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Calculate the Average Time taken from reception to meet the Salesperson. List the reasons why in some cases the time was greater than average time.

The average time from reception to sales is 118 seconds. There are 11 instances of time greater than average which have reasons as follows:

1. Absence of reception staff at entrance
2. Due to above reason enquiries attended by security who is less aware of the business proceedings
3. In some cases there were delays in attending the enquiries