

Resources

Resource	Utilization	Total fixed cost	Total unit cost	Total cost
Customer	30.67 %	0	0	0
Staff	30.73 %	172,120	22,123.11	194,243.11
Kitchen	35.64 %	56,220	25,663.39	81,883.39
Total		228,340	47,786.5	276,126.5

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	490	1,000	4h 28m 50s	12d 22h 41m 17s	6d 8h 40m 25s	3416d 13h 39m 25s		
Staff recieve the request and reviews table availability	Task	1,000	1,000	1m	15h 27m 35s	6h 22m 43s	265d 18h 38m 24s	0	15h 26m 35s
Is table available?	Gateway	1,000	1,000						
Staff suggests next available time slot	Task	510	510	4m	5h 50m 5s	3h 33m 10s	75d 11h 56m 35s	0	5h 46m 5s
Choose reservation method	Gateway	1,000	1,000						
Customer initiates reservation	Start event	1,000							
Customer uses online reservation system	Task	500	500	4m	1h 48m 6s	28m 40s	9d 22h 56m 23s	0	1h 44m 6s
Customer calls	Task	500	500	4m	1h 48m 6s	27m 58s	9d 17h 6m 16s	0	1h 44m 6s
Customer provides reservation details	Task	1,000	1,000	3m	1h 48m 2s	25m 36s	17d 18h 55m 37s	0	1h 45m 2s
Customer got proposition about new slot	Task	510	510	1m	5h 48m 25s	3h 22m 9s	71d 14h 24m 30s	0	5h 47m 25s
Customer come to restaurant	Task	490	490	10s	10s	10s	1h 21m 40s	0	0
Server assigned to the table	Task	937	937	10s	5h 46m 5s	1h 53m 9s	73d 15h 15m 57s	0	5h 45m 55s
restaurant staff present the menu to the customer	Intermediate event	937	937						
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	937	937	40s	5h 14m 55s	1h 20m 51s	52d 14h 45m 22s	0	5h 14m 15s
Meals are prepared	Task	937	937	40m	5d 15h 38m 5s	2d 18h 47m 58s	2607d 23h 12m 39s	0	5d 14h 58m 5s
Server brings the food to the table and ensures everything is as ordered	Task	937	937	2m	5h 50m 55s	26m 30s	17d 5h 59m 18s	0	5h 48m 55s
Confirm Reservation	Task	490	490	15s	5h 45m 50s	3h 20m 51s	68d 8h 20m 35s	0	5h 45m 35s
Server periodically checks on the table	Task	937	937	10m	5h 45m 20s	37m 39s	24d 12h 21s	0	5h 35m 20s
Any additional needs or concerns?	Gateway	937	937						
Address additional needs or concerns	Task	474	474	2m	5h 35m 30s	31m 9s	10d 6h 8m 39s	0	5h 33m 30s
Meal is over	Task	937	937	2h	4h 19m 18s	2h 6m 15s	82d 3h 42m 59s	0	2h 19m 18s
Choose payment method	Gateway	937	937						
Cash	Task	310	310	2m	2m	2m	10h 20m	0	0
Credit card	Task	324	324	30s	2h 23m 49s	7m 37s	1d 17h 9m 35s	0	2h 23m 19s
Mobile Transfer	Task	303	303	30s	30s	30s	2h 31m 30s	0	0
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

Name	Type	Instances completed	Instances started	Min. time	Max. time	Avg. time	Total time	Min. time waiting resource	Max. time waiting resource
NoneEnd	End event	0							
NoneEnd	End event	0							
NoneEnd	End event	0							
Customer leaves the restaurant	Task	937	937	2m 2s	2h 22m 44s	8m 29s	5d 12h 42m 7s	0	2h 20m 42s
Server prepares the table for the next customer	Task	937	937	12m	5h 54m 32s	33m 18s	21d 16h 10m 58s	0	5h 42m 32s
Are there more customers?	Gateway	937	937						
Process completed	End event	490							
Does Customer Accept?	Gateway	0	510						
NoneEnd	End event	0							
Customer informed about new table date and time	Task	0	0	0	0	0	0	0	0
10 minutes	Intermediate event	937	937						