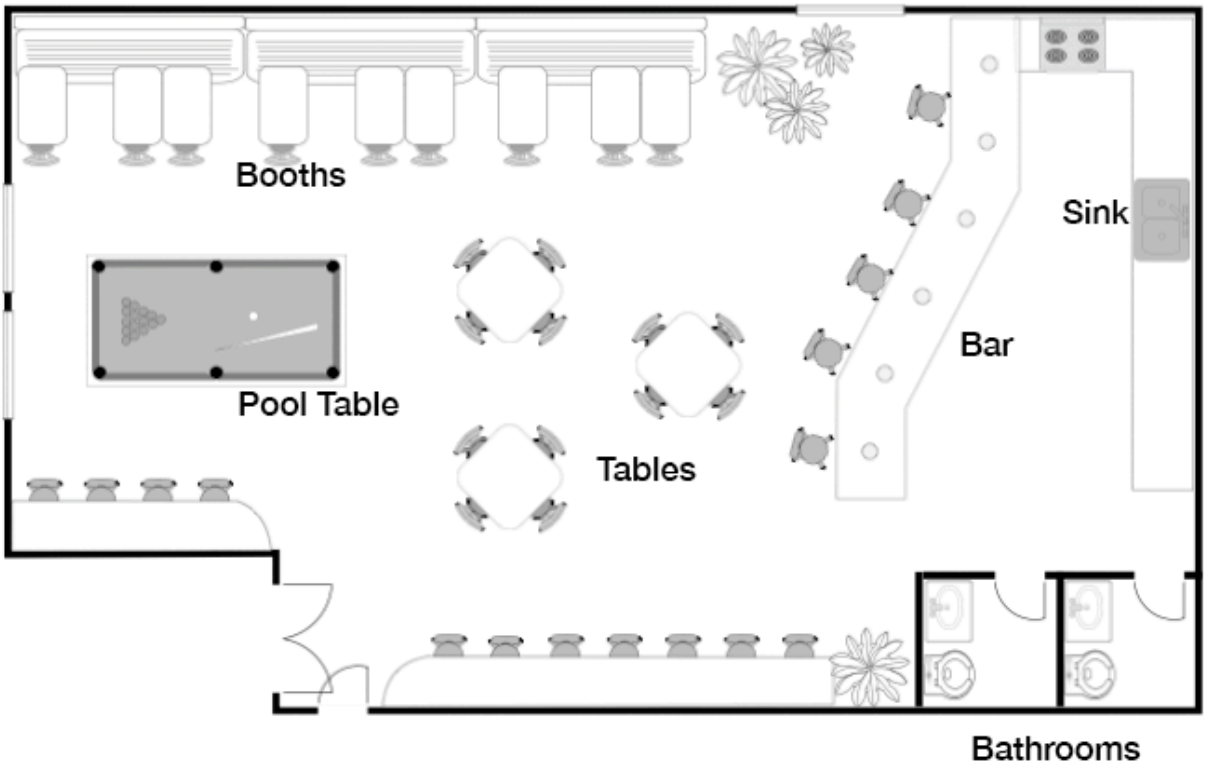
Flow Model


Customer will have to wait longer for drink if not enough glasses are ready
Bartender
Serves customer drink in fresh glass
Orders drink from bartender
Bartender has to polish glasses when very busy and glasses are backed up
Customer
Gives freshly polished glasses to bartender
Wants to provide an inviting and clean environment for the customer
Bar-Back
Busy restocking drinks and cleaning bar to not have enough time to polish glasses when busy

Physical Model