1. Which method (single queue, multi-queue) appears to be preferable and why? Note specific values in your results when explaining why.

The method with multiple queues seemed to have a lower average wait time and a lower max wait time. For example, in mycode the multiple queue bank had an average wait time of 36.15 minutes versus 37.18 minutes for the single queue bank average wait time. This would mean that it was generally more efficient, and customers didn’t have to wait as long to get served. There were also less customers turned away, so even more people got served and had a lower wait time.

1. How many tellers do you think would be optimal for your bank? Note that this could have more than one answer, and a more informed answer may require more information from your simulation. However, try to justify your answer as best you can.

In general, I feel like the more tellers the better. Obviously, there would be space issues involved, regarding the physical size of the bank but in theory one teller for each person that visits the bank would be most ideal. The more tellers there were the shorter the average wait time tended to be within my simulation. Under the same conditions when there are more tellers, the code simulated that the wait time would be significantly shorter. For example, if you said that there were 6 tellers versus 2 tellers the average wait time for each customer was .0124 minutes when there were 6 versus 95.75 minutes for only 2 tellers.