Consider the following procedure enacted by the sushi restaurant to serve a all-you-can-eat meal to the clients. The procedure starts when a client comes into the restaurant and ends when the bill is paid.

Once the clients has entered, the waiter asks if there is a prenotation, if yes he brings the client to his table, otherwise if a table is free, he brings him to that table. Once that is done the waiter turns on the tablet in order to let the client access the menu.

Once the client has submitted his order, a notification is sent to the kitchen for the food part and another one arrives to a waiter for drinks and desserts.

For the drinks and desserts part, if he has to bring desserts he goes to the dessert area, if he has to bring drinks he goes to fridge. The order may contain both drinks and desserts. Once he took everything he checks the number of the table and brings it to the table.

For the food part the kitchen has to check if all the dishes are ready or not. If they are not ready, he first check if the number of ingredients is above a certain threeshold, otherwise he goes into the food storage area and if there are ingredients he restocks them into the kitchen, otherwise he leaves a message to the suppliers and goes back to the kitchen. At this point the actual preparation starts.

Once the preparation is over or if the dishes are all ready the waiter gets called by the kitchen (using a tablet). He reads the table number and then brings the order to the table.

If the client is unsatisfied he can send a notification using a ringbell on the tablet, when this happens the waiter is notified and goes to the table. The client can report different type of problems: slow service, missing food in the order, the waiter brought food that wasn’t ordered, quality problems in the food.

For the first problem the waiter raises the priority of the order from the tablet. For the second problem he creates a new order with the missing food. For the third problem he brings back the food. For the forth problem he brings back the food and creates a new order with the missing food.

When the client asks for bill from the tablet a waiter generates the bill and brings it to the table. Then the client goes to the cash register to pay and he receives a receipt.