# Executive Summary

Campus Dining is planning to close VG’s Cafe during the 2015-2016 school year; as a result, the remaining restaurants on campus need to accommodate the additional student demand. The student team consisting of Eric Calbonero, Derek Nollsch, and Casey Reilly met with Campus Dining’s Director of Operations, Greg Yeo, about this issue—he directed the team toward a redesign of The Avenue Food Court. To redesign The Avenue, the project team focused on several key deliverables as follows:

* Study current customer trends in The Avenue
* Develop a proposed facilities layout and design
* Perform a capacity analysis of The Avenue
* Technical Report of Findings

First, the project team needed to define key stakeholders and communicate their goals. After this, the team observed the Avenue and performed the following time studies: customer inter-arrival time, register processing time, and the processing times of each of the restaurants in The Avenue. These observations were done to create a current state 2D and 3D model of the restaurant. Next, the project team created a simulation model of The Avenue to test each of four different experiments on the system. The first experiment was to test the result of the projected 10% increase in customer demand. The second experiment was to test the result of equal demand across all restaurants. The third experiment was to test the result of an equal processing time across all restaurants. Finally, the fourth experiment was to test the result of increasing the number of register queues from three to four.

After performing the experiments on the simulation model, the project team was able to create a 2D and 3D model of the proposed changes to The Avenue. The proposed changes were as follows:

* Replace the salad bar with a smaller, tiered design
* Add an additional restaurant with the necessary equipment
* Simplify menus to reduce processing time
* Add two additional POS stations with an associated queue

As a result of the projected 10% increase in sales, The Avenue is projected to earn an additional $1,663 in revenues per day. However, the proposed changes are expected to cost a total of $33,500—resulting in a payback period of 20.14 business days.