

Resources

Resource	Utilization	Total fixed cost	Total unit cost	Total cost
Customer	99.87 %	0	0	0
Restaurant Staff	11.35 %	89,180	8,174.36	97,354.36
Kitchen	8.71 %	22,560	6,274.63	28,834.63
Total		111,740	14,448.99	126,188.99

Restaurant Reservation and Dining System process

Name	Type	Instances completed	Instances started	Min. time	Max. time	Avg. time	Total time	Min. time waiting resource	Max. time waiting resource
Restaurant Reservation and Dining System process	Process	71	1,000	3h 9m 30s	28d 17h 5m 54s	8d 6h 11m 50s	19526d 24m 14s		
Staff recieve the request and reviews table availability	Task	1,000	1,000	15s	17d 8h 53m 53s	7d 5h 47m 57s	7241d 15h 21m 32s	0	17d 8h 53m 38s
Is table available?	Gateway	1,000	1,000						
Staff suggests next available time slot	Task	491	491	2m 10s	5h 25s	47m 34s	16d 5h 18m 7s	0	4h 58m 15s
Reservation not available	End event	64							
Process ends	End event	0							
Any cancellation ?	Gateway	126	126						
Customer agrees with suggested timing?	Gateway	240	240						
Choose reservation method	Gateway	1,000	1,000						
Customer initiates reservation	Start event	1,000							
Stop contacting with customer	Task	0	0	0	0	0	0	0	0
Customer on waitlist is contacted with new time slot	Task	62	62	0	4h 13m 48s	1h 12m 3s	3d 2h 27m 42s	0	4h 13m 48s
Customer is offered to be placed on waitlist	Task	126	126	10s	4h 56m 40s	55m 7s	4d 19h 46m 9s	0	4h 56m 30s
Reservation is made, and customer is informed	Task	83	83	10s	16d 14h 41s	6d 56m 2s	501d 5h 32m	0	16d 14h 31s
Customer uses online reservation system	Task	524	524	4m	2d 20h 44m 22s	14h 49m 24s	323d 15h 26m 25s	0	2d 20h 40m 22s
Customer calls	Task	476	476	4m	2d 20h 54m 22s	15h 13m 18s	301d 21h 37m 1s	0	2d 20h 50m 22s
Customer provides reservation details	Task	1,000	1,000	3m	8d 14h 22m 4s	3d 6h 16m 7s	3261d 4h 47m 50s	0	8d 14h 19m 4s
Customer got proposition about new slot	Task	240	240	10s	17d 13h 31m 29s	5d 5h 1m 51s	1250d 7h 26m 33s	5s	17d 13h 31m 24s
Customer come to restaurant	Task	388	388	2m	17d 11h 51m 35s	6d 7h 54m 46s	2455d 22h 10m 37s	0	17d 11h 49m 35s
Server assigned to the table	Task	403	403	2m	4h 52m 15s	36m 2s	10d 2h 3m 33s	0	4h 50m 15s
restaurant staff present the menu to the customer	Intermediate event	403	403						
Notify the customer about the ingredient absence and ask for another meal for ordering.	Task	0	0	0	0	0	0	0	0
Server communicates the order to the kitchen	Task	403	403	30s	4h 38m 43s	40m 41s	11d 9h 20m 14s	0	4h 38m 13s
Meals are prepared	Task	403	403	40m	5h 18m 13s	1h 25m 49s	24d 26m 51s	0	4h 38m 13s
Server brings the food to the table and ensures everything is as ordered	Task	250	250	37m 45s	17d 13h 4m 39s	6d 22h 20m 50s	1732d 18h 50m 7s	35m 45s	17d 13h 2m 39s
Confirm Reservation	Task	654	654	5s	4h 59m 35s	41m 2s	18d 15h 19m 51s	0	4h 59m 30s
Server periodically checks on the table	Task	250	250	10m	4h 36m 7s	34m 35s	6d 8m	0	4h 26m 7s

Name	Type	Instances completed	Instances started	Min. time	Max. time	Avg. time	Total time	Min. time waiting resource	Max. time waiting resource
Any additional needs or concerns?	Gateway	250	250						
Address additional needs or concerns	Task	72	72	1h 27m 2s	17d 9h 44m 2s	8d 9h 52m 19s	605d 14h 47m 41s	1h 27m	17d 9h 44m
Meal is over	Task	110	120	2d 12h	18d 19h 58m 37s	11d 32s	1210d 1h 14s	0	17d 11h 27m 2s
Choose payment method	Gateway	110	110						
Cash	Task	12	12	6d 6h 27m 38s	16d 7h 31m 39s	11d 5h 16m 23s	134d 15h 16m 47s	6d 6h 27m 8s	16d 7h 31m 9s
Credit card	Task	46	46	30s	30s	30s	23m	0	0
Mobile Transfer	Task	13	13	6d 6h 25m 8s	17d 9h 43m 27s	11d 7h 18m 18s	146d 22h 58m 4s	6d 6h 24m 38s	17d 9h 42m 57s
Payment Refusal	Task	0	0	0	0	0	0	0	0
Payment Refusal	Task	0	0	0	0	0	0	0	0
Payment Refusal	Task	0	0	0	0	0	0	0	0
NoneEnd	End event	0							
NoneEnd	End event	0							
NoneEnd	End event	0							
Customer leaves the restaurant	Task	22	22	6d 6h 22m 3s	17d 9h 54m 57s	12d 1h 38m 24s	265d 12h 5m	6d 6h 20m 3s	17d 9h 52m 57s
Server prepares the table for the next customer	Task	22	22	10m	58m 55s	21m 24s	7h 50m 56s	0	48m 55s
Are there more customers?	Gateway	22	22						
Process completed	End event	7							
10 minutes	Intermediate event	250	250						