

ABSTRACT

This project describes the characteristics of waiting line models in service business, waiting line management, view of waiting line models in service business, and waiting line management to establish appropriate service facilities to benefit the operations at Hello Internet Café. The purpose of a waiting line management is to provide information on the amount of service requirement at minimum total cost and customer arriving condition. The results from waiting line analysis have significantly improved the service business ability to operate more effectively and efficiently.

In addition, a waiting line model of service business is to be clear. Functional decomposition of waiting line characteristic and context diagram are also identified in this project.

Finally, to analyze the existing business process of case discussion, Hello Internet Café aspect of service business and waiting line management is presented.