

Current time: 0

<u>Full Service</u>	<u>Self-Service</u>
Next system event	Time
customer arrival	$0 + 12 = 12$ ✓
full-service finish	-
self-service finish	-

Current time: 12

<u>Full Service</u>	<u>Self-Service</u>
①	
Next system event	Time
customer arrival	$12 + 2 = 14$ ✓
full-service finish	$12 + 7 = 19$
self-service finish	-

Current time: 14

<u>Full Service</u>	<u>Self-Service</u>
①	②
Next system event	Time
customer arrival	$14 + 3 = 17$
full-service finish	19
self-service finish	$14 + 2 = 16$ ✓

Current time: 16

<u>Full Service</u>	<u>Self-Service</u>
①	
Next system event	Time
customer arrival	17 ✓
full-service finish	19
self-service finish	-

Current time: 17

<u>Full Service</u>	<u>Self-Service</u>
①	③
Next system event	Time
customer arrival	$17 + 21 = 38$
full-service finish	19
self-service finish	$17 + 1 = 18$ ✓

Current time: 18

<u>Full Service</u>	<u>Self-Service</u>
①	
Next system event	Time
customer arrival	38
full-service finish	19 ✓
self-service finish	-

Current time: 19

<u>Full Service</u>	<u>Self-Service</u>
Next system event	Time
customer arrival	38 ✓
full-service finish	-
self-service finish	-

Current time: 38

<u>Full Service</u>	<u>Self-Service</u>
	④
Next system event	Time
customer arrival	$38 + 1 = 39$ ✓
full-service finish	-
self-service finish	$38 + 3 = 41$

Current time: 39

<u>Full Service</u>	<u>Self-Service</u>
⑤	④
Next system event	Time
customer arrival	$39 + 4 = 43$
full-service finish	$39 + 16 = 55$
self-service finish	41 ✓

Current time: 41

<u>Full Service</u>	<u>Self-Service</u>
⑤	
Next system event	Time
customer arrival	43 ✓
full-service finish	55
self-service finish	-

Current time: 43

<u>Full Service</u>	<u>Self-Service</u>
⑤	⑥
Next system event	Time
customer arrival	$43 + 2 = 45$ ✓
full-service finish	55
self-service finish	$43 + 3 = 46$

Current time: 45

<u>Full Service</u>	<u>Self-Service</u>
⑤	⑥ ⑦
Next system event	Time
customer arrival	$45 + 7 = 52$
full-service finish	55
self-service finish	46 ✓

Current time: 46

<u>Full Service</u>	<u>Self-Service</u>
⑤	⑦
Next system event	Time
customer arrival	52
full-service finish	55
self-service finish	$46 + 1 = 47$ ✓

Current time: 47

<u>Full Service</u>	<u>Self-Service</u>
⑤	
Next system event	Time
customer arrival	52 ✓
full-service finish	55
self-service finish	-

Current time: 52

<u>Full Service</u>	<u>Self-Service</u>
⑤	⑧
Next system event	Time
customer arrival	$52 + 6 = 58$
full-service finish	55 ✓
self-service finish	$52 + 7 = 59$

Current time: 55

<u>Full Service</u>	<u>Self-Service</u>
	⑧
Next system event	Time
customer arrival	58 ✓
full-service finish	-
self-service finish	59

Current time: 58

<u>Full Service</u>	<u>Self-Service</u>
⑨	⑧
Next system event	Time
customer arrival	$58 + 15 = 73$
full-service finish	$58 + 3 = 61$
self-service finish	59 ✓

Current time: 59

<u>Full Service</u>	<u>Self-Service</u>
⑨	
Next system event	Time
customer arrival	73
full-service finish	61 ✓
self-service finish	-

Current time: 61

<u>Full Service</u>	<u>Self-Service</u>
Next system event	Time
customer arrival	73 ✓
full-service finish	-
self-service finish	-

Current time: 73

<u>Full Service</u>	<u>Self-Service</u>
⑩	
Next system event	Time
customer arrival	$73 + 1 = 74$
full-service finish	$73 + 11 = 84$
self-service finish	-