

Current time:

<u>Full Service</u>	<u>Self-Service</u>
Next system event	Time
customer arrival	
full-service finish	
self-service finish	

Current time:

<u>Full Service</u>	<u>Self-Service</u>
Next system event	Time
customer arrival	
full-service finish	
self-service finish	

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full-service finish	
self-service finish	

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